

# TERMS & CONDITIONS

Effective April 1st, 2025

*Supersedes all previous policies  
Terms and conditions are subject to change without prior notice*

## Payment Terms

**CREDIT CARDS** - We accept MasterCard®, VISA®, American Express® and Discover®. Credit card purchases over \$2,000 are subject to a 3.5% fee.

**CREDIT ACCOUNTS** - Open account terms are offered to firms with satisfactory credit ratings. Open account terms are at the sole discretion of H.E. Anderson Company. Schools, state and local governments and federal agencies have open account terms, provided there is a written purchase order. Contact H.E. Anderson Company to open an account.

**OTHER** - All others, payment with Cash In Advance, ACH, Wire Transfer, or Cashiers Check.

## Invoicing

There is a \$6.50 service charge for any order less than \$25.00 net. There may be additional charges for any additional forms, certified drawings, or other requirements requested by the customer.

## Returns

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

## Custom and Assembled Products

Custom units and products require a 50% nonrefundable payment up front before production on the order will begin. All custom orders are final once delivery has been accepted. Customers will be billed for freight charges on any order which is refused.

## 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 will reflect 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 will be the one in effect at the time of shipment. Under certain circumstances, a tariff fee may be applied to order. Quotes do not include shipping or freight charges.

## Orders

Orders will be shipped in the order in which they are received. An expedite fee of \$50 may be charged if same day shipping is requested. Same day shipping is only available before 3:30pm Central Time and subject to current shipping work load.

## Repairs

If returning an item to us for repair, please call us for a Return Materials Authorization (RMA) number then complete and include the Return Information Form, available on our website at:

<https://heanderson.com/wp-content/uploads/RMAform-web.pdf>.

Call 1-800-331-9620 or 918-687-4426 weekdays, 8:00am to 4:30pm central time. Send equipment prepaid to **H.E. Anderson Co. 2025 Anderson Drive, Muskogee, OK 74403**. Include check valves but uninstall from pumper. Include your billing and shipping addresses, and record the model and serial numbers for your records. Please include a note with a brief description of the problems experienced and a UPS delivery address. Items received with insufficient information will be stored for 6 months before being considered abandoned.

Abandoned items become property of H.E. Anderson Company and will be discarded or reused at the discretion of H.E. Anderson Co. Below is a schedule of service charges:

**REBUILD LIKE NEW** - \$117.00 labor plus parts at our discretion, replacement of missing or damaged parts, including valves, tubing, & 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/chemical fitting set returned to us which contains acid or other hazardous chemical.



**H.E. Anderson**  
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2025 Anderson Drive  
Muskogee, OK 74403  
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