

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

Cancellation and Return Policy

Email Customer Service: cssupport@psakc.com

Cancellation of Orders: Requests for cancellations should be sent via email or fax. Written confirmation from a customer support representative will be returned to you within 24 hours to confirm or deny your cancellation.

Non-Defective Returns: An RMA number is required and must be requested within 60 days of invoice date. Please provide a reason for the return. All items must be returned in the original manufacturer's packaging, along with all parts, accessories, and paperwork. The address and the RMA number will be provided for return once approved. The product must be delivered to the return address within 90 days of the invoice date. Credit will be provided once the product has been returned and processed. Modified, damaged, or abused products will not be accepted for credit. If the product has been used or is in an unsaleable condition, we will not accept credit for that item. There will be a 15% restocking fee on overstock orders.

Defective Returns: An RMA number is required and must be requested within 60 days of the invoice date. Please indicate the nature of the defect. All items must be returned in the original manufacturer's packaging along with all parts, accessories, and paperwork. A prepaid return label will be provided for the defective item once approved. The product must be delivered to the return address within 90 days of the invoice date. Credit will be provided once the defective item is returned and processed. A replacement will be set up if/when requested. Please refer to the manufacturer's warranty on any defective items exceeding the initial 60-day period.

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

Carrier Claims: A request for carrier claim submission must be sent to your customer service representative within 60 days of the date of shipment for UPS and FedEx claims, and within 3 days of the date of delivery for Pilot Freight claims. Please provide photos and any available documentation to increase the likelihood of carrier claim approval. Please allow up to 30 days for claim resolution. Credit will be provided if/when the claim is approved by the carrier. If a party other than PSA has already submitted a claim, PSA will be unable to obtain the status of the claim. Please provide the claim number and the tracking number to your customer service representative if this is the case.

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.

Damages and Shortages: Please inspect the contents immediately before signing for delivery or relocating.

Damages and shortages must be reported within 3 days of delivery. The shipper will provide a prepaid return label for the item(s), and replacement(s) will be sent out upon receipt of the damaged product.

Damages on Stock Items: For orders that are stock items going to our customer warehouse, PSA will not be responsible for damage and/or defect once the item has shipped again.

EXCEPTIONS AND MANUFACTURER DIRECTIONS:

AMERICAN LAWNMOWER (EARTHWISE) – 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 and/or <https://getsupport.apple.com/>

ATOMS / ALC – The recipient will need to contact the manufacturer’s customer service portal before requesting RA.

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 800-228-5682 or <https://www.bulova.com/us/en/warranty.html>

CALPHALON - Missing parts and defects are handled by Calphalon direct: 1-800-809-PANS (7267)

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

COLEMAN – For 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.

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.karcher-help.com/>

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

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 in-home service are also available.

SHIMANO – The recipient will need to contact the manufacturer's customer service portal before requesting an RA.

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

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

TEXSPORT – For missing parts or defects, contact Texpport direct at 800-231-1402.

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 before requesting an RA.