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 ScottSherman - 06 Oct 2012 17:35

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Hey Leo,

You make some valid points re: hiring and having a new employee in a new business especially while in transition, which I understand is the case. Non the less, I need to be kept informed of status changes of an order like this as far in advance as is reasonable or possible since the fulfillment and delivery of the system effects what I do and when I do it.

I don't want an unexpected very large charge on my credit card the day before the billing period rolls over for example, or if it is delivered and I need to be out of town, I don't want it sitting on my porch, or if life changes suddenly change my financial situation and the charge unexpectedly after a couple of months of no contact suddenly comes in... I could go on with examples of why it is important a company which changes and delays fulfillment needs to keep it's customers informed but I think I have made my point.

I must say to be fair, they have been very friendly and responsive by phone, but they have repeatedly given me dates when the order would be filled and the dates come and go and there is no charge on my card and no phone calls or emails letting me know of delays or new expected delivery dates. I have started a couple of threads here asking for updates and Clay has popped in with info, but it is generic and vague as to my order or yours if you have been waiting. It almost seems easier to just put the names of everyone waiting for a new order on an email blast list and one email will be delivered to everyone at the same time that the factory had a delay or something. This has got to be less time consuming than taking calls from dozens or more people waiting and being frustrated for their new system or upgrade.

I will simply say at this point that Clay really has been doing great updating, correcting and modifying the WEP System but from the business side, I can still see some room for improvements. I'll call in again on Tuesday and see what I can, but sheesh, what a frustrating experience this has been.

I think they need to remove the email contact link from the website and make it clear that they just can not respond to emails and suggest that inquiries be by phone only. That might be hard for some since email is very convenient and dependable when used effectively.

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Re: I need to vent here about customer service.

Posted by wickededge - 06 Oct 2012 19:58

Hi guys,

Thanks for taking the time to write about your frustrations. While I hate to hear it, I also really appreciate the opportunity to improve it. I'm really grateful that you've been kind enough to let me know and didn't just walk away. I won't make any excuses for the slow communication, it's enough for me to say that I think I know what the problem is and I will jump right on fixing it. I'll make sure we get an answer out to you guys by Monday about your order status and we'll be changing some things in-house to try and prevent this kind of thing in the future. Overall, it's part of our growing pains and finding just the right amount of people to get it all done. Right now we've got two temporary people on board helping to get us out of our back order which we're almost through. They don't have the training to handle customer service so they're just filling in with production and shipping. Now that we've almost gotten everything out, we can take a harder look at staffing and see if we need to bring someone else on to help with communications.

--Clay

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Re: I need to vent here about customer service.

Posted by ScottSherman - 06 Oct 2012 20:04

Exactly what I had hoped you might say. I hate to be the one to complain and especially in a public way, but I think you just made many who are monitoring this thread happy and of course, I look forward to a continued and improved customer relationship with Wicked Edge as both WE and I mature.

Thank you Clay. Good job!!!

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Re: I need to vent here about customer service.

Posted by FredHermann - 07 Oct 2012 10:48

One thing to keep in mind.

Clay got into a very happy but frustrating situation, that appears to be governed by Murphy. (Murphy's Law) Imagine, you 've got a relatively new business, you're pretty much a one man show, you get an opportunity to really show your product at a show, and lo and behold, you win an award for coolest new product.

In steps Murphy.

Now you've got way more scrutiny on your product, and no where near the staff. You have a new addition to your product line, news gets out, and the waiting *hidden* customer base wants it. (Still good)

You try to set delivery expectations, and Murphy laughs...things come back wrong, not enough, the manufacturer breaks machines....

So in all, I see this as an awesome new business with severe growing pains. You can't really plan ahead for success like this, there is never money for it.

I think all in all, this is a one time fluke, and Clay and company are learning good and bad ways to handle it. I'd bet ongoing, we'll never see something like this again.

So Clay, my hat's off to you and your success!

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Re: I need to vent here about customer service.

Posted by MichaelCraft - 07 Oct 2012 12:50

Don't forget about winning "Blade Magazine 2012 Accessory Of The Year"! Not that it is a bad thing, but a great way to make a business explode much faster than anticipated, accelerating said growing pains before one has had time to think much about them proactively.

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Re: I need to vent here about customer service.

Posted by Ayglass - 10 Oct 2012 13:25

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Hey Scott,

I'm sorry to report that I sent an email last night cancelling my order. I also followed up with a phone message this afternoon. The PP2 now appears on the web site, but I haven't heard any update about my order as Clay mentioned in his reply to this thread. My card hasn't been charged either.

I may join the WE owners club sometime in the future, but I'll give Clay some time to work out the bugs with suppliers and staff before I try another order.

- Andy

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