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 - 17 Oct 2012 06:31

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Billabong wrote:

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

No apologies necessary, I am not sure that expressing anything with clarity and the intended nuance is possible in text, hence my reply seemed just as bad! Heck, I cannot even do that IN PERSON with my wife of 10 years, and it sure ain't from a lack of trying :) You just happened to say something that made me think of how many times I have put my foot in mouth too many times to count (not saying you did that, it just reminded me of that for myself), and MY looking back at those moments made ME laugh :) Your sentiment was clear. I have a weird sense of humor, or so I am told, to which I reply, "define weird" :)

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Re: I need to vent here about customer service.

Posted by Billabong - 17 Oct 2012 06:52

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MichaelCraft wrote:

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looking back at those moments made ME laugh.
. Your sentiment was clear. I have a weird sense of humor, or so I am told, to which I reply, "define weird".
.

No worries mate! (as us Aussies say)

It's happening everywhere today.

My emails to Kay now have her thinking I want to be a Wicked Edge Dealer.

Spoke with the exclusive Aussie dealer here today in an attempt to clarify.

My reply from Kay was CC'd to him.

Perhaps tomorrow will be better?

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Re: I need to vent here about customer service.

Posted by MichaelCraft - 17 Oct 2012 08:48

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Perhaps tomorrow will be better?

With one dealer on the continent, perhaps you should be! Sounds like an opportunity to me! Then you can be a plank owner of sorts and perhaps ride with Clay, Kyle, Kay, and crew on their yacht! Watching how much WE has grown in their offerings and evolution in such a short period of time, (from home to field to industrial to ?), a few years from now... I think it will better.

Hey Clay, are you open for investors, or can you at least save me a spot for your IPO ?

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Re: I need to vent here about customer service.

Posted by Billabong - 17 Oct 2012 08:54

MichaelCraft wrote:

With one dealer on the continent, perhaps you should be!

I'll look back on this one day and laugh!

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Re: I need to vent here about customer service.

Posted by BrianLedford - 19 Oct 2012 18:21

I recieved my arms,riser,and degree bar thursday 10/18/12.. Well worth the wait.

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