

**Replacement Policy:**

Products purchased through ARTA GARDEN and under warranty\* may be returned for replacement by following these steps:

1. Contact **ARTAGARDEN** Customer Service at **+6282163907052** to obtain an ORDER number.
2. Fill out the Request Return Order Form in its entirety place the Form in the box with the item(s) being returned.
3. Return the authorized item(s) per shipping instructions.
4. Our Replacement Department will process your request.

RMA forms can be obtained by:  
 - Website: <http://www.artagarden.com>  
 - Contacting Customer Service at [contact@artagarden.com](mailto:contact@artagarden.com)

**Request Return Order Form**

Company: \_\_\_\_\_ Contact Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Email Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Fax: \_\_\_\_\_

**ORDER No:** \_\_\_\_\_ **Date Issued:** \_\_\_\_\_  
 (Obtained from ARTA GARDEN Customer Service)

\*Under Warranty (Must provide original order number and date in order to verify warranty coverage).

Qty	Part Number	Description	Reason for Return	Invoice Number	Order Number	Order Date

**Shipping Instructions:**

1. The bottom of the original packing slip contains ARTA GARDEN returns address. Use this portion of the form to affix to the box(s).
2. Be sure to obtain an ORDER number and clearly mark the outside of the box(s) with this number.
3. Ship only the items that are authorized.
4. Ship returned items to:

*PT. Arta Garden .  
 ATTN: Replacement Dept.  
 JL. Lingkar Mega Kuningan  
 Kav. E.1.1 NO.1,  
 Jakarta - 12710  
 Indonesia*

Shipments received by Arta Garden without an ORDER number will be refused.

*Sample Address Label with ORDER number*

John Smith  
 XYZ Corporation  
 123 Main Street

ODR#: 123456

PT. ARTA GARDEN  
 ATTN: Replacement Dept.  
 Lingkar Mega Kuningan  
 Kav E1.1 No.1 – Jakarta

Use this space for additional Comments:

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Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Return Approval: \_\_\_\_\_ Date: \_\_\_\_\_