Ordered Pro-Pack 1 and still waiting.

Posted by StephenLanza - 09 Mar 2013 14:58

I am writing to find out what the Wicked Edge policies are concerning customer communications. I am a little concerned with how my order is being handled.

My situation is as follows:

About a month before I placed and order, I called to ask a question and had to leave a message on their voice mail. Unfortunately, I didn't get a response but I was able to find out what I needed using other means.

I decided to order a Wicked Edge Pro-Pack 1 and did so on 02/15/2013. My credit card was billed for the full amount on 02/16/2013. I then received an email on 02/18/2013 that the order was being placed on backorder for 2 - 3 weeks (as per the notice on the website). I expected that would happen but not that my credit card would be charge immediately.

A few days ago, using the website contact page, I sent in a request for an order status but still have not received a response. It is now 3 weeks since my order was placed and no contact from Wicked Edge.

My questions are: is this normal customer service from Wicked Edge and how long are the products backordered?

Any help would be appreciated. Thanks.

Stephen Lanza

Milford, PA

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by WayneAnderson - 10 Mar 2013 15:06

CrisScott wrote:

Wayne,

If your thinking about ordering you can also contact Bob Nash at Oldawan Tools. When I originally ordered my kit, he was on the road driving to a knife show. He took my call via cell phone and told me he would have my order shipped that day. He did! I've placed several orders with him. He's in New Mexico, I'm in Wisconsin…the basic kit plus base was delivered in less than a week. My other orders like strops, ceramics, or the new arms were all delivered in two days.

www.oldawan.com/index.html

I did call Oldawan Tools yesterday to order a WE Pro-Pack II. I got voice mail so I left a message but I have not received a call back. I am in Wisconsin too. Thanks for the tip Cris.

Wayne...

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by CrisScott - 10 Mar 2013 15:12

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On his web site he has a message he's at a knife show (How do I get a job like that). He'll be back tomorrow.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by EamonMcGowan - 10 Mar 2013 17:54

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CrisScott wrote:

On his web site he has a message he's at a knife show (How do I get a job like that). He'll be back tomorrow.

He will actually be back in the shop on Tuesday. I spoke with him from the knife show yesterday. I have dealt with bob on a few issues now and he has been very quick to take care of my problems. He has great customer service skills, knowledge and follow through!! I now run all my We affairs through Bob. Oldawan - 505.570.2040

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by Solman - 10 Mar 2013 18:29

Waiting is expected with the Web site telling you as much. Billing for an item weeks before it ships seems to me to be an inappropriate business model. I too placed an order expecting to wait . I had not expected to be billed immediately but rather when ready to ship.

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by johpe - 11 Mar 2013 09:59

I agree, waiting is expected when the web site says so. But it says 2-3 weeks. I placed my order and paid for a PP2 the 1st of February, and I have still not received any shipment info or tracking number. That, for me, is a bit too much waiting compared to 2-3 weeks.

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by CharlesTurner - 11 Mar 2013 13:24

I placed my order for a PPII on 1/30 and just called WE, they informed me that my order was to be shipped tomorrow afternoon!!!! Just thought I would drop by and give you some hope that yours could be on the way very soon

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by johpe - 11 Mar 2013 13:58

Thanks! Then I hope I'm very close to being next in line

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by CraigDavis - 11 Mar 2013 14:29

I know nothing about WE's business but I can tell you that it takes a lot of money to grow. A lot of money.

Any of you guys ever wait for a knife? I'm into Randall's and they are at 4.5 years out.

And I couldn't wait to get my WE either.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by StephenLanza - 11 Mar 2013 14:29

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I got an email today from WE saying that my order is supposed to ship on Thursday 5/14 and that I would get a tracking # then.

Hopefully, it will actually ship and I can finally take advantage of the design of this product.

Maybe this thread helped. Who knows.

Thanks for all the replies and the discussion.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by wickededge - 11 Mar 2013 14:36

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I've been watching this thread the whole time. We're jammed up with people out sick but hustling as fast as we can. I've been doing most of the arm mods myself just to fill in for sick folks. We should be back to a full crew tomorrow, plus we added one more person so hopefully shipping will really crank up in the next couple of days.

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