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 jasonls63 - 11 Mar 2013 16:03

Stephen I hope you fat fingered that date and meant 3/15. I too am anxiously waiting on my order.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by StephenLanza - 11 Mar 2013 22:19

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jasonls63 wrote:

Stephen I hope you fat fingered that date and meant 3/15. I too am anxiously waiting on my order.

Boy I stepped in it this time. Yes, I did mean 3/14 (this Thursday - at least that is what the email stated). I didn't think my fingers were that fat but you don't need fat ones when you have a brain fart.

Thanks for the catch.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by StephenLanza - 11 Mar 2013 22:26

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wickededge wrote:

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.

Clay

Thanks for the response. I appreciate it.

One bit of, hopefully, constructive feedback is to not charge credit cards until the product ships. That way you minimize ruffled feathers from people like me who haven't ordered from you before. Please understand that a customer can get concerned when this combination of events happen.

Looking forward to getting the product.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by wickededge - 12 Mar 2013 09:51

StephenLanza wrote:

wickededge wrote:

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.

Clay

Thanks for the response. I appreciate it.

One bit of, hopefully, constructive feedback is to not charge credit cards until the product ships. That way you minimize ruffled feathers from people like me who haven't ordered from you before. Please understand that a customer can get concerned when this combination of events happen.

Looking forward to getting the product.

Thanks Stephen for your patience and suggestion. We're working to get our site programmed not to charge the card until the order ships, but still have some bugs. As soon as we can get it bug free, that will be the new model.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by johpe - 13 Mar 2013 05:24

Hi

Just to let everybody else in this thread know; I just got a shipping notice for my PP2.

So hopefully the rest of you will start receiving yours as well.

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by jasonls63 - 13 Mar 2013 07:49

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Good news on your shipping notice, johpe. When did you place your order? I placed my order 2 weeks ago.

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by johpe - 13 Mar 2013 08:00

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I placed the order on the 1st of February.

Hopefully you wont have to wait that long, since it seems they (WickedEdge) have had people out sick which has caused delays.

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by wickededge - 13 Mar 2013 10:07

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We had a full crew in yesterday morning but had to send one person home sick. We're still small enough that with 3 people out, 50% of our crew is gone and it slows production and shipping way down. Some people stayed as late as 10:30 last night to get orders out. Everyone should be in today and we added another team member and are bringing an additional two on to get us through this backorder. Things should be moving much faster now!

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Re: Ordered Pro-Pack 1 and still waiting.
Posted by MichaelBonomo - 15 Mar 2013 12:12

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At least some of you guys got an order placed. I tried 3 times to order a Pro Pack II upgrade and it keeps kicking me back saying choose another shipping method. I chose EVERY shipping method available and NONE of them worked.

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Re: Ordered Pro-Pack 1 and still waiting.

Posted by wickededge - 15 Mar 2013 12:20

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MichaelBonomo wrote:

At least some of you guys got an order placed. I tried 3 times to order a Pro Pack II upgrade and it keeps kicking me back saying choose another shipping method. I chose EVERY shipping method available and NONE of them worked.

Michael,

I'm sorry about the issue you're running into. If you'd like to call in, we'll take your order and get you in the cue. Here is our toll free number: 877-616-9911. I'll pass this along to our webmaster to have him investigate.

--Clay

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