



**ARTEX**  
ALMOST AS TOUGH AS FARMING.

36419 US Hwy 71  
PO Box 88  
Redwood Falls, MN 56283

## Artex Dealer Warranty Policy & Procedure

Artex Manufacturing warrants each new Artex product to be free from defects in material and workmanship, except that Artex Manufacturing does not warrant tires, PTO shafts, hydraulic cylinders, scales, tarps or other trade accessories if they are warranted separately by their respective manufacturer. This warranty is only applicable when an inspection sheet for such purchased product(s) is completed, signed and returned to Artex Manufacturing by your Artex dealer within thirty (30) days after purchase. This warranty shall not apply to any purchased products where the Artex dealer has not returned such inspection sheet.

Genuine Artex parts and components will be warranted for:

- 365 days for single-farm use from the original date of purchase
- 180 days for commercial use from the original date of purchase

It is the retail customer's responsibility to:

- Read the owner's manual for safe operation
- Lubricate, inspect and maintain Artex equipment in accordance with the owner's manual specifications
- Inspect the product before each use and replace or repair any defective or worn parts to prevent damage

Artex under no circumstances will cover:

- any merchandise or components thereof, which, in the opinion of Artex Manufacturing, have been subjected to misuse, unauthorized modifications, alteration or has been involved in an accident
- repairs made with parts other than those obtainable through Artex Manufacturing
- damage to Genuine Artex parts and components caused by parts and/or components that have been installed or attached to Artex equipment that was not supplied or authorized by Artex Manufacturing (eg. Tires, side extensions, etc.)
- parts that have sustained damage or pre-mature wear due to a lack of routine maintenance
- Wear parts such as vertical beater teeth
- tires, PTO shafts, hydraulic cylinders, scales, tarps or other trade accessories if these items are warranted separately by their respective manufacturer.

Artex Manufacturing's obligation under this warranty shall be limited to repairing or replacing, free of charge to the original purchaser, any part that, in our sole and exclusive judgment, shall show evidence of such defect, provided further that such part is "required" be returned within thirty (30) days from the date of failure to Artex Manufacturing, routed through the dealer from whom the purchase was made, transportation charges prepaid. The warranty process "will not" begin until the defective parts/components are returned to Artex Manufacturing. Upon receipt the parts/components will be inspected, and a determination made on whether warranty is justified. The Artex warranty review process will generally take 30-90 days.

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Any warranty work performed by the dealer or the dealer's designated representative, and/or any replacement of genuine Artex parts **MUST BE PRE-APPROVED** in writing by Artex Manufacturing **PRIOR** TO any work being performed and/or replacement of any genuine Artex parts if reimbursement is to be made by Artex Manufacturing.

**Artex Warranty Process:**

1. Submit a completed "Warranty Claim Form" and fax to Artex Manufacturing (507-644-7000) or email it directly to [ArtexWarranty@artexmfg.com](mailto:ArtexWarranty@artexmfg.com). Please put the heading "Customer Service - Warranty" on the top and submit within thirty (30) days from the date of failure.
2. Artex Manufacturing will provide a "Claim Number" and this number will need to be tagged on any parts that will be returned. The parts must be returned with the freight prepaid. Artex Manufacturing will not be responsible for any shipping or freight.
3. Return defective part or assembly. It is "required" be returned within thirty (30) days from the date of failure to Artex Manufacturing, routed through the dealer from whom the purchase was made, transportation charges prepaid.
4. The warranty process will begin once the defective parts/components/assemblies are returned to Artex Manufacturing.
5. Upon receipt the parts/components/assemblies will be inspected, and a determination made on whether warranty is justified.
6. If warranty is justified the parts/components/assemblies will be replaced using new or refurbished parts. Parts will be replaced with components of equal value any upgrade will require the dealer or retail customer to pay the difference.
7. All replacement parts are warranted for 180 days

Any part deemed fit for warranty replacement by Artex Manufacturing will be replaced only with a part or assembly of equal or lesser value. Any cost difference for dealer requested upgrades for warranty replaced parts or assembly's is the dealer's responsibility.

This warranty shall not be interpreted to render Artex Manufacturing liable for injury or damages of any kind or nature to person or property. This warranty does not extend to the loss because of delay in operation of your machinery, or any expense or loss incurred for labor, substitute machinery, rental or for any other reason.

Except as set forth above, Artex Manufacturing shall have no obligation or liability of any kind on account of any of its equipment and shall not be liable for special or consequential damages.

Artex Manufacturing makes no other warranty, expressed or implied, and specifically, Artex Manufacturing disclaims any implied warranty or merchantability of fitness for particular purpose.

This warranty is subject to any existing conditions of supply, which may directly affect our ability to obtain materials or manufacture replacement parts.

Artex Manufacturing reserves the right to make improvements in design or changes in specifications at any time, without incurring any obligation to owners of units previously sold.

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No one is authorized to alter, modify or enlarge neither this warranty nor the exclusion, limitations and reservations.

**Artex Mfg.**  
**P.O. Box 88 Redwood Falls, MN 56283**  
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