

ARTISAN®
TECHNOLOGY GROUP

Your **definitive** source for quality pre-owned equipment.

Artisan Technology Group
(217) 352-9330 | sales@artisantg.com | artisantg.com

Full-service, independent repair center
with experienced engineers and technicians on staff.

We buy your excess, underutilized, and idle equipment
along with credit for buybacks and trade-ins.

Custom engineering
so your equipment works exactly as you specify.

- Critical and expedited services
- In stock / Ready-to-ship
- Leasing / Rentals / Demos
- ITAR-certified secure asset solutions

Expert team | Trust guarantee | 100% satisfaction

All trademarks, brand names, and brands appearing herein are the property of their respective owners.

Visit our website - *Click HERE*

ARTISAN TECHNOLOGY GROUP
GUARANTEE / WARRANTY AND RETURN POLICY SUMMARY

30-Day Inspection Period

If an item you purchased from Artisan Technology Group doesn't fit your application requirements or for any other reason you are not satisfied with your purchase, you may return the equipment within 30 days of receiving the equipment, provided the equipment is returned in the same condition as was originally sent.

All shipping costs are the responsibility of the customer, both shipping from Artisan Technology Group to the customer and also return shipping to our warehouse. If the shipping costs of your order were prepaid and added to the original order, we will credit the equipment cost to your account and invoice the shipping cost to you.

There is a 15% restocking fee for returned equipment.

Warranty

A 90-Day Warranty is included with the equipment you purchase unless otherwise noted either on the Artisan Technology Group website item information page or within our formal quotation. This 90-day period begins on the date you receive the shipment of your order.

In the event any equipment covered under our warranty should perform outside of the manufacturer technical specifications or become unusable from any physical defects, Artisan Technology Group will provide repair, replace, or refund, at the discretion of our Service Center.

Additional fees may apply or warranty may be voided if warranty labels are broken or removed.

Calibration Services

Calibration Services are performed by a third party vendor not affiliated with Artisan Technology Group Corporation. Upon receipt of Customer order by Artisan Technology Group, the Customer agrees to pay the costs of any calibration services performed. Customer also agrees to pay for calibration services, even if equipment is returned under the Artisan Technology Group 30-Day Return Guarantee.

Returns

Artisan Technology Group will only accept returned equipment with an issued RMA Number. Equipment must be shipped back to Artisan Technology Group complete, fully insured, and in the same fitness as when it left our facility.

International returns will incur an additional 5% admin fee.

How To Obtain an RMA Number

Artisan Technology Group will not accept any shipments from customers without a previously issued RMA Number.

All Return Merchandise Authorizations require pre-approval from our Service Center and also the completion of a pre-inspection form, which can be found at the Artisan Technology Group Website using the following URL:

http://www.artisantg.com/Return

Once our Service Center has processed your information, one of our Customer Service Representatives will contact you with all the information needed for you to return the unit to our warehouse.

A separate Return Information Form is required for each individual piece of equipment returned. An issued RMA Number is valid for (10) business days. Equipment must be received by our warehouse within (10) business days after issuance of an RMA number.

Shipping

All shipping is the responsibility of the customer. For most customer orders, Artisan Technology Group can provide shipping arrangements and invoice the customer. Also, for most customer orders, the customer may provide a shipping account number to be used for billing the shipment costs.

When returning equipment either under the Artisan Technology Group Return Guarantee or Warranty, the customer is responsible for all shipping costs. Any reimbursement of shipping costs must be in writing from Artisan Technology Group.

Trade-Ins

Customers receive In-Store Credits for equipment received by Artisan Technology Group as Trade-Ins. In-Store Credits can be applied to current open invoices or future purchases. In-Store Credits become available upon receipt of equipment by Artisan Technology Group and must be redeemed within 180 days of issue. Unused In-Store Credits will be refunded at a rate of $0.30 cash per $1.00 In-Store Credit.

Customers may request a return of traded-in equipment only within 30 days after receipt by Artisan Technology Group and receive a return of the original traded-in equipment or the cash value equivalent as expressed above, at the discretion of Artisan Technology Group.

Artisan Technology Group is an independent supplier of quality pre-owned equipment

Gold-standard solutions

Extend the life of your critical industrial, commercial, and military systems with our superior service and support.

We buy equipment

Planning to upgrade your current equipment? Have surplus equipment taking up shelf space? We'll give it a new home.

Learn more!

Visit us at **artisantg.com** for more info on price quotes, drivers, technical specifications, manuals, and documentation.

Artisan Scientific Corporation dba Artisan Technology Group is not an affiliate, representative, or authorized distributor for any manufacturer listed herein.

We're here to make your life easier. How can we help you today?

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