

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

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*Source:* <http://sci.tech–archive.net/Archive/sci.astro.amateur/2005–06/msg01213.html>

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- *From:* "Jan Owen" <[janowen1z@xxxxxxx](mailto:janowen1z@xxxxxxx)>
  - *Date:* Thu, 16 Jun 2005 10:16:11 –0700
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Since the original post has the aroma of sour grapes, I won't comment further on THAT subject.

But I would interject that I've done business with Jim, and found him to be agreeable, polite, & helpful. He ships your product promptly (often the same day), and his prices frequently include the shipping charges, so saying his prices are high, at least in general terms, simply doesn't address reality...

Since I've never had occasion to return anything I've purchased from him, I'm not qualified to comment on that aspect of things, but based on his stated policy, and how he conducts business otherwise, I will certainly not hesitate to buy from Scope Stuff again, if and when the need arises...

—

Jan Owen

To reach me directly, remove the Z, if one appears in my e–mail address...

Latitude: 33.662

Longitude: –112.3272

"Jim Henson" <[flocksampl@xxxxxxxxxxxxxxxx](mailto:flocksampl@xxxxxxxxxxxxxxxx)> wrote in message [news:vo93b1dskq52bglsf9iu211bcn3vo2gr6o@xxxxxxxxxxx](mailto:news:vo93b1dskq52bglsf9iu211bcn3vo2gr6o@xxxxxxxxxxx)

> 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](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

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- > 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](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/>

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• **Follow-Ups:**

- ◆ **[Re: Antares 7mm ortho SALES – Draw your own conclusions](#)**  
◇ From: Pete Rasmussen

• **References:**

- ◆ **[Antares 7mm ortho SALES – Draw your own conclusions](#)**  
◇ From: Pete Rasmussen
- ◆ **[Re: Antares 7mm ortho SALES – Draw your own conclusions](#)**  
◇ From: Jim Henson

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