



RETURN POLICY

PURPOSE:

To establish clear guidelines for the return of products to Art's Way Manufacturing, ensuring consistency, fairness, and compliance while protecting the company from excessive or outdated returns.

SCOPE:

This policy applies to all customers returning service parts purchased from Art's Way Manufacturing.

POLICY:

Return Policy:

An approved Returned Goods Authorization (RGA) number must accompany every return. Proof of purchase is required.

- Returns will only be accepted within **6 months** of the original invoice date. No returns will be accepted after 6 months.
- Returned product must be of current manufacture, unused, salable, and in original packaging.
- All freight charges must be paid by the customer.
- Restocking fees will apply as follows:
 - **No restocking fee** for returns received within **45 days** of the invoice date.
 - **25% restocking fee** for returns received after **45 days** up to 6 months after invoice date. Returns in this time frame are only eligible for Art's Way sales credit.
 - **No product returns after 6 months.**
- Any costs incurred by Art's Way to put the product in condition for resale will be charged to the customer in addition to the restocking fee.
- Art's Way cannot accept returns for discontinued items, made-to-order products, or custom-built products.
- Returns due to dealership closures will be subject to applicable farm implement state laws.

<https://www.farmequip.org/member-resources/state-laws/>



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