

RI# \_\_\_\_\_

## RISK-FREE TRIAL

*Please contact us within 30 days of delivery to guarantee full refund.* Partial refunds are available after 30 days. To return your item(s), first contact Healing Arts Garden by phone or email below, and we will provide return authorization and instructions. Refunds are applied to the same account used to make the purchase. Please do not return items without prior authorization.

Healing Arts Garden  
(866) 689-7336  
info@healingartsgarden.com

## 30 YEAR REPAIR POLICY

If your product ever becomes defective, please contact Richway to set up a repair using the phone or email address below. Depending on the nature of the defect, the product in question, and the number of years since your purchase, there may be fees to have the item repaired or replaced. The specific fees are shown on the cart on the following page.

Richway may be able to fix the problem over the phone, and if not, they will give you authorization and instructions to send in the item for repair or replacement. It may help to have your RI# handy (see top of page). Here is their contact information:

Richway International, Inc.  
(808) 589-2800  
customerservice@richwayusa.com

## LIFETIME WARRANTY

BioMat owners have the option to return their mat to Richway, and receive a brand new model (of the same size) for 30% off the retail price. The option does not expire, and does not require there to be any problems with the original mat.

## RICHWAY INTERNATIONAL, INC.

1314 S. King Street, Ste 520  
Honolulu, HI 96814 U.S.A.  
Ph: (808)589-2800.... Fax: (808)597-1651

### REPAIR POLICY

Richway International provides repair service for our products. In order to better serve you, a **Return Material**

**Authorization (RMA) number is required.** You may obtain this number by calling our customer service center at (808)589-2800 or by sending an e mail to [customerservice@richwayusa.com](mailto:customerservice@richwayusa.com) detailing the problem you are experiencing and provide your **RI NUMBER** for your purchase. The RI number is the Richway invoice number for your purchase which is obtained at the time you place the order. The following information provides some details of our repair service

1. Up to 2 months from the date of delivery, Richway will pick up the product, repair it and send it back to the customer at no charge.
2. Two months to one year from the date of delivery, the customer is responsible for shipping the product back to Richway and the repair fee is 100% free. Richway International will cover the cost of shipping the product back to the customer.
3. One year to 3 years from the date of delivery, the customer is responsible for shipping the product back to Richway and for the repair fee which is detailed below. Richway International will cover the cost of shipping the product back to the customer.
4. Richway International offers Life Time Trade In for 30% off the value of your original purchase. You can trade in for the same product plus shipping or if the products you are trading in for is of lesser value, it is 30% of the cost of the lesser value item plus shipping.
5. Only the original buyer of the product can call to get the warranty service.

**IMPORTANT NOTE – How to send product in for repair:**

1. Pack items securely. Do not send the Biomat in the suitcase/carry bag.
2. Write the RMA number on the outside of the package and enclose return name, address and phone number.
3. Item must have a tracking number. UPS or FedX numbers can be tracked. If sending via the U.S. Post Office, requesting delivery confirmation will enable tracking of your item. If sending via the U.S. Post Office, you may insure your item, but the insurance receipt cannot be used for tracking.

PRODUCT	1 TO 2 MONTHS	2 MONTHS TO 1 YEAR	REPAIR FEES AFTER 1ST YEAR			
			2ND YEAR	3RD YEAR	4TH-30TH YEAR	
					REPAIR + S/H	TOPS
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	
ALKAL-LIFE			\$40	\$40	\$240	
REJUVENA			\$30	\$30	\$150	
S-FILTER			ONE YEAR WARRANTY			

Repair service up to 3<sup>rd</sup> year covers: electronics, heating, top replacement  
 Fourth year and up: top replacement service is repair cost plus cost of top  
 Customer is responsible for shipping to Richway from 2<sup>nd</sup> year and up  
 Richway will cover the shipping cost back to customer upon completion of repair