

## **Gone Is The Peace of Mind In Shopping At One Giant Online Retailer**

by

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During the 2007 Christmas Holiday Season, I did most of my shopping online. My reason for this was to escape the large crowds, experience good customer service, avoid the long lines, and just having the convenience and comfort of having my packages delivered to my door. Boy, was I wrong about all of the above with one giant online retailer. This particular online retailer sells books mostly, along with a plethora of other merchandise....shoes, clothing, office supplies, etc. You name it and they have it (*or at least that's what I thought*). They also allow third-party merchants to sell their items on the web site as well. This online retailer is not Barnes & Noble. It is not Borders Books. No it's not Wal-Mart. So who does that leave people? Well....we'll just keep it a little secret amongst ourselves!

Warning to all whom enjoy shopping at this giant online retailer as I once did, your shopping experience probably will go smoothly, provided you won't need any refunds, have to exchange merchandise, or need to refer to customer service for anything. If you purchased an item that was too small, too large, or they just accidentally sent you the wrong order, you better just take the loss. You will never receive a refund and exchanging anything is out of the question. People.....this giant online retailer will charge your account for orders you did not purchase. Other customers accounts will be credited with your financial information and your account will be deducted with other customers purchases. Now how would they manage to screw this all up and just credit and deduct customers accounts at random. It costs them nothing, their customer service is not trained, most don't speak English, and from my experience, they could care less about the consumer. I even wrote the President of the company. I've received no response as of yet. My problem occurred December 8, 2007. This giant online retailer had two items that were listed as in stock on their website that I was quite interested in purchasing. They were on sale so I placed an order for the two items. The next day I opened my email and read that the items were never in stock and I would be receiving a refund in 5-10 business days for the two items. I was okay with that. Secondly, Christmas gifts were purchased from this same giant online retailer for my husband, he couldn't open the gift until Christmas Day. Anyway, the item was too small. I placed a call to the Customer Service Department and explained this situation and was told "we don't exchange items, but you can return the item, reorder the item in the correct size, and wait on your refund." So you're probably wondering what's so difficult about that? People.....it is mid-January, I have not yet received the first refunds for the items that were never in stock, so I wasn't confident in receiving the third and last refund. To this day, January 17, 2007 I have no refunds and no merchandise to show for the deductions that they've made to my account for all of the above, since early December 2007. As of this writing, my account has been deducted for all of the above items with nothing to show for it.

Your financial information is in the hands of inexperienced customer service people who are there to just warm the seats and read the scripts. This is scary because they have access to your Credit Card Information, Bank Account Information and more. After reviewing the Consumer Affairs Website with published complaints on this giant online retailer, I wish I would have read it earlier, but things happen as they're supposed to and for good reason. Had I not had this experience, I'd probably be sitting here at my computer and shopping on the giant online retailer's website, instead of writing this article. I'm not a selfish individual and feel that no other person should have to be subjected to such awful treatment, my reason for truly writing this article. I've accepted my losses and I have also accepted the fact that I'll never see my refunds. I just hope whomever has my refunds, utilizes the money for a good cause.

This experience has made me want to just go into a physical store now, stand in a long, long line and even put up with a clerk with the world's most awful attitude, than shop at this giant online retailer ever again in my lifetime. I don't want anyone else to experience such unprofessional business practices and work ethics. So be warned and shop at your own risk at this giant online retailer. Maybe your experience won't be so bad. You may just actually get your refunds. Are you going to take the chance?

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