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 wickededge - 15 Oct 2012 23:20

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Billabong wrote:

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

And how!

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Re: I need to vent here about customer service.

Posted by ScottSherman - 15 Oct 2012 23:25

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It's worth mentioning that there are over a thousand views on this thread already and I would bet that the vast majority if not all agree with what a great job Clay, Kay and Kyle are doing whether they post or just lurk.

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Re: I need to vent here about customer service.

Posted by Billabong - 16 Oct 2012 01:12

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ScottSherman wrote:

It's worth mentioning that there are over a thousand views on this thread

That was me refreshing the page 990 times.

edit - It's interesting to see the change in your posts now your WEPS is in your hands.

It has that affect doesn't it, all is forgiven?

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Re: I need to vent here about customer service.
Posted by MichaelCraft - 16 Oct 2012 18:50

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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.

One day? I read this post and LOL'ed right now

Some nasty stomach flu bug is going around, half of my company is in different stages of it. When I said I was going to bed yesterday at 4 I wasn't kidding... really because I didn't feel good(today getting here faster was just a bonus). I *just* woke up and don't remember the last 24 hrs. My PP2 is sitting in the living room on the floor I think, woo hoo, gotta go!

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Re: I need to vent here about customer service.
Posted by leomitch - 16 Oct 2012 19:01

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Take care Michael and give your body a chance to fight off that virus...lots of fluids and stay in bed. The sharpener will be there when you are feeling much better.

Be well my friend!

Leo

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Re: I need to vent here about customer service.

Posted by MichaelCraft - 16 Oct 2012 19:43

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leomitch wrote:

Take care Michael and give your body a chance to fight off that virus...lots of fluids and stay in bed. The sharpener will be there when you are feeling much better.

Be well my friend!

Leo

Thanks Leo, and you are right, almost fell down the stairs carrying my WEPP2 to my man cave. I had about enough energy left to open it and admire it (VERY hi quality build, I got the same feeling admiring the WE as when opening a Gold Class BenchMade, Chris Reeves, etc., perfection).

P.S. Not saying that the other bases are bad, haven't seen them, don't really know, but I am glad I went for the granite upgrade (Kyle grabbed me a cool looking mostly blue with some green streaks), VERY nice looking!

Time to go to bed, about to pass out, and certainly don't want to rush setup and trying it out, I have a lot of videos etc. to review before I try it myself so I don't wreck anything in this beautiful kit

Oh yeah, I dig your sig, I don't really watch TV (or haven't for a while), single income family and all of that, and my free time is mostly on the inet, but CSI is on the top of my list when I have time again, from all of his rules I have read, I think I am gonna like this guy
... and the show sounds crazy interesting.

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Re: I need to vent here about customer service.

Posted by Geocyclist - 16 Oct 2012 20:28

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ScottSherman wrote:

It's worth mentioning that there are over a thousand views on this thread already and I would bet that the vast majority if not all agree with what a great job Clay, Kay and Kyle are doing whether they post or just

lurk.

This is very important to me, a lurker, now a member. The thread topic is deceiving at first, but glad to see the positive response and turn around from WE.

I consider WE to be like Apple. They make the best designed (and most expensive) product in their market. You get what you pay for, but customers who by the best expect the best is design (functionally and aesthetically) and top notch customer service.

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Re: I need to vent here about customer service.

Posted by Billabong - 16 Oct 2012 23:23

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MichaelCraft wrote:

One day? I read this post and LOL'ed right now

Must be an Aussie expression?

I always believed it takes some time before you laugh about something serious.

You have a guy open a thread with a list of complaints, then after a series of "to and fro" comments he makes a statement that implies he is in a minority group viewing this thread.

I admire anyone that can speak truthfully, but I admire someone more than can admit they were wrong.

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Re: I need to vent here about customer service.

Posted by MichaelCraft - 16 Oct 2012 23:39

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Billabong wrote:

MichaelCraft wrote:

One day? I read this post and LOL'ed right now

Must be an Aussie expression?

I always believed it takes some time before you laugh about something serious.

You have a guy open a thread with a list of complaints, then after a series of "to and fro" comments he makes a statement that implies he is in a minority group viewing this thread.

I admire anyone that can speak truthfully, but I admire someone more than can admit they were wrong.

I was referring specifically to his tone of "Now I feel guilty :/", been there, done that, it just hit my funny bone.

Off Topic: Regarding time passing before making light of any situation, I think that humor is one of the most healthy forms of taking some weight off of what otherwise can be a stifling experience to the human soul. To those who are particularly sensitive, perhaps not, and or course it is a case by case, there are some things that maybe can never be funny(?, none according to Carlin). For a specific example, this is a link to a NEW way of purchasing audio and video content without going through conglomerates so that the actual artists get the majority of the profit. Anyway, they recently posted a set from another comedian who in a very short period of time, almost died from a digestive disease, her mother passed away weeks later, and then she is diagnosed with breast cancer not long after that. THis is her first set after ALL OF THAT. She goes on stage and talks to the crowd about it, and somehow makes it a successful comedy show(I bought it just to see how that was possible, as well as to donate to her cause), and at the end of it all, she REALLY seemed to have her spirits lifted. TO me, it was AMAZING, I don't know how else to put it, best $5 I have spent in YEARS. Humor maybe really is the best medicine?: buy.louisck.net/purchase/tig-notaro-live

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Re: I need to vent here about customer service.

Posted by Billabong - 16 Oct 2012 23:50

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Geocyclist wrote:

ScottSherman wrote:

It's worth mentioning that there are over a thousand views on this thread already and I would bet that the vast majority if not all agree with what a great job Clay, Kay and Kyle are doing whether they post or just lurk.

This is very important to me, a lurker, now a member. The thread topic is deceiving at first, but glad to see the positive response and turn around from WE.

The responses from Clay (and Kay via email) totally discount the complaints, as they are now aware and intend to put it behind them, no arguments.

Much better outcome than the usual excuses you would expect from people that don't appreciate someones business.

I consider WE to be like Apple.

Overpriced and doesn't play well with others? (joke)

They make the best designed (and most expensive) product in their market. You get what you pay for, but customers who by the best expect the best is design (functionally and aesthetically) and top notch customer service.

October 26th, enter **MS Win8 and Surface** to shake things up!

MichaelCraft wrote:

I was referring specifically to his tone of "Now I feel guilty :/", been there, done that, it just hit my funny bone.

Apologies, trying to expres my intentions using text is an art I don't have.

I thought you were saying you can laugh at me now for the "looking back" statement.

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