ARTEQ
STAGE TECHNOLOGIES

Sales & Shipping Policy

ARTEQ Stage Technologies LLC | Last Updated: August 2026

This Sales & Shipping Policy applies to purchases of products from ARTEQ Stage Technologies LLC ("ARTEQ") through our website arteqstage.com or directly from our sales team. It describes our order confirmation, pricing, payment, fulfillment, shipping, and delivery procedures.

By placing an order, you acknowledge and agree to the terms described below.

1. Order Placement and Confirmation

Orders submitted through our website are considered requests to purchase and are subject to review and confirmation by ARTEQ.

Submitting an order does not constitute final acceptance of the order and does not guarantee product availability.

After receiving your order, we may verify:

• product availability and quantity;
• shipping destination and delivery options;
• applicable shipping costs;
• applicable taxes, customs requirements, or other charges;
• customer, billing, and payment information.

Once the order has been reviewed, ARTEQ will send an **Order Confirmation** with the final order details, shipping terms, total amount payable, and payment instructions.

Payment is requested only after the order has been reviewed and confirmed by ARTEQ.

ARTEQ reserves the right to decline or cancel an order before payment if the order cannot be fulfilled or if the information provided is incomplete or inaccurate.

2. Prices

Product prices are shown in **U.S. dollars (USD)** unless otherwise stated.

Prices displayed on the website may not include:

• shipping and handling charges;
• sales tax or other applicable taxes;
• customs duties and import taxes;

• VAT/GST;
• customs clearance or brokerage fees;
• other charges imposed in the destination country.

Any additional charges payable to ARTEQ will be specified in the Order Confirmation or invoice before payment.

ARTEQ reserves the right to correct pricing, product information, or calculation errors before an order is confirmed.

3. Payment

Available payment methods will be specified in the Order Confirmation, payment request, or invoice.

Orders must be paid in full unless alternative payment terms have been expressly agreed to in writing by ARTEQ.

Orders will normally be released for shipment only after cleared payment has been received, unless otherwise agreed in writing.

4. Product Availability and Fulfillment Locations

Product availability may vary by warehouse, quantity, and destination.

Products may be shipped from ARTEQ or its authorized fulfillment locations in the **United States or China**, depending on product availability, destination, shipping requirements, and other logistical considerations.

ARTEQ will determine the appropriate fulfillment location during order processing.

The fulfillment location does not affect the product specifications or applicable ARTEQ Limited Warranty.

If an ordered product is temporarily unavailable, ARTEQ may contact the customer with an estimated availability date or alternative fulfillment options before the order is confirmed.

5. Shipping

Shipping methods and costs depend on the destination, order size and weight, product availability, and selected delivery method.

Applicable shipping charges will be communicated to the customer before payment.

Where appropriate, customers may be offered more than one shipping option.

For international shipments, the applicable **Incoterms® 2020 rule**, where relevant, will be specified in the quotation, Order Confirmation, or commercial invoice.

ARTEQ may use third-party carriers, freight forwarders, customs brokers, or other logistics providers to fulfill an order.

6. International Orders, Duties and Taxes

International shipments may be subject to customs duties, import taxes, VAT/GST, brokerage fees, customs clearance charges, and other fees imposed by the destination country.

Responsibility for these charges and for import customs clearance will depend on the agreed delivery terms and, where applicable, the Incoterms® 2020 rule specified in the Order Confirmation or commercial invoice.

Unless expressly stated otherwise in the Order Confirmation, charges imposed by authorities or third parties in the destination country are not included in the product price.

Customers are responsible for providing accurate information and documentation reasonably required for customs clearance or delivery.

7. Delivery and Risk of Loss

Estimated shipping and delivery dates may be provided during the order confirmation process.

Unless expressly guaranteed by ARTEQ in writing, delivery dates are estimates and are not guaranteed.

ARTEQ is not responsible for delays caused by carriers, freight forwarders, customs authorities, import procedures, severe weather, transportation disruptions, force majeure events, or other circumstances outside ARTEQ's reasonable control.

For international shipments governed by an agreed Incoterms® 2020 rule, transfer of risk and responsibility will occur in accordance with that rule.

For other shipments, applicable delivery and risk-of-loss terms will be stated in the Order Confirmation, invoice, or other transaction documentation.

Customers should inspect delivered packages promptly and report visible shipping damage or missing packages to ARTEQ as soon as reasonably possible.

8. Order Changes and Cancellations

If you need to change or cancel an order, please contact ARTEQ as soon as possible.

Orders may generally be changed or cancelled before shipment, subject to ARTEQ's confirmation.

An order cannot be considered changed or cancelled until ARTEQ confirms the change or cancellation.

Orders that have already been shipped, specially configured, manufactured to order, or otherwise prepared specifically for the customer may not be eligible for cancellation or may be subject to additional charges.

Any applicable refund following an approved cancellation will be processed in accordance with the payment method and applicable refund terms.

9. Returns

Returns and refunds are governed by our **Returns & Refund Policy**.

Products must not be returned without prior authorization from ARTEQ.

Where applicable, ARTEQ will provide return instructions and a **Return Merchandise Authorization (RMA)** before the product is shipped back.

Warranty claims are governed separately by the applicable **ARTEQ Limited Warranty**.

10. Product Information

ARTEQ makes reasonable efforts to ensure that product descriptions, photographs, specifications, dimensions, prices, and other information presented on our website are accurate.

However, minor product changes or improvements may be introduced without prior notice where they do not materially affect the intended function, safety, or performance of the product.

Product photographs and illustrations are provided for informational purposes and may show accessories, configurations, or other items that are not included with the standard product.

In the event of a discrepancy, the specifications stated in the applicable Order Confirmation and current official ARTEQ product documentation will prevail.

11. Professional Use

ARTEQ Stage Technologies products are professional equipment intended for use in entertainment, stage, event, production, and related professional environments.

Products must be installed and operated in accordance with the applicable User Manual, safety instructions, technical requirements, and local laws and regulations.

Where required by the product documentation or applicable regulations, installation and operation must be performed by qualified personnel.

The customer is responsible for ensuring that the product is installed, operated, and maintained appropriately for its intended application.

12. Limitation of Liability

To the maximum extent permitted by applicable law, ARTEQ shall not be liable for indirect, incidental, special, exemplary, or consequential damages, including loss of profits, revenue, business, production, or use, arising from the purchase, shipment, installation, operation, or inability to use a product.

Nothing in this Sales & Shipping Policy excludes or limits any liability that cannot lawfully be excluded or limited under applicable law.

Additional limitations, exclusions, and warranty terms may apply as provided in ARTEQ's Terms & Conditions and Limited Warranty.

13. Other Terms

This Sales & Shipping Policy should be read together with our:

- **Terms & Conditions**
- **Returns & Refund Policy**
- **Limited Warranty**
- **Privacy Policy**

If specific terms contained in an ARTEQ quotation, Order Confirmation, commercial invoice, dealer agreement, or other written agreement differ from this Sales & Shipping Policy, the specific terms applicable to that transaction will prevail to the extent of the inconsistency.

ARTEQ may update this Sales & Shipping Policy from time to time. The version applicable to an order will generally be the version in effect when the order is submitted, unless otherwise required by applicable law.

14. Contact

For questions regarding an order, payment, shipping, delivery, or this Sales & Shipping Policy, please contact:

ARTEQ Stage Technologies LLC

Florida, USA

Current contact information is available on our website.