I need to vent here about customer service.

Posted by ScottSherman - 06 Oct 2012 10:39

First some good stuff and there is much good. I have watched most if not all of the many Youtube demonstrations made by Clay and despite having never met him, I feel almost as if I know him and he seems like a very likable guy. He clearly knows what he is talking about when it comes to the Wicked Edge System and is balanced in his presentations and claims for his products, acknowledging problems or short comings where they exist and he clearly wants to make this the best product it can be as issues emerge, they are addressed and I hear from others that if they have a problem with the product they purchase, Clay and WE will make it right. I have spoken to Clay, Kay and Kyle on the phone a couple of times when I ordered my WEP system and was very pleasantly impressed with the very pleasant and helpful demeanor of each of them. So we have here a great company making a great product and backing it with great customer service, so what in the world could I possibly have to complain or vent about?

Well here is my problem; I have ordered a WE Pro Pack 2 and several other accessories not included in the PP2, a pretty sizable purchase. I ordered it 6 weeks ago and I get that there have been a number of very reasonable delays for improvements and manufacturing problems some of which were out of the control of WE. I am not complaining about the delays, I get that and appreciate that they did not send me an inferior product with a better version about to emerge even though it is cutting into their bottom line profit, I assume.

What I want to complain about is that in the six weeks of delays, I have not received one single response to any of my emails. I have not wanted to bug them by phone because I know how busy they are selling and filling orders, so when nothing was happening for extended periods I sent an email asking for an update, but nothing ever comes back. I don't even know if they are getting my emails. I assume that there are many emails with all the delays which again I understand, but a very important part of the buying experience and customer service is keeping an open communication with customers. I have been told that my order would ship on a certain date when I first ordered it and it was not. I called in to see what the delay was and was told of the problems and also told that my item would "probably" ship within a specific period, but it did not and I sent emails to find out when it might ship, but nothing. Silence. No reply of any kind even an acknowledgment of the email request. Again, I am not complaining about the delays, just lack of response to me as a customer. I don't know when the $900 charge is going to hit my credit card and I don't know when I need to be home to accept the delivery so it doesn't sit idly on my porch or when I will have the satisfaction of actually seeing something I have wanted and waited for, for quite a long time.

I think this forum is brilliant and I give Clay high praise for having this forum and not screening negative comments, but it is not a place to deal with customers or problems one on one. I know others have been waiting longer than me and if I am out of line, so be it, I will apologize publicly, but I am frustrated and I don't know how else to express it. I like Clay and kay and Kyle and don't want to bug them with a bunch of phone calls, but I need to know what is going on with my order which has been hanging for over 6 weeks now. It is important to be updated of unexpected changes with a high priced purchase and in this day and age, emails serve an important part in internet purchases. So please, answer me when I send an email, that is not a lot to ask. If you stay on top of it, it would not overwhelm you and there can not be

so many that you can not respond at some point even if you need to get a high school kid to do it for you.

Again, I am just frustrated and venting in a place where I sense I am not alone and will strike a chord with others who understand my frustration. I will continue to wait for my new WE System and I am sure it will be great when I finally get it,but I hate this sitting in the dark and not knowing what is going on.

So that is my rant and I appreciate the podium on which I am allowed to do so. Sorry if I have upset any of the many very loyal fans and friends of Clay and WE (I am actually one). It is my hope that by airing my complaint here that I may help others not to be as frustrated as I am and perhaps to help WE improve their already exemplary customer service.

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Re: I need to vent here about customer service.

Posted by MichaelCraft - 11 Oct 2012 19:16

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I just got the tracking number from Kyle from my Pro pack II and a TON of extras (only thing missing is the curved stones which are on back order), yay! Didn't order any of those Japanese(?) wet stones yet, not ready for that. I also ordered several leather stop replacements(I expect to accidentally cut up a few as I am learning and accidentally stroke the wrong way 🙂) and extra tubes of diamond past 1 and .5 I think since the PPII comes with the micro ceramics. (save on shipping), and I have not yet read about leather vs. roo, vs. balsa enough to know if I will need/use them, which is fine, I have spend enough for now 😜 . PLus I mostly see clay demonstration with the leather, so I figure those are a good starting point for me. I called today and Kyle answered the phone, he was all alone today it sounds like, but he still TCB, good man! I *should* wrap this and put it under the tree for xmas, I would wait for xmas to open it, but forget that, I am not that patient 🙂 .

