Reply rate about order & shipping etc.

Posted by AlekseiDyachkov - 28 Aug 2012 01:32

I've tried to contact orders@wickededgeusa.com about the purchase a week ago but have got no reply yet.

What is usual reply rate ?

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Re: Reply rate about order & shipping etc.

Posted by wbeatty - 28 Aug 2012 06:45

I know they are hopping through hoops over there, I just call them, keeping in mind time zones, they always pick up and are prompt and plesent. This forum is a great place as well.. email is always an iffie thing in my book. to many things can go wrong.

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Re: Reply rate about order & shipping etc.

Posted by AlekseiDyachkov - 28 Aug 2012 07:27

Thanks, I'll try that.

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Re: Reply rate about order & shipping etc.

Posted by JerrieBarber - 28 Aug 2012 07:51

Depending on what you are ordering the turn around can take a minute. Look at the list of resellers. I bout my pro pack from Fort Henery Custom Knives and got my kit quickly and Vince is a great guy to work with. I ordered 4 sets of accessory stones/strops and it took a little over a week direct from WEP. As already mentioned every time I call WEP I was answered and was treated ver good.

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Re: Reply rate about order & shipping etc.

Posted by wickededge - 28 Aug 2012 07:55

Yes, please give us a call today.

AlekseiDyachkov wrote:

Thanks, I'll try that.

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