Wicked Edge Customer Service???

Posted by MichaelAmicangelo - 03 Jan 2013 10:11

Hello Folks:

I'm trying to order a Pro Pack 1 system with the new upgrade and without the base, or a Pro Pack 2 system without the base from WE. As far as I know, you can't customize an order via the webpage. I have at least four phone calls into the office and a couple of e-mails to see if I can place an order. Unfortunately, WE hasn't returned my calls or responded to my e-mails. My sister had a similar experience with unreturned phone calls when she was unable to print the gift certificate she purchased from WE.

Can anyone here shed some light on what's going on at WE? Any advice on how to place an order?

Thanks .... Mike

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Re: Wicked Edge Customer Service???

Posted by Geocyclist - 03 Jan 2013 11:17

Hey Mike,

I had read in a post from Clay a few days ago that 2 folks in the office were out sick with the flu and Clay was out of town. I am also waiting for an email response. Normally customer service is top notch.

I don't know about "custom" orders. I priced out each component buying it separately, i.e. would would a PP2 cost if you build it a la carte with a base WE. In the end I got the PP1 with upgrade arms to get what I wanted on the best price. Depending on what stones you want this may work for you.

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Re: Wicked Edge Customer Service???

Posted by wickededge - 03 Jan 2013 13:45

We're trying to catch up. Kyle is back in but Kay is still out and there is a mountain of stuff to answer. We're getting after it as fast as we can.

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Re: Wicked Edge Customer Service???
Posted by MichaelAmicangelo - 03 Jan 2013 20:31

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Thanks for the replies guys.

I called again today managed to get through Kyle. I placed my order and I should have a sharpener by the end of the month.

Thanks ... Mike

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Re: Wicked Edge Customer Service???
Posted by xuzme720 - 03 Jan 2013 22:03

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That's more like the customer service we're all used to! You'll find this is not a typical company in how much they believe in and stand behind the product and are always willing to help. And to be honest, the crew here on the forum are some of the most helpful and just great all around group I've ever had the privilege to meet on any forum. The whole Wicked Edge experience has been an unexpectedly pleasant one all around. This probably just sounds like fanboy stuff but I welcome any corrections if I'm wrong here...

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Re: Wicked Edge Customer Service???
Posted by JohnBatinovich - 04 Jan 2013 14:29

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Were you able to order the Pro Pack 2 or 1 without the base?

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Re: Wicked Edge Customer Service???
Posted by MichaelAmicangelo - 05 Jan 2013 22:47

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Hi John,

I ordered the Pro Pack 2 because of the ceramic stones, finer grit strops and angle gauge.

Also, I have some downed cherry, hickory, elm, oak and ash trees that I plan to use to make a nice thick base and case. Just off the top of my head, I'll fashion the case to cover the base - like a sewing machine case. And I'll latch a lid on the top of the case to form a storage compartment for all my sharpening stuff. Of course that project will wait till spring when it warms up a bit - too cold here in Mich right now.

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