

Re: RANT – Buying online from Maxims Website From Hell

Source: <http://sci.tech–archive.net/Archive/sci.electronics.design/2004–11/5885.html>

From: Bob Stephens (stephensyomamadigital_at_earthlink.net)

Date: 11/23/04

Date: Tue, 23 Nov 2004 22:48:29 GMT

On Tue, 23 Nov 2004 17:11:58 –0500, Boris Mohar wrote:

- > *This website from hell does not reflect the rest the company. It has to be*
- > *most un intuitive HTML construct on Internet.*
- >
- > *Small example – I entered quantity of 25 pc for two items in the order basket*
- > *and submitted it. After some lengthy pondering it came back with the first*
- > *item quantity reset to 1pc. I tried to change it back to 25 and did not*
- > *succeed until I changed the delivery date by one day. (the item was in stock)*
- > *Last time it happened, I missed it and actually got one chip delivered to*
- > *me. After finally convincing the beast that I really want 25 pc of each I*
- > *proceeded with the order, submitted my Visa number and got the following*
- > *message after a lengthy pause:*
- >
- > *Internal Server Error*
- > *The server encountered an internal error or misconfiguration and was unable*
- > *to complete your request.*
- > *Please contact the server administrator, ecomaxim@maximhq.com and inform them*
- > *of the time the error occurred, and anything you might have done that may*
- > *have caused the error.*
- > *More information about this error may be available in the server error log.*
- >
- > *"anything you might have done that may have caused the error" is the part*
- > *that pisses me off. This happened twice today. It was admitted to me by*
- > *several of Maxim staff that the online buying server is quirky and that they*
- > *are working on it. That was more that two years ago.*
- >
- > *After informing them of my woes I got an email saying:*
- >
- > *"We apologize for the error. Does the credit card billing address and*
- > *shipping address match? If not, they need to match."*
- >
- > *I use only one address but I fail to see why I could not have different*
- > *billing and shipping address.*
- >
- > *Of course when it all gets resolved they will ship by UPS, but that is another*

sci.electronics.design: Re: RANT – Buying online from Maxims Website From Hell

> *story.*
>
> *Does anyone else share similar experience?*
>
> *Regards,*
>
> *Boris Mohar*
>
> *Viatrack