

Artis[®]

Artis Returns Policy





Artis Returns Policy

At Artis, we supply tableware products designed to perform in demanding hospitality environments. Products are not sold on a sale-or-return basis.

This policy explains the circumstances under which Artis may consider accepting returned goods.





Artis Returns Policy

1. Products Covered

Eligible Products

- Products currently stocked by Artis.
- Products that are unused and in their original packaging.

Products Excluded from Return

- Bespoke or decorated products.
- Products manufactured to customer specifications, *including racks, lined products, or nucleated products.*
- Clearance products.

2. Returns Period

- Requests to return goods must be made within 7 working days of receipt of the goods.

3. Condition of Returned Goods

Returned products will only be accepted if:

- Boxes are unopened.
- Boxes are unmarked.
- Boxes have not been re-taped.
- Products and packaging are in resalable condition.

4. Customer Eligibility

- Only distributors within the hospitality industry who have purchased directly from Artis may request a return.

5. Returns Request Process

To request a return:

1. Complete and submit a Delivery & Invoice Query Notification Form within 7 working days of receiving the goods. A copy is available from the Artis Customer Services Team.
2. Artis aim to review the request within 7 working days of receipt.
3. If approved, Artis will issue a Returns Note authorising the return.

6. Returning Goods to Artis

- Returned goods must include the Returns Note.
- Customers are responsible for arranging and paying for transportation of goods to Artis.
- Goods must be returned within 7 working days of the Returns Note being issued.
- Subject to inspection and approval, a credit will be issued within 7 days of receipt of the returned goods.

7. Charges and Deductions

- A restocking charge of 20% of the original invoice value will apply.
- Customers are responsible for all return transportation costs.
- Goods damaged in transit to Artis will not be credited.
- Returned goods must comply with the conditions set out in Section 3: Condition of Returned Goods.

If you need further help
or have any questions please
contact your Artis Sales Manager.



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