

ARTGRAFIX

Return Policy

Machines

All machines include a factory warranty which is between the End User and the Manufacturer. We will facilitate the execution of the warranty but can not assume the factory's responsibility. If a machine does not work as stated and needs to be returned, it will be per the Manufacturer's requirements. If the manufacturer does not accept the return, we may be able to take it back as a used piece of equipment subject to a restocking fee of up to 20%. Such restocking fee will be determined on a case by case basis. If the machine was ordered in error and never used, we can accept it for return if the return is within 45 days without a restocking charge. Original packaging is required (or supplied at a nominal cost) to prevent damage during shipment. All return shipments and any damage in return shipment are the responsibility of the customer.

Supplies

All returns must be made within 45 days of the date of sale.

Artgrafix adds to the factory warranty in that if any product is does not meet the manufacturer's specification, we will credit the customer's account upon the return and process the credit transaction with the manufacturer.

If the product is being returned for any other reason than a defect – or the product is found to be within specification after returned – it is the customer's responsibility to return the product to Artgrafix freight prepaid. Only full boxes will be eligible to be returned. Artgrafix is not responsible for damages in transit due to improper packaging and the original packaging is required and the product must be over-packed. After acceptance, -products which do not need to be repackaged, the restocking charge will be 10%. For those items which must be re-boxed, the restocking charge will be 20%.

All returns must be approved in advance with a valid Return Authorization (RA) number. Unauthorized returns will be refused and returned to the customer and subject to a 10% processing fee.