Sorry, I am rambling, just really excited!

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Re: I need to vent here about customer service.

Posted by FredHermann - 11 Oct 2012 20:11

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I just saw the email confirming my order and the tracking number....

I'm excited! And I can agree that its ok to wait for something awesome. I spent 8 years and 4 redesigns for a custom reenactment helm. Compared to that, this was easy.

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Re: I need to vent here about customer service.
Posted by ScottSherman - 11 Oct 2012 21:00

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I just received a very nice email note from Kay Allison following up on my order. Without going into details, I will say that she was very concerned that WE did right by me and gave me her personal assurance that they would. I was given a tracking number for my order which UPS estimated to be delivered to me by Friday this week.

This is exactly what I hoped would happen by bringing this concern for customer communications into the light. So, congratulations to WE and thanks to Kay and Kyle for their excellent customer service response in my order and I hope that you all have a great experience with your purchase and delivery of your personal WEPS's.

Best to all.

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Re: I need to vent here about customer service.
Posted by Rmorris7 - 12 Oct 2012 16:03

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I'm so glad that everyone is getting their emails and notices about tracking numbers. I really am! I just wish that I would hear something. I talked to Kyle about three weeks ago and he told me that the rods would be in sometime next week. Like I said, this was three weeks ago. This is the third phone call I have made about the bars. Would someone please let me know something. I ordered the new arms and received them a good while ago, but still waiting on some kind of notice that the bars have been shipped.

Thanks,

Rmorris7

PS. I hate to cause a stink but I'm just frustrated.

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Re: I need to vent here about customer service.
Posted by Rmorris7 - 12 Oct 2012 16:08

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Double post.

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Re: I need to vent here about customer service.
Posted by PhillipHyun - 15 Oct 2012 12:57

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I'd just like to chime in and say that while I had some of the same communication issues as I've read on here with the e-mails that seem to disappear into a black hole and voice mails left on a machine, I was able to communicate well with Clay through the private messages here on the forum! Also, Clay really went the extra mile in resolving my issue with the F&S and the eventual follow-through was outstanding. So, while I completely understand that they face a great challenge with production efficiency and manpower I have no doubt about their commitment to making sure that we the customers are happy with the product. I don't mind having to wait when I know with 100% assurance that I will be taken care of.

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Re: I need to vent here about customer service.
Posted by PhillipHyun - 15 Oct 2012 12:58

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Did you send Clay a PM here on the forum? Worked for me!

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Re: I need to vent here about customer service.
Posted by wickededge - 15 Oct 2012 13:02

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We had a really productive meeting this morning and are in the process of re-thinking some of our task assignments here to answer the growth we're experiencing. We're always chasing a moving target as the business grows and just about when we think we've got something squared away, the needs change. We'll start implementing the changes this week and will definitely be staying in better touch with people.

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Re: I need to vent here about customer service.
Posted by MichaelCraft - 15 Oct 2012 13:37

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Thank's for the update Clay! This is good stuff, I hope that the company stays as good as it is when you are a bazillionaire floating in one of your yachts in the Virgin Islands or where-ever and we are still here buyin stuff
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Re: I need to vent here about customer service.

Posted by FredHermann - 15 Oct 2012 16:09

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When Clay and all his 'Plank Owners' (old Navy term) have become rich and famous, I want to be the guy in the commercials on the tropical island testing the beer...

Seriously though, and I think I can speak for the bulk of us.

WE WANT TO HELP

We believe in the product, we believe in you.

I don't know if a public forum is the place to do it, but I bet you have customers who span the entire business spectrum.

Maybe we need a topic called 'B&%ch Here' so the venting can be sorted, assimilated, and quantified. Business is funny, at some point, they all lose their way, again and again. But it's the folks in for the long haul who adjust.

And for the record, it's KILLING me waiting for my PP2 (2 days from now).

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