TERMS & CONDITIONS

Anderson Injectors

These Terms and Conditions supersede all previous policies
Terms and Conditions are subject to change at any time without prior notice

Payment Terms

Credit Cards — We accept MasterCard®, VISA®, American Express®, and Discover®.
Credit card purchases exceeding $2,000 are subject to a 2% processing fee.
Credit Accounts — Open account terms are available to firms with satisfactory credit ratings at the sole discretion of H.E. Anderson Company. Schools, state and local governments, and federal agencies qualify for open account terms when a written purchase order is provided.
Contact H.E. Anderson Company to open an account.
Other — Payment by Cash in Advance, ACH, Wire Transfer, or Cashier's Check.

Invoicing

A $6.50 service charge applies to any order with a net value under $25.00. Additional charges may apply for supplemental forms, certified drawings, or other customer-requested requirements.

Custom and Assembled Products

Custom units and products require a 50% nonrefundable deposit before production begins. All custom orders are final once delivery has been accepted. Freight charges will be billed to the customer for any refused order.

Price Quotations

Only written, dated quotations will be honored. Quotes are valid for 30 days; all other pricing is subject to change without notice. We are not responsible for typographical errors. All pricing is F.O.B. Muskogee, Oklahoma, USA, and reflects the price in effect at the time the order is received, provided standard shipping terms apply. For blanket orders or delayed-shipment orders, the price in effect at the time of shipment will apply. A tariff fee may be applied under certain circumstances. Quotes do not include shipping or freight charges.

Orders

Orders are shipped in the sequence received. An expedite fee of $50 may apply if same-day shipping is requested. Same-day shipping is available only for requests placed before 3:30 PM Central Time and is subject to current shipping workload.

Returns and Repairs

Before returning items for warranty replacement, credit inspection, or repair, you must contact H.E. Anderson Company to obtain a Return Materials Authorization (RMA) number. Call 1-800-331-9620 or 918-687-4426, weekdays 8:00 AM to 4:30 PM CT. Returns for credit are limited to transactions less than sixty (60) days old and are subject to a 20% restocking charge. The customer is responsible for shipping; collect shipments will not be accepted.

When returning equipment for repair, once you receive a Return Materials Authorization (RMA) number from our team, complete and include the Return Information Form, available on our website at:
https://heanderson.com/wp-content/uploads/RMAform-web.pdf.
Ship equipment prepaid to **H.E. Anderson Co., 2025 Anderson Drive, Muskogee, OK 74403**. Include check valves but remove them from the pumper. Provide your billing and shipping addresses, and record the model and serial numbers for your records. Include a note with a brief description of the issue and a UPS delivery address for return shipment. Please note: items received with insufficient information will be stored for six (6) months before being considered abandoned.
Abandoned items become the property of H.E. Anderson Company and will be discarded or reused at the discretion of H.E. Anderson Co. The following service charges apply:
Rebuild Like New — $117.00 labor plus parts at our discretion; replacement of missing or damaged parts, including valves, tubing, and cosmetic defects. Six (6) month warranty.
Rebuild — $117.00 labor plus parts at our discretion. Six (6) month warranty.
Repair — $117.00 labor plus parts at customer's discretion.
Additional Pumpers — $58.50 labor charge for each additional pumper.
Hazardous Material Handling Charge — $50.00 for each pumper or chemical fitting set returned containing acid or other hazardous chemicals.