



**RICHWAY & FUJI BIO INC.**

1314 South King Street Suite 520, Honolulu, HI 96814  
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[www.richwayandfujibio.com](http://www.richwayandfujibio.com)

RMA # \_\_\_\_\_  
(For company use only)

**RICHWAY CARE PROGRAM  
AGREEMENT FORM**

Name: \_\_\_\_\_  
Address: \_\_\_\_\_  
City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_  
Phone: \_\_\_\_\_ Email: \_\_\_\_\_  
Richway Invoice (RI) Number of product being replaced: \_\_\_\_\_  
Name of the original purchaser (if any): \_\_\_\_\_  
Product being traded in: \_\_\_\_\_  
Serial Number (for 7000MX models only): \_\_\_\_\_

**Terms & Conditions:**

1. Richway Care Program items do not count towards Business Volume / Points, Commission or Product Certificates.
2. Richway Care Program items are not eligible for trade-in.
3. Once a product has been replaced through the Richway Care Program, the warranty associated with the original product will be void.
4. Richway & Fuji Bio Inc. will instruct customers which parts are required to be returned, as it may vary per product.
5. Customers are responsible for disposing of the mat portion of the Biomat® / Bio-belt™ products according to their state or local regulations.
6. Richway & Fuji Bio Inc. requires products that are still within the 1<sup>st</sup> year from the date of delivery to be returned (mat portion only).
7. Packages sent to Richway & Fuji Bio Inc. must clearly indicate the RMA number on the outside of the package. Products shipped with a missing or illegible RMA number will be refused and/or returned to the sender.
8. Packages must have a tracking number. Insurance receipts cannot be used as tracking.
9. Packages shipped to Richway & Fuji Bio Inc. are considered the customer's property and responsibility until it is received. The customer is responsible for monitoring and ensuring their shipment is received by Richway & Fuji Bio Inc. Customers should keep their tracking number on record to monitor the shipment.

I have read and accept the terms and conditions of this agreement.

Signature \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_