



## **RICHWAY & FUJI BIO INC.**

1314 South King Street Suite 520, Honolulu, HI 96814

Tel: (808) 589-2800 Toll-Free: 1-855-338-6410 Fax: (808) 597-1651

[www.richwayandfujibio.com](http://www.richwayandfujibio.com)

### **REPAIR SERVICE POLICY**

In the event your warranty has expired and you are in need of a repair for one of our products, Richway & Fuji Bio offers a repair service for anyone who owns one of our products.

#### **How long does the repair service last?**

Repair service is available for each product's serviceable life. If we determine that a product is not repairable due to unavailability of functional parts or the serviceable life of the product has expired, we will not be able to service your product. Trade-ins are an option.

#### **What is covered by the repair service?**

The repair service grants the owner a rate for which out-of-warranty products are repaired. This is subject to the serviceable life of the product and parts availability. See below for a list of parts and products covered.

#### **Parts covered:**

Biomat / Biobelt / Amethyst Pillow: Electronic components, heating element, top cover replacement, pillow (stone) wrap replacement and \*carry case

Quantum Energy Pad (QEP) / Quantum Energy Comforter (QEC): microfiber cover, internal cushion, comforter, and pillow case

Alkal-Life: Main unit and accompanying parts

Rejuvena: Main unit, adapter, and USB charger

\* Covered for the first year only

#### **What is NOT covered by the repair service?**

The repair service does not cover any product which is damaged or malfunctioning due to causes beyond our control including, but not limited to, repairs necessitated by operator or owner negligence such as the failure to maintain the product according to the owner's manual instructions, improper installation, accidental damage, damage from abuse, misuse, mold, mildew, bodily fluids and other liquid contact, rust or corrosion, and acts of nature.

#### **How to get service:**

To obtain service, contact Richway Technical Support at 808-589-2800 / 855-338-6410 (toll-free) or [rma@richwayusa.com](mailto:rma@richwayusa.com) and provide the purchaser's name, Richway Invoice (RI) number, and a detailed description of the problem you are experiencing. \*A representative will provide you with a return merchandise authorization (RMA) number. This number is required and must be legibly written/printed in a visible area on the outside of the package. Ship your product postage paid, include a copy of the original sales slip, credit card receipt or other proof of the date of the original retail purchase. The customer is responsible for shipping costs to send the product to Richway for repair or replacement. Richway will cover the shipping costs to return the product back to the customer.

\*NOTE: If an RMA number is not obtained from Richway, your package(s) may be refused and returned to you.



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### **How to send product in for repair:**

1. Pack items securely. Do not send the Biomat in the suitcase/carry bag. If stones are leaking from the Biomat for any reason, tape the delivery box well at all openings to prevent stones from leaking out of the package while in transit.
2. **IMPORTANT:** Write the RMA number on the outside of the package and enclose return name, address and phone number. \*Richway will not be responsible for packages that are shipped without an RMA number written outside of the package. These packages may be refused and returned to sender.
3. The package(s) must have a tracking number. UPS or FedEx shipments can be tracked. If sending via the US Postal Service (USPS) requesting delivery confirmation will enable tracking of your item. If sending via USPS, you may insure your item at your discretion, but the insurance receipt cannot be used for tracking. The shipment is considered the customer's property and responsibility until it is received by Richway. The customer is responsible for monitoring and ensuring their shipment is received by Richway. Please keep your tracking number on record to monitor your shipment.
4. Ship the item postage paid to:

Richway & Fuji Bio Inc.  
1314 S. King St., Suite 520  
Honolulu, Hawaii 96814  
Tel: 808-589-2800  
Toll-Free: 1-855-338-6410 (U.S.A, Canada, Guam, Saipan)  
Fax: 808-597-1651

R&L Co., Ltd.  
11F, Ace Gwangmyeong Tower B, 108 Haan-Ro  
Gwangmyeong-Si, Gyeonggi-Do, Korea 14319  
Tel: 02-6112-7711  
Fax: 02-6112-7749

### **How to send in payment for repair:**

1. Upon completion of the repair, Richway will contact the customer for payment information and return address confirmation.
2. If you would like to pay by check, you may enclose a check payable to Richway & Fuji Bio Inc. with your repair. The check should be enclosed securely in an envelope and taped to the item. Please write the provided RMA number on the check for reference.

**Repair time: Approximately 3 weeks from date of receipt.**



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PRODUCTS	3 YEAR LIMITED WARRANTY				POST/NO WARRANTY	
	1 TO 2 MONTHS	3 MONTHS TO 1 YEAR	2ND YEAR	3RD YEAR	4TH YEAR +	
					REPAIR	TOP
PILLOW	*FREE PICK UP *FREE REPAIR *FREE RETURN	*SEND BY CUSTOMER *FREE REPAIR *FREE RETURN	\$30	\$30		\$120
BIOBELT			\$30	\$30	\$120	\$200
MINI MAT			\$40	\$40	\$120	\$200
BIOMAT PRO			\$60	\$60	\$180	\$300
BIOMAT SINGLE			\$100	\$100	\$180	\$400
BIOMAT QUEEN			\$130	\$130	\$240	\$600
BIOMAT KING			\$160	\$160	\$300	\$800
QEP PRO			\$30	\$30	\$90	
QEP SINGLE			\$30	\$30	\$90	
QEP QUEEN			\$40	\$40	\$120	
QEP KING			\$50	\$50	\$150	
QEC KING			\$50	\$50	\$150	
ALKAL-LIFE			\$40	\$40	\$240	
REJUVENA			\$30	\$30	\$150	
S-FILTER			ONE YEAR WARRANTY			

\*Richway & Fuji Bio Inc. reserves the right to change any of the terms and conditions contained in this Repair Service Policy, at any time and in its sole discretion. Any changes will be effective immediately upon posting of the revisions on the Site. You are responsible for reviewing the notice and any applicable changes. Changes may be posted without notice to you.