

Order Status

Q. How do I find out the status of my order and/or my account balance?

A. Simply log-in online and click on **My Account**. Go to the **Order History** section to view the status of recently placed orders. See the **Account Balance Remaining** column to determine the balance of an order.

Q. How long does it take to receive my order?

A. This depends on a few factors:

- First, we must receive a copy of all of the required documents
- Second, items such as eligibility, tenure, income, etc., must be verified
- Third, your order must be placed with the supplier

Once the order has been placed with the supplier, it takes approximately 14 to 28 days to receive your order. However, a few more factors come into play, such as manufacturing time, seasonal delays, and delivery time.

Q. What if I change my mind after I've placed my order and want something different?

A. Please contact Customer Service at 888.923.6236 for your request. If your items have not been ordered, we can cancel your first order and place a new one.

Shipping and Delivery

Q. I received some of my boxes. Where are the rest?

A. Suppliers frequently ship orders from more than one facility. Distances from each facility affect how long the different parts take to arrive. It may take approximately 14 to 28 days to receive all your boxes.

Q. What do I do if my items arrived damaged or defective?

A. If your item arrives damaged or defective, contact Customer Service at 888.923.6236 immediately.

TIP: If the box that you receive is damaged, make note of the damage when signing for it. If an investigation or claim is required, this will help speed up the process.

Q. Is there an option for rush delivery?

A. No, rush delivery is not available. Items are shipped directly from the supplier, so it may take approximately 14 to 28 days to receive your order.

Account Balance/Payoff

Q. Can I make another purchase while still paying for a previous order?

A. Yes, as long as the total purchase amount including your previous order(s) does not exceed your spending limit, you can make another purchase. If an order is placed and the limit is exceeded, Purchasing Power will contact you. Please note that your employer may have a specific policy about your maximum number of purchases allowed within a 12 month time frame.

Q. Can I extend my re-payment period?

A. No. The re-payment period is designed to make purchases affordable, so you won't have payments strung out for several years, or ballooning interest.

Q. Can I pay off my balance with a check or credit card?

A. Yes, you can pay off a balance at anytime without penalty. Please contact Customer Service at 888.923.6236 for assistance with these payments.

Product Pricing

Q. Is Purchasing Power pricing competitive?

A. If you don't want to use cash or credit, then Purchasing Power is the best way to buy. You do not need to make a down payment and there are no fees beyond the all-inclusive price. You won't risk late fees like you would with other financing options because your payments are made through payroll deduction.

Warranty and Technical Support

Q. Does my purchase come with a warranty?

A. Yes, all of our products come standard with a manufacturer's warranty. For specific details, simply log-in online and click on the product's "Spec" tab to learn more.

Q. What should I do if I'm having technical problems with my product?

A. If you are experiencing problems with your product:

- Call the toll-free technical support number associated with the brand name of your product listed below.
- Technical support will need your product's serial number located on the back, front, or bottom side of your product.
- Technical support will need to know that your account is a 'ship to' account.
- Be prepared to let technical support 'troubleshoot' or walk you through an examination of your product.
- Troubleshooting can take time and you will need to be in front of your equipment to complete this process.
- If you are not satisfied with technical support's diagnosis of your problem, ask to speak to a supervisor.
- Satisfactory technical support is part of your warranty; insist upon it.
- Advanced Support Issues – if after following the steps above, you still have computer/equipment problems that the manufacturer's supervisor was unable to resolve, please take the following steps:
 - ◆ Contact Customer Service with a detailed description of your issue. Please include any case numbers, names, and telephone numbers you may have.

List of toll-free technical support numbers

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| ■ Dell Tech Support 800.624.9896 | ■ Canon 800.423.2366 |
| ■ Dell Support (Spanish) 877.839.5123 | ■ Palm One 813.313.4913 |
| ■ Gateway Tech Support 800.846.2301 | ■ Kodak 800.235.6325 |
| ■ IBM 800.426.7378 | ■ Lexmark 800.LEXMARK |
| ■ Apple 800.275.2273 | ■ Epson 800.965.3585 |
| ■ Sony 800.476.6972 | ■ Microsoft Xbox 800.4MY.XBOX |

Cancellations and Returns

All orders can be cancelled prior to the order being placed with the manufacturer without penalty. Once the order is placed with the manufacturer, a cancellation request is considered a "RETURN" subject to the following stipulations.

- Returns for any reason must be requested within 7 calendar days from the date your merchandise is delivered. No returns will be accepted after 7 days.
- Returns will be subject to a restocking fee and return shipping charges.
- To return merchandise, contact Customer Service to obtain a Return Material Authorization (RMA).
- Once you are issued an RMA, the merchandise must be shipped back within 7 days. Failure to do so within 7 days may void the RMA and prevent credit for the return. In this instance, the customer is still responsible for making payments to Purchasing Power until the order is paid off.
- All returns must be in original packaging, factory seals unbroken: all peripherals, manuals, software and factory enclosures must be included.

ITEMS DELIVERED BY FREIGHT AND OTHER SELECT PRODUCTS ARE NOT RETURNABLE ONCE THE PRODUCT HAS SHIPPED FROM THE VENDOR - refer to invoice for specific details regarding your purchase.

To return or cancel your purchase, contact Customer Service to obtain a return authorization and instructions.

This is our general return / cancellation policy. Specific items may have additional restrictions. Please read your order information carefully.

Purchasing Power Customer Service Line: 888.923.6236