

Re: Antares 7mm ortho SALES – Draw your own conclusions

Source: <http://sci.tech–archive.net/Archive/sci.astro.amateur/2005–06/msg01212.html>

- *From:* Jim Henson <flocksampl@xxxxxxxxxxxxxxxx>
 - *Date:* Thu, 16 Jun 2005 16:25:00 GMT
-

Very enlightening, Pete. Thanks for questioning my integrity again.

I think everybody here knows ScopeStuff's return policy. I can think of only one customer in over five years who has created a problem with our return policy. If you missed our return policy, it is here: http://www.scopestuff.com/ss_con1.htm

If you don't like an item, return it and we will either replace it or issue a store credit. If you request a refund, we will send a check for the cost of the item, minus a restocking fee. If a return is due to a warranty issue or an error on our part then there is certainly no restocking fee. I think that is a very reasonable refund policy.

I know there are many ScopeStuff customers reading this that are quite happy with our service, including problem resolution. My goal is to keep customers happy, as they are more likely to come back and even tell their friends about us.

I think Pete is aware that we do accept returns, as we mailed a refund check to him on 11/05/03 for \$196.00, the full amount for four returned eyepieces. No restocking fee. It seems that qualifies as an attempt to make a customer happy.

As with all businesses, we do reserve the right to refuse service to anyone, but there is only one ex–customer on that list.

Pete, I have changed the text on the Ortho web page, thanks for pointing out the discrepancies:
http://www.scopestuff.com/ss_eort.htm

I apologize to the group for the airing of dirty laundry here.

Thanks, Jim

Jim Henson
ScopeStuff
<http://www.scopestuff.com/>

Re: Antares 7mm ortho SALES – Draw your own conclusions

On Wed, 15 Jun 2005 20:21:18 -0500, Pete Rasmussen
<eye_petes@xxxxxxxxxxxx> wrote:

>The Sky Instruments (the Antares product supplier) website reads for
>this item:

>

>"The Orthoscopic eyepiece is a legend in planetary observing. This
>4-element design incorporates a triplet field lens for reduced
>aberration, and with internal multicoating achieves images of the
>highest contrast. Slip-on rubber eyeshield is standard, and the
>barrels are of course threaded for the stand filters so necessary for
>discerning fine planetary detail. This 40 degree design will work well
>in any design higher than f/5 and is available in high power focal
>lengths only because that's what orthoscopes are for!"

>

>The Oceanside Photo & Telescope (reseller) website reads verbatim:

>

>"The Orthoscopic eyepiece is a legend in planetary observing. This
>4-element design incorporates a triplet field lens for reduced
>aberration, and with internal multicoating achieves images of the
>highest contrast. Slip-on rubber eyeshield is standard, and the
>barrels are of course threaded for the filters so necessary for
>discerning fine planetary detail. This 40° design will work well in
>any design higher than f/5 and is available in high power focal
>lengths only because that's what orthoscopes are for!"

>

>Price \$49.95

>

>Note: A standard return for refund policy applies with the above
>reseller.

>

>

>Now...The Scopestuff (reseller) website reads:

>

>"Great for planetary and lunar views, these classic Abbe Orthoscopic
>eyepieces have a 45 degree field of view and good eye relief with
>excellent color correction and sharpness. Four element design,
>fully multicoated, threaded for 1.25" filters. From Japan."

>

>Price \$56.00

>

>Note: NO return policy is offered by this reseller (only an
>exchange!).

>

>Did you catch the discrepancies in AFOV specification and level of
>coatings quality stated for this *same item* offered on the Scopestuff

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>page??

>

>Draw your own conclusion which reseller is telling the truth about the

>product! Draw your own conclusion which reseller is on the up and up

>with you on an acceptable return policy for potentially unacceptable

>goods!!

>

>Hoping this is enlightening.

>

>Clear skies,

>Pete

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• *Follow-Ups:*

◆ *Re: Antares 7mm ortho SALES – Draw your own conclusions*

◇ *From:* Jan Owen

• *References:*

◆ *Antares 7mm ortho SALES – Draw your own conclusions*

◇ *From:* Pete Rasmussen

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