

TERMS AND CONDITIONS

ORDERING: Orders are accepted 24 hours a day by fax or internet. A customer service representative is available from 8:00 am to 5:00 pm (CST), Monday through Friday.

SHIPPING: Most orders will be processed and shipped within 2 business days. Shipments will be sent UPS ground unless the order qualifies for UPS hundred weight or common carrier (truck).

FREEZE/THAW INSTABLY: The following chemicals are NOT freeze/thaw stable: Floor Finishes and Grout Sealers. Since Banks Industries has no control of how each carrier cares for its freight, we will not be responsible for chemicals that are frozen during shipment. Between the months of October and March, order the chemicals listed above at your own risk. All other chemicals are freeze/thaw stable.

WARRANTIES AND RETURNS: No returns will be accepted without prior authorization. Please call a Customer Service Representative for instructions on how to obtain an RMA at (256) 721-0890. All items returned will be subject to a 25% restocking fee plus the freight to return to our warehouse.

DAMAGE IN SHIPMENT: All claims for material damaged in shipment must be reported to the delivering carrier; UPS driver, truck driver, etc. Please keep the original carton as this is often necessary in order to settle claims.

PRODUCTS AND PRICING: There are many accessories and parts we sell which are not included on our website. Should you need an item or part not included on the website, give us a call. Chances are we can special order it for you. Prices listed on the website are subject to change without notice.

NON-STOCK ITEMS: We occasionally receive orders for non-stock items. We are more than happy to source out these items and order them. However, when ordering these items we are not able to issue return authorization numbers for them. Once these items have shipped from the manufacturer, the order cannot be cancelled nor the items be returned.