

# Return / Refund Policy

We are committed to your satisfaction and your decision to power your life. Returning a product can be stressful on customers, so we are here to help you get it right the first time. Our trained and experienced sales representatives are available to help you select the right product for your needs and application. We encourage you to take advantage of our [Free In-Home Consultation](#) before making your purchase.

If a return is necessary, your sales associate can help facilitate the return. To start the return process, call or email us at the phone number or email address found [below](#). Policies and procedures for obtaining a return authorization vary based on the reason for return. See below for more information.

**Defective Products:** Most products we install include a manufacturer's parts and labor warranty. The time on these warranties vary by model and purchase agreement. See your product literature or speak with one of our product experts for details. If your product is defective upon arrival, notify our product experts of the problem within 10 days of installation. If you notice the defect after 30 days of installation, please contact us and the product's manufacturer directly. Contact information for the manufacturer is included in the product literature. NOTE: Most manufacturers require one service call to diagnose the problem. This may or may not be covered by warranty.

**Damaged Products:** Product(s) will be delivered by one of our delivery teams for all local deliveries. Upon delivery, inspect your product for damage. If the product is damaged, you have the right to refuse the delivery. We will contact you to schedule another delivery. Freight delivery policy varies. For more information, you can call or email us at the phone number or email address found on our [below](#).

**The Product Does Not Meet Your Needs:** If you are not satisfied with your purchase, you will need to contact the store regarding any cancellation or return. Once a product has been installed, it no longer qualifies as returnable. For this reason, we once again encourage you to work closely with your product representative to ensure your current and future needs are being met. Delivered products in use are not returnable. Any returned products must be free of any cosmetic damage and in original packaging in unused condition. Products that do not meet these requirements may not be eligible for return or may incur a 25% restocking fee. Any product that has been installed or attempted to be installed cannot be returned. Shipping and handling charges, site preparation charges, permit charges and installation charges are non-refundable. Customers are responsible for shipping charges incurred when returning a product.

Special order merchandise may be non-refundable or subject to a 25% restocking fee — even if not yet delivered — and will not be eligible for return if delivered and out of the box. Please refer to your individual contract to purchase for further information and limitations.

The customer agrees to the terms and conditions published above when they place a completed order with our company. In addition, the customer authorizes their credit card company to abide by these terms. We reserve the right to cancel orders at any time.

Refunds will be managed according to our store's policies. Please **Contact Us** for a copy of our store's policies.

## Service & Repair Cancellation

Preventative Maintenance is necessary to ensure your generator is operating and functional when you need it most. Whether engaging us for a preventative maintenance plan or on-call service repair request, a technician must be scheduled and dispatched to your property. Costs for these services are determined based on the need at time of service.

During emergencies, we strive to assist customers via telephone support whenever possible. In the event it becomes necessary to dispatch a technician to perform service after hours, the assisting representative will inform the customer of the after-hours charge, once a technician has been dispatched, there is no refund for this charge. The remaining ensuing service and repair will be billed at regular parts and labor rates. Our service vehicles are all equipped with vehicle tracking and management to ensure proper billing procedures.

For preventive maintenance, customers are often billed and scheduled in advanced. They will be notified of the upcoming service date. This provides the customer piece of mind that they will have a regular service time each year and allows for our technicians to more effectively service our customers. Maintenance service is only performed if the account is pre-paid, or authorization is received from the customer by our scheduling office. Should you decide to cancel your service or repair, a 24-hour notice is required. Please contact the scheduling office at the number [below](#) to reschedule or cancel your service. Cancellation received after a technician has been dispatched are not eligible for refunds, however upon request we will attempt to reschedule the service when the technician is in that area again.

**Sales Tax:** In state orders will be charged 6.25% sales tax. Each state will be subject to its own sales tax laws. Please consult your salesperson for more information

CONTACT US FOR ANY CONCERNS OUTLINED ON THIS PAGE AT:

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