New arms/riser available?
Posted by BillSutherland - 31 Jan 2013 19:10

Are the new arms/adjusters and riser available now?

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Re: New arms/riser available?
Posted by BillSutherland - 06 Feb 2013 13:36

I have been a bit remiss in my response to the service I've received from WE and need to tell you my experience. I also had a short period of silence/confusion concerning the arms availability. Evidently they were short staffed last week and are now just getting back to the calls/emails/messages. I had quite a few emails yesterday rectifying the availability confusion. All ended up well and I have to say I'm totally satisfied with the response and level of service. All I can say is give them some time and they will catch up and I'll leave them alone so they can get to others!

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Re: New arms/riser available?
Posted by wickededge - 06 Feb 2013 13:54

SpamFile wrote:

Hey I am having the same problems - faulty product and zero company contact. Please post if you are able to find a remedy or get someone to call you back. My next step is YouTube videos showing my faulty WE sharpener and resulting knives.

Good luck.

If you're who I think you are, I've already answered your email with instructions on how to send in your parts. I wonder if our emails are going into your spam folder - it may be worth a look there.

--Clay

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Re: New arms/riser available?
Posted by wickededge - 06 Feb 2013 19:54

SpamFile (Mike),

Several of us have tried emailing you and calling you but with no response. We're eager to help be we need to hear from you. Please give us a shout either by email or phone so we can get you taken care of.

--Clay

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Re: New arms/riser available?
Posted by 4jlcc - 06 Feb 2013 21:50

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I'll weigh in on this...I ordered a Pro-Pack 2 at the beginning of November. It took about six weeks to receive it as it was on backorder. I was a bit flustrated that it was taking so long as I was really looking forward to it! When it arrived I found that the base had a small chip in it and that one of my ceramics would bind up on the rod as if the inner hole was to small. I called and spoke to Kyle. A new base and replacement ceramic stones were sent to me along with prepaid shipping labels to send back the defective items. I never once received any objection from Kyle about making this right. I think they are a growing company that are struggling to keep up with demand right now. They have a great product and they stand behind it. They may not be able to answer each call on the first ring or every email immediately but give it a bit as they will get back with you. At least that is my experience. Just for the record...I am in NO WAY affiliated with wicked edge, just a satisfied customer.

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Re: New arms/riser available?
Posted by NicholasAngeja1 - 06 Feb 2013 22:53

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I'll weigh in on this...I ordered a Pro-Pack 2 at the beginning of November. It took about six weeks to receive it as it was on backorder. I was a bit flustrated that it was taking so long as I was really looking forward to it! When it arrived I found that the base had a small chip in it and that one of my ceramics would bind up on the rod as if the inner hole was to small. I called and spoke to Kyle. A new base and replacement ceramic stones were sent to me along with prepaid shipping labels to send back the defective items. I never once received any objection from Kyle about making this right. I think they are a growing company that are struggling to keep up with demand right now. They have a great product and they stand behind it. They may not be able to answer each call on the first ring or every email immediately but give it a bit as they will get back with you. At least that is my experience. Just for the record...I am in NO WAY affiliated with wicked edge, just a satisfied customer.

Damn straight!! and there are several of these stories out there, just be patient. We all assure you it'll be worth it, the wicked edge is awesome

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Re: New arms/riser available?
Posted by cbwx34 - 07 Feb 2013 07:07

BillSutherland wrote:

I have been a bit remiss in my response to the service I've received from WE and need to tell you my experience. I also had a short period of silence/confusion concerning the arms availability. Evidently they were short staffed last week and are now just getting back to the calls/emails/messages. I had quite a few emails yesterday rectifying the availability confusion. All ended up well and I have to say I'm totally satisfied with the response and level of service. All I can say is give them some time and they will catch up and I'll leave them alone so they can get to others!

SpamFile wrote:

EDIT: I appear to have been lost in technology. After leaving a message and sending an email I received an overwhelming attempt from WE to resolve the situation. I will contact them tomorrow but wanted to post this as resolved. I can accept I was not deliberately or arrogantly ignored, and once the owners were aware there was an issue they are ready to fix it immediately.

Glad to hear you guys were taken care of!

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