

HOW TO ORDER

Contact your local Banjo Distributor or Banjo Corporation:

BANJO CORPORATION

150 Banjo Drive
Crawfordsville, Indiana 47933 USA
Telephone: (765) 362-7367
Fax: (800) 458-0232 International Fax: (765) 362-0744
E-Mail Technical Questions: banjosales@idexcorp.com
E-Mail Orders: banjoorders@idexcorp.com
Website: www.banjocorp.com

**Please order in bag/box quantities for quick and easy shipping/
receiving of your order. Use BANJO Part Numbers when ordering.
All items priced each, not per bag or box quantity.**

MINIMUM ORDER

Banjo Corporation requires a **\$50.00** net minimum order, air shipments excluded. Orders less than **\$50.00** net will not be accepted.

CONDITIONS OF SALE—TERMS AND DELIVERY

Terms are 1% 15, net 30 days upon credit approval. Delivery is F.C.A. Crawfordsville, Indiana unless otherwise specifically provided in writing. All orders will be shipped freight collect except orders shipped U.P. S. On U.P. S. shipments the actual freight charges will be prepaid and added to the invoice.

CLAIMS & RETURNS

All returns must have an accompanying Return Goods Authorization number (RGA Number) regardless of reason for return. Please contact Banjo Corporation for an RGA number prior to returning goods to the above address.

Inspect all shipments for damage upon receipt. If any cartons are damaged, do not sign for or accept them without driver making a notation on the freight bill or receipt. After receiving the shipment, remove the goods and thoroughly inspect immediately. If any concealed damage is discovered, notify the delivering carrier at once in writing. Do not move damaged merchandise until further inspection has been made. Save carton and packing material for inspection. Do not order carrier to return merchandise to our factory without contacting Banjo.

Claims for shortages or inaccurate filling of orders must be made within 30 days after receipt of goods. Return shipments must be prepaid. C.O.D. or "Freight Collect" shipments will not be accepted. **There will be a 30% restocking charge on any items returned for credit or exchange when the error is not ours.** Goods must be in new and original condition without labels, stickers or markings, other than Banjo Corporation.

RETURN FOR REPAIR POLICY

1. Items returned for repair will not be accepted without prior approval and a return authorization number.
2. Defective warranty items will be replaced or repaired at manufacturer's option on a no charge basis.
3. The customer will be charged for the appropriate parts and labor charges for all non-warranty work.
4. The manufacturer will not provide replacement parts at no charge while repairs are being made.
5. A description of the application (media, temperature, pressure) and performance of the items must accompany the return. Please specify type of failure and exact location of failure.
6. Prior to returning, items must be cleaned and neutralized. Items which have not been cleaned and neutralized will not be inspected or repaired.

WARRANTY

Please contact Banjo Corporation for warranty evaluation. Banjo Corporation is not responsible for product damage resulting from accident, misuse or abuse, or lack of reasonable care. Upon confirmation of defects, Banjo Corporation will repair or replace defective products without charge. No responsibility is assumed for labor, or any special, incidental or consequential damages.

We recommend that anyone intending to rely on any recommendation or to use any parts or material mentioned in this catalog should satisfy themselves as to such suitability and that all applicable safety and health standards are met. The only reliable means for making a final selection is actual field testing under the conditions of intended use.

BANJO PUMP RETURNS

UPON RECEIPT OF PUMPS:

1. Inspect pump for damage!
2. If a pump is damaged, do not sign for or accept damaged cartons without driver making a notation on freight bill or receipt.
3. Do not move damaged merchandise any further until inspection has been made. Save carton and packing material for inspection.
4. Do not order carrier to return merchandise to our factory without contacting Banjo Corporation.

WHEN RETURNING PUMPS:

1. Gasoline Engines must be empty of fuel!
2. Pumps must be cleaned and neutralized.
3. Pack pump in heavy-duty carton with sufficient packing to protect bottom and all sides.
4. Specify type of failure and exact location of failure.
5. A description of the application (media, temperature, pressure) and performance of the items must accompany the return.
6. The manufacturer will not provide free replacement parts or pumps while repairs are being made.
7. The customer will be charged for the appropriate parts and labor charges for all non-warranty work.

8. Defective pumps will be replaced or repaired at manufacturer's option.
9. Banjo Corporation is not responsible for pump/engine damage resulting from accident, misuse or abuse, or lack of reasonable care.
10. No responsibility is assumed for labor, or any special, incidental or consequential damages.
11. Engine warranty service and engine parts/accessories available at authorized Honda and Briggs & Stratton Dealers.

ENGINE WARRANTY

The engines, hydraulic motors, and electric motors are warranted by the Engine Manufacturer, *not* by Banjo Corporation. Please see engine/motor owners manual. Engine/motor repair, engine replacement parts, and engine warranty claims must be handled through an authorized engine dealer in your locality.

