

Shipping & Returns

- Everything You Need To Know Before You Place Your Order

Here at the **Jordan Banana Company**, we go out of our way to ensure you are completely satisfied with every order. If for any reason you are not happy, we want to know so that we can rectify the matter right away. Before placing your order, our shipping and returns policy will tell you all you need to know about the finer details, and what you need to do should you want to return a product back to us. Our team is also on hand to answer any questions you may have.

Our Returns Policy

If you need to return an item to us for any reason, we ask that you do so within 48 hours of delivery so that we can credit the amount back to you. We also ask that you return any item back to us in its original, unopened packaging and state clearly the problem you experienced. This will help us to process your refund as quickly as possible, and also ensure that we prevent such problems occurring in the future. We can also arrange re-delivery of any product that is returned to us if you would prefer this option.

Our Shipping Policy

It's easy to place your order with us. If you are a new customer, you will need to create an account, and you can do this using our website. We will calculate delivery or shipping costs at checkout, or you can also call our team to discuss shipping options. We deliver within a 100 mile radius of Pittsburgh PA and our temperature-controlled delivery vehicles will ensure your order arrives in perfect condition.

We ship to street addresses within our delivery zone only, and cannot deliver to PO Boxes. We cannot assume any responsibility for any package left at an address

if nobody is available at the time of delivery. We always advise shipping to an address where there will be somebody available to accept delivery, so that the product we deliver remains in the same, excellent condition we brought it to you.

The perishable agricultural commodities listed on your invoice are subject to the statutory trust authorized by Section 5(c) of the Perishable Agricultural Commodities Act 1930 (7 U.S.C 499c(c)). The seller of these commodities retains a trust claim over these commodities, all inventories of foods and other products derived from these commodities and any receivables or proceeds from the sale of these commodities until full payment is received. Delinquent accounts are subject to 7.5% interest. A check presented for payment that is returned for any reason will incur a thirty-dollar fee per presentation.