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 - 15 Oct 2012 16:26

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I know the term, I was USN 4 yrs, NEC 3354, CIC Mr. Clinton, Nuke EM .
. Not a plank owner myself, not even deployed :/. Agreed on all other points.

Mine is here tomorrow! If I go to bed NOW, then it will get here faster, nite everyone!

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Re: I need to vent here about customer service.

Posted by ScottSherman - 15 Oct 2012 16:27

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For a business and particularly a start up business to succeed and continue to succeed, at least two things have to come together. A good product and a sincere customer service experience for and by customers. Everything else must come second to these. WE has both and the one other thing that they really have no control over which is luck or timing. I am so happy to be here in the beginning because I love that I can support a business like WE who appreciates me and treats me as a valued customer.

I must say that I have been demanding and outspoken in my concerns and needs, I also feel it is important to give credit where it is due. For anyone coming here for the first time or considering whether to buy into Wicked Edge, I have been treated with the greatest of respect and employees at WE have gone out of their way to accommodate me and fix the few things that needed to be dealt with. I can't say enough about how happy I am with WE and my decision to purchase the PP2. After a short time using my PP2, I can also say that WE is an excellent product and I give it my highest personal endorsement. My new black granite base is on the way and I have even added a couple more accessories to my order.

Thanks Kyle, Clay and Kay.

Regards to all

Scott

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Re: I need to vent here about customer service.
Posted by VincentUnrath - 15 Oct 2012 16:46

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I tried to contact Wicked Edge via e-mail and by phone and was unable to reach anyone. Not a big deal to me though. I still decided to purchase the system since I have seen it progress to what it is today. They have a great product and I like to think if I do have any problems with it I can count on them to resolve it. It is also great to see a forum with the owners and actual users. I'm sure most if not all my questions can be answered here. Every time they have to answer an e-mail or or take a call they are not shipping orders or talking to vendors and suppliers.

Yes, they can hire someone for this task but how knowledgeable will they be? Plus, more employees equal more cost to the product.

Just my .02 cents

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Re: I need to vent here about customer service.
Posted by Billabong - 15 Oct 2012 21:19

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PhillipHyun wrote:

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

I've been chasing the new arms since I heard about them back in August, no reply to emails or requests in posts here.

So I contacted a my local dealer who offered to order mine with his.

I also had PM'd Clay.

When Clay, then WE responded, I told of my order going through the dealer now.

But to my dismay, only one set of arms were allocated to the dealer, I missed out.

At least he got his.

Then after posting pics about his arm joints being different in a thread and Clay thanking me for being persistent as he then decided to create new angle bars.

It was to my own detriment, as he put a hold on sending out the arms until the new angle bar was made.

Now I'm told my arms are still not in the post and my email has no response?

So yes, communication here is an issue.

Telling Clay via PM doesn't mean the people that post or allocate are aware either.

Just my 2c.

edit - I even clarified my request in a PM to Clay, almost begging that I don't miss out.

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Re: I need to vent here about customer service.
Posted by wickededge - 15 Oct 2012 21:38

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Hey Chris,

I did forward your emails along, am checking with Kay now and we'll definitely get it resolved ASAP.

--Clay

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Re: I need to vent here about customer service.
Posted by Billabong - 15 Oct 2012 22:32

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wickededge wrote:

we'll definitely get it resolved ASAP.

--Clay

Thanks Clay, seems I'm just being impatient.

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Re: I need to vent here about customer service.

Posted by wickededge - 15 Oct 2012 22:40

I think I'd be more impatient than you and I know that the lack of communication is terrible. We're working desperately to resolve it as quickly as possible. On top of being super busy, we've had a slew of things to slow us down from a big email outage in which we lost several days of emails, a couple people out sick and other miscellaneous challenges, so the gap in our structure has been really exacerbated. The rapid growth and extra challenges have exposed that gap so at least we can see what needs fixing and we're working at it as our number 1 priority right now.

Billabong wrote:

wickededge wrote:

we'll definitely get it resolved ASAP.

--Clay

Thanks Clay, seems I'm just being impatient.

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Re: I need to vent here about customer service.

Posted by Billabong - 15 Oct 2012 22:49

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wickededge wrote:

The rapid growth and extra challenges have exposed a that gap so at least we can see what needs fixing and we're working at it as our number 1 priority right now.

Now I feel guilty!

We will look back on this and laugh one day.

It will all fall into place one day soon, all the best!

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Re: I need to vent here about customer service.

Posted by wickededge - 15 Oct 2012 23:01

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Billabong wrote:

wickededge wrote:

The rapid growth and extra challenges have exposed a that gap so at least we can see what needs fixing and we're working at it as our number 1 priority right now.

Now I feel guilty!

We will look back on this and laugh one day.

It will all fall into place one day soon, all the best!

No need to feel guilty, I owe all of you guys on this thread a big thank you for both bringing this tough subject up and for being as patient as you've been! I don't think it's everyday that a company has customers cool enough to talk them through the issues that crop up. So many people would just walk away and you guys have been awesome at calling us to account and demanding/inspiring us to step up our game. I'm very grateful to all of you and think that Wicked Edge has the best customers ever!

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Re: I need to vent here about customer service.

Posted by Billabong - 15 Oct 2012 23:16

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wickededge wrote:

So many people would just walk away

Where do we walk to?

I don't want to walk anywhere else as I wouldn't like being there.

You have a brilliant product here, it will all fall into place with your attitude driving it.

And thanks to Kay & Kyle, I'm sure they are being tested also.

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