Returns & Warranty Policy

ARTEQ Stage Technologies LLC | Last Updated: August 2026

This Returns & Warranty Policy applies to products sold by ARTEQ Stage Technologies LLC ("ARTEQ") through our website arteqstage.com or directly by our sales team.

ARTEQ products are professional stage and entertainment equipment. Please inspect your order promptly after delivery and follow the applicable User Manual and safety instructions before installation or operation.

1. Returns

1.1 Return Period

Standard products may be eligible for return within **30 days of delivery**, subject to prior authorization by ARTEQ.

To be eligible for a standard return, the product must:

- be unused and uninstalled;
- be in new and resalable condition;
- be complete with all originally supplied accessories, cables, hardware, documentation, and other components;
- be returned in its original packaging or other packaging approved by ARTEQ;
- show no signs of use, installation, damage, modification, or improper handling.

ARTEQ reserves the right to inspect all returned products before approving a refund.

1.2 Return Authorization

Products must not be returned without prior authorization from ARTEQ. Before returning a product, please contact ARTEQ and provide:

- your order or invoice number;
- product name and quantity;
- serial number, where applicable;
- reason for the return;
- photographs or other information reasonably requested by ARTEQ.

If the return is approved, ARTEQ will provide a **Return Merchandise Authorization (RMA)** and return instructions. Products returned without authorization may be refused or returned to the sender.

1.3 Return Shipping

For standard returns, the customer is responsible for all return shipping costs, insurance, customs charges, duties, taxes, brokerage fees, and other costs associated with returning the product.

The customer is responsible for properly packaging the product for return shipment. ARTEQ is not responsible for loss or damage occurring during return transportation arranged by the customer. We recommend using a trackable and adequately insured shipping method.

1.4 Non-Returnable Products

The following products may not be eligible for standard return:

- products that have been used, installed, modified, damaged, or altered;
- products showing signs of improper handling or operation;

- products returned incomplete or without required accessories;
- custom-made or specially configured products;
- products manufactured or modified specifically for the customer;
- clearance, final-sale, or otherwise designated non-returnable products;
- products returned after the applicable return period.

This does not affect any rights or remedies that cannot be excluded under applicable law.

1.5 Refunds

Once an authorized return has been received and inspected, ARTEQ will notify the customer whether the return has been accepted.

Approved refunds will generally be issued to the original payment method or by another method agreed between ARTEQ and the customer.

Original shipping, handling, customs, duties, taxes, brokerage fees, and similar charges are generally non-refundable unless otherwise required by applicable law. Any deductions for missing components, damaged packaging, damage to the product, or other loss in value will be communicated to the customer before the refund is finalized.

2. Damaged, Missing, or Incorrect Shipments

Customers should inspect shipments promptly upon delivery. If a package arrives visibly damaged, please document the condition of the packaging and product with photographs before discarding any packaging materials.

If your shipment is damaged, incomplete, or contains an incorrect product, please contact ARTEQ as soon as reasonably possible and provide:

- your order or invoice number;
- description of the issue;
- photographs of the product and packaging, where applicable;
- serial number, where applicable.

ARTEQ will review the claim and provide appropriate instructions. Depending on the circumstances, ARTEQ may arrange replacement, repair, shipment of missing components, return of the incorrect product, or another appropriate solution.

3. Limited Warranty

Unless otherwise specified for a particular product, ARTEQ warrants its products against defects in materials and workmanship under normal intended use for a period of **24 months from the date of delivery to the original purchaser.**
This Limited Warranty applies only to products purchased directly from ARTEQ or through an ARTEQ-authorized dealer or distributor. The warranty applies to the original purchaser and is not transferable unless otherwise agreed by ARTEQ in writing.

4. What the Warranty Covers

During the applicable warranty period, if ARTEQ confirms that a product has a defect in materials or workmanship covered by this Limited Warranty, ARTEQ will, at its option:

• repair the defective product;
• replace the defective product or component with a new or functionally equivalent product or component; or
• provide another remedy reasonably determined by ARTEQ.

Replacement products or components may be new or functionally equivalent to new, where permitted by applicable law. Repair or replacement does not restart the original warranty period. Any repaired or replacement product will remain covered for the remainder of the original warranty period.

5. What the Warranty Does Not Cover

The Limited Warranty does not cover damage, malfunction, or failure resulting from:

- misuse, abuse, negligence, or improper handling;
- incorrect installation, rigging, mounting, or operation;
- failure to follow the User Manual, Quick Installation Guide, safety instructions, or technical specifications;
- use outside the specified electrical, environmental, mechanical, or operating conditions;
- incorrect power supply, electrical connection, wiring, control signal, or incompatible equipment;
- unauthorized modification, disassembly, repair, or alteration;
- use of non-approved replacement parts or accessories where such use causes or contributes to the failure;
- accidents, impact, dropping, transportation damage, water or liquid exposure, fire, excessive dust, corrosion, or other external causes;
- normal wear and tear;
- cosmetic damage that does not affect product operation;
- damage caused by improper storage or maintenance;
- force majeure or circumstances outside ARTEQ's reasonable control.

The warranty does not cover consumable items or components designed to wear or be replaced during normal use unless the failure is caused by a defect in materials or workmanship.

6. Warranty Claims

To request warranty service, please contact ARTEQ before returning the product.

The customer may be asked to provide:

• order or invoice number;
• product name and model;
• serial number;
• description of the problem;
• photographs or video showing the issue;
• information about installation and operating conditions;
• troubleshooting information reasonably requested by ARTEQ.

ARTEQ may perform remote troubleshooting before authorizing a return.

If ARTEQ determines that physical inspection or repair is required, ARTEQ will provide an **RMA** and instructions for returning the product to ARTEQ or an authorized service location.

Products must not be returned for warranty service without prior authorization.

7. Warranty Shipping Costs

The **customer is responsible for the cost of shipping the product to ARTEQ or an authorized service location for inspection, diagnosis, and warranty service**, including appropriate packaging, insurance, and any applicable transportation or export-related costs.
If ARTEQ confirms that the defect is covered by this Limited Warranty, ARTEQ will repair or replace the product as described above and will pay the reasonable cost of **return shipping of the repaired or replacement product to the customer.**

ARTEQ will determine the appropriate return shipping method.
If the customer requests expedited shipping or another shipping method that is more expensive than ARTEQ's standard return shipping method, the customer may be responsible for the additional cost.
If inspection determines that the product does not have a defect covered by this Limited Warranty, the customer will be responsible for all shipping costs, including the cost of returning the product to the customer, as well as any applicable inspection, repair, parts, customs, duties, taxes, or other charges.
ARTEQ will inform the customer of applicable charges before proceeding with any non-warranty repair.
Customers should not send products to ARTEQ or any service location without an RMA and shipping instructions.

8. Repairs Outside the Warranty

ARTEQ may offer paid repair or replacement services for products that are outside the warranty period or are not covered by the Limited Warranty.
Where available, ARTEQ will provide an estimate or quotation before performing chargeable repair work.

Availability of parts and repair services may depend on the product, its age, and the location of the customer.

9. Replacement Products and Parts

ARTEQ may replace a defective product or component rather than repair it. Any product or component replaced under warranty may be required to be returned to ARTEQ and may become the property of ARTEQ where permitted by applicable law.

ARTEQ may refuse to provide an advance replacement unless specifically agreed in writing.

10. Limitation of Warranty

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TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS LIMITED WARRANTY IS THE EXCLUSIVE EXPRESS
WARRANTY PROVIDED BY ARTEQ FOR THE PRODUCTS COVERED BY IT.

ANY IMPLIED WARRANTIES, INCLUDING IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR
PURPOSE, ARE LIMITED TO THE EXTENT AND DURATION PERMITTED BY APPLICABLE LAW.
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Some jurisdictions do not allow certain exclusions or limitations of implied warranties, so these limitations may not apply to every customer.
Nothing in this policy excludes or limits rights that cannot legally be excluded or limited.

11. Limitation of Liability

To the maximum extent permitted by applicable law, ARTEQ shall not be liable for indirect, incidental, special, exemplary, or consequential damages arising from a product defect, failure, repair, replacement, or inability to use the product. This includes, where permitted by applicable law, loss of profits, revenue, business, production, event revenue, or use.

Nothing in this policy excludes or limits liability that cannot lawfully be excluded or limited.

12. Relationship to Other Terms

This Returns & Warranty Policy should be read together with our:

- Sales & Shipping Policy
- Terms & Conditions
- Privacy Policy

If specific warranty or return terms provided in an ARTEQ quotation, Order Confirmation, dealer agreement, product documentation, or other written agreement differ from this policy, those specific terms will apply to the applicable transaction to the extent of the inconsistency.

13. Contact

For returns, warranty claims, repairs, or questions regarding this policy, please contact:

ARTEQ Stage Technologies LLC

Current contact information is available on our website at www.arteqstage.com.