

# Membership Rules

## Membership

- Membership is available to anyone 18 years of age or older. Valid picture I.D. required.
- The membership fee is for 12 months from the primary member's join date and is renewable at the end of this period.
- Members are entitled to one additional card for their spouse or any immediate family member over the age of 18.
- Membership cards are NOT TRANSFERABLE. Only the individual to whom the card is issued may use the card.
- Do not destroy the membership card; new cards are not issued upon renewal.
- Membership cards must be presented when entering the store and when checking out at the registers.
- Membership cards are valid at Marukai stores in Los Angeles, but renewals must be done at Hawaii stores.

## Lost or Stolen Cards

- Report lost or stolen cards to the customer service counter at either Marukai Wholesale Mart or Marukai Market Place.
- There is a \$3.00 fee for replacement.
- For current members who have forgotten their cards, a one-day pass is available for a fee.

## Privacy

- Marukai respects your right to privacy. If you do not want us to share your name and address with outside companies, please inform our customer service personnel.
- JCB-Marukai Co-branded credit card applicants agree to allow us to provide personal information to JCB International Credit Card Co.

## Payment

- Personal checks must be imprinted with the member's name and address and drawn on a Hawaii bank.
- We will ask for your identification and your telephone number if it is not imprinted on the check.
- Should the bank return a check; the member is responsible for the face amount of the check and a return check service fee. Membership may also be revoked. No second payee or payroll checks accepted.
- We accept MasterCard, Visa, Discover, Amex and JCB credit cards.

## Merchandise Availability

- Advertised items are limited to 5 units per customer per purchase unless otherwise indicated.
- Items are limited to stock on hand.
- Marukai will not be held responsible for typographical errors.
- Marukai reserves the right to limit quantities of any item.

## General Rules

- Members may bring two guests but guests do not have purchasing privileges.
- Parents are responsible for their children; do not leave them unattended.
- Shopping carts are not designed to hold children. Do not allow children to ride inside any carts. Marukai will not be held liable for injuries to children riding in carts.
- Members will be required to purchase any package opened or damaged by them.
- Anyone entering the stores will be asked to store large bags, backpacks or bags of goods purchased from other stores.
- Marukai reserves the right to inspect any container, backpack, stroller, etc, upon entering and leaving the store.
- In order to maintain low prices, members are asked to bag their own merchandise.
- Shirts and shoes are required. Pets are not allowed. Picture taking is not allowed.

## Return Policy

- Returns are only accepted for products in their original containers and with a Marukai sales receipt. No cash refunds are given.
- Items must be in unopened and resalable condition.
- No returns or exchanges on rice, liquor, bedding, and underwear
- Returns are accepted within 7 days of the date of purchase.
- Perishable items must be returned within 3 days.
- Manufacturer's warranties apply. Certain merchandise must be returned to the authorized service center.

## Marukai Reserves the Right to Refuse or Revoke any Membership



Marukai Wholesale Mart  
2310 Kamehameha Hwy  
Honolulu, Hawaii  
845-5051

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