

Payment Options

All orders must be paid in full prior to shipping. The preferred method of payment is via credit card (Visa, Mastercard,). Money orders, cashiers checks and wire transfers are also accepted. Personal or company checks are accepted, but must clear our bank prior to shipment. **We do not charge sales tax unless you live in Iowa.**

Shipping and Handling

Shipping costs are usually under \$400 to the lower 48 states. All processors will be shipped freight and require a shipping quote for delivery. Local delivery and training can be arranged on an individual quote basis. Please contact us for a quote if shipping to Hawaii, Puerto Rico, or other US locations not in the lower 48 states. For international orders, please contact us for availability in your area and a shipping quote.

12 Month Manufacturer's Limited Warranty

All Ester Machines have a 12 month limited warranty against defects in materials and workmanship for 12 months after delivery. This 12 month warranty includes replacement parts shipped directly to you free of charge. If a part breaks or is defective (if damaged in shipment see Product Delivery) please contact us via email with a phone number and time for us to have a technician call you to go over the issue. The technician will call and try to resolve the issue first before shipping out new parts. We will pay the shipping costs on any replacement parts that fall under this warranty. Heating elements are not covered by our warranty.

Product Availability

Due to our current price and rising fuel prices our products are in high demand. Our processors ship the next business day if in stock. Your processor may take up to 7-10 business days to arrive. We provide quality biodiesel production systems on a first come first serve basis. If you are in a rush please let us know and we will try to facilitate expedited shipping.

Product Delivery

Customer must be able to provide means of receiving the delivery of items on a pallet which may require a fork lift. Once an item leaves our warehouse we are unable to prevent delays by the freight carrier. When receiving your items please check the condition of the item and make note of any damage before signing the bill of lading. The shipper is only responsible for damages noted on the bill of lading. Any damages not noted will not be covered by the shipper. If an item is severely damaged at the time of delivery please refuse delivery. The item will be returned to the manufacturer and a replacement item will be shipped to you.

Cancellations

An Ester Machine order may be cancelled for any reason prior to shipment of the order. Any cancellations will incur a 5% cancellation fee to cover our processing costs. If an order is requested to be cancelled and has already been shipped please refer to the Product Returns and Refunds section below. Custom processor orders require pre-payment and may not be canceled.

Product Returns and Refunds

Only unused products will be accepted within 30 days of delivery in original packaging in like-new condition. If you wish to return an item you must contact us at 319-545-7022 to obtain a Return Authorization Number (RA#) before shipping the item back to us. Once you receive the RA# ship the item back to our factory with the RA# clearly marked on the packaging materials. If the RA# is not marked on the packaging the item will be refused by the factory. The customer must pre-pay for the item to be shipped back to the manufacturer, no C.O.D.s will be accepted. A 20 percent restocking fee will be deducted when an unused item is received. If there are any additional costs involved in bringing the returned item back to original condition, those costs will be deducted from the refund. All refunds will be credited in the same manner the order was originally placed.