

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

Return and Cancellation Policy

Customer Support Department

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Non-Defective Returns: An RMA number is required and must be requested within 60 days of invoice date. All items must be returned in the original manufacturer's packaging, along with all parts, accessories and paperwork. Please provide a reason for the return. Modified, damaged, or abused products will not be accepted for credit. If the product has been used and customer is not satisfied with the function of the item, we will not be able to accept credit for that item. There will be a 15% restocking fee on overstock orders.

Bad Address/Refusals: If an order is returned due to a bad address on the customer's PO, Power Sales will issue credit for the product, less the return freight charge. This will be your notification of the return.

Imprinted Goods: If an imprinted item is defective, the recipient must request an RMA for the return. A credit will be issued on the product and the run charge. The defective item can be replaced with a blank (non-imprinted) item.

Defective Returns: An RMA number is required and must be requested within 60 days of the invoice date. All items must be returned in the original manufacturer's packaging along with all parts, accessories and paperwork. Please indicate the nature of the defect. A prepaid return label will be sent and a replacement shipped upon receipt of the defective unit.

Damages and Shortages: Please instruct your customers to inspect the contents immediately before signing for delivery or relocating. Damages and shortages must be reported within 3 days of delivery. The shipper will arrange for pick-up of the item(s) and replacement(s) will be sent out upon receipt of the damaged product.

EXCEPTIONS:

APPLE Products – Defective Apple products will need to be addressed with the nearest Apple Retail Store.

BULOVA WATCHES-Defective Bulova watches must be addressed with Bulova customer service **800**-233-3350 or service@bulova.com

Citizen Watches – Defective Citizen watches must be addressed with Citizen customer service –800-321-1023 x4234.

MICROSOFT - Return policy is 30 days. Please contact PSA immediately for return instructions. Only items that are non-refundable are the VIVE/Oculus these are exchange only.

Sony Products – Defective Sony items will need to be addressed to Sony Customer Support. Sony Consumer Electronics – 239-768-7547; Outside USA 239-768-7676
Technical Support – 800-222-SONY – for products under warranty.

Samsung – 800-726-7864

All TV's 40" and larger require in-home evaluation before being returned. Technical support and in-home service is also available:

TCL -877-300-8837 or www.tclusa.com

All TV's 39" and above require in-home service before being returned.

All items must be returned in the original manufacturer's packaging along with all parts, accessories, and paperwork. Modified, damaged, or abused products will not be accepted for replacement or credit. If the product has been used and customer is not satisfied with the function of the item, we will not be able to accept credit for that item. Please refer to the manufacturer's warranty on any defective items exceeding the initial 60 day period.

Cancellation of Orders: Requests for cancellations should be sent by email or fax. Written confirmation from a customer support representative will be returned to you within 1 day to confirm or deny your cancellation.