

Power Sales  
9909 Lakeview Ave, Lenexa, KS 66219  
1-800-486-8116

### **Cancellation and Return Policy**

**Email Customer Service:** [cssupport@psakc.com](mailto:cssupport@psakc.com)

#### **Order Cancellation:**

To request a cancellation, please send an email. You will receive a written confirmation via email from a customer support representative within 24 hours, either confirming or denying your request.

#### **Damages and Shortages:**

Please inspect the contents immediately upon delivery before signing or relocating the items. Damages and shortages must be reported within 3 days of delivery. A prepaid return label will be provided for the damaged items, and replacements will be sent upon receipt of the returned products. Power Sales is not responsible for package theft or loss after delivery. For stock items shipped to our customer's warehouse, Power Sales is not responsible for any damage or defects that occur after the items have been reshipped.

#### **Defective Returns:**

To return a defective item, request an RMA (Return Merchandise Authorization) number within 60 days of the invoice date and indicate the nature of the defect. All items must be returned in their original manufacturer's packaging, including all parts, accessories, and documentation.

Upon approval, a prepaid return label will be provided. The product must be delivered to the return address within 90 days of the invoice date. Credit will be issued within 10 business days once the defective item is received and processed. A replacement can be arranged upon request.

For defective items beyond the initial 60-day period, please refer to the manufacturer's warranty.

#### **Non-Defective Returns:**

To initiate a return, request an RMA (Return Merchandise Authorization) number within 60 days of the invoice date, including the reason for the return. All items must be returned in their original manufacturer's packaging, complete with all parts, accessories, and documentation. Security seals and tamper-proof packaging must remain intact.

Once your return is approved, you will receive the return address and RMA number. The product must be delivered to the return address within 90 days of the invoice date. Credit will be issued within 10 business days after the returned product is received and processed.

- Modified, damaged, or abused products will not be accepted for credit.
- Products that are used or in unsaleable condition will not be eligible for credit.
- A 15% restocking fee applies to overstock orders.

#### **Bad Address/Delivery Refusals:**

If an order is returned due to an incorrect address on the customer's purchase order, or if the recipient refuses delivery, Power Sales will issue a credit for the product within 10 business days, minus the return freight charges. This notification serves as your confirmation of the return.

**Carrier Claims:**

To submit a carrier claim, contact your customer service representative within the following timeframes:

- For UPS and FedEx claims: within 60 days of the shipment date.
- For Pilot Freight claims: within 3 days of the delivery date.

Please include photos and any available documentation to improve the likelihood of claim approval. Allow up to 30 days for claim resolution. Credit will be issued if and when the carrier approves the claim.

If another party has already submitted a claim, PSA will be unable to obtain the status of that claim. In this case, please provide the claim number and the tracking number to your customer service representative.

**International Shipments:**

Defects, damages and losses on international shipments are not eligible for credit or claim. If a replacement is needed, it will be the customer's responsibility to purchase at full price.

**Imprinted Goods:**

If you receive a defective imprinted item, request an RMA (Return Merchandise Authorization) for the return. A credit will be issued for both the product and the run charge. The defective item can be replaced with a blank (non-imprinted) item.

**EXCEPTIONS AND MANUFACTURER DIRECTIONS:**

**AMERICAN LAWNMOWER, EARTHWISE, SCOTTS** – For troubleshooting and parts, contact the manufacturer directly at 317-392-3615.

**APPLE & BEATS PRODUCTS** - No returns are accepted, defective Apple products will need to be addressed with the nearest Apple Retail Store or via <https://getsupport.apple.com/> and <https://www.beatsbydre.com/support>

**BISSELL** – For missing parts, please contact Bissell's Customer Care Team at 800-237-7691 or <https://support.bissell.com>

**BULOVA WATCHES** - Defective Bulova watches must be addressed with Bulova customer service at 800-2285682 or <https://www.bulova.com/us/en/warranty.html>

**CALPHALON** - Missing parts and defects are handled by Calphalon direct: 1-800-809PANS (7267) or [www.calphalon.com/returns.html](http://www.calphalon.com/returns.html)

**CITIZEN WATCHES** – Must be addressed with Citizen Customer Support at 800-321-1023 or <https://www.citizenwatch.com/us/en/warranty.html>

**COLEMAN** – For defective and missing parts, contact Coleman Customer Service at 800-835-3278.

**CORELLE** – For missing parts, contact the Corelle Customer Care Center at 1-800-999-3436.

**DYSON** – No returns are accepted if the plastic wrap on the box has been torn unless the product is damaged or defective.

**FITBIT** – No returns are accepted; defective Fitbit products will need to be addressed through Google Fitbit at 415-992-7865 or <https://store.google.com/magazine/support>.

**FOSSIL** – No returns are accepted unless the product is damaged or defective.

**JILCO** – Buyer’s remorse returns must be reported within 30 days of invoice.

**KARCHER** – The recipient will need to contact the number on Warranty Card or submit a ticket via <http://www.karcherhelp.com/>

**MILWAUKEE** – For defective batteries, contact the Milwaukee Service Dashboard at [www.milwaukeeetool.com](http://www.milwaukeeetool.com)

**RETROSPEC** – Warranty claim for missing parts: <https://form.jotform.com/223404842532147>

**SAMSUNG** – Defective products will need to be addressed by Samsung Customer Support at 800-726-7864. All TV’s 40” and larger require in-home evaluation before being returned. Technical support and inhome service are also available.

**SHINOLA** – Defective products must be addressed with Shinola directly: <https://www.shinola.com/watchrepair-requestwholesale.html>

**SODASTREAM** – No returns are accepted; SodaStream customer support via [email](#) or phone at 1-800-763-2258 Mon-Fri 9 am-8 pm EST. For CO2 cylinder disposal instructions, click [here](#).

**STAMINA** – Contact Stamina customer service at 1-800-375-7520 for missing parts and service issues

**SONY / TECH DATA PRODUCTS** – Defective products will need to be addressed to Sony Customer Support:

- Sony Consumer Electronics – 239-768-7547
- Outside USA - 239-768-7676
- Technical Support for products under warranty – 800-222-SONY

**TCL** – Defective products will need to be addressed by TCL Customer Support at 877-300-8837 or [www.tclusa.com](http://www.tclusa.com)

**TRAEGER** – For missing/defective parts, contact Traeger directly at 1-800-872-3437.

**YAMAHA** – The recipient will need to contact the manufacturer’s customer service portal at [www.usa.yamaha.com/support](http://www.usa.yamaha.com/support) before requesting an RA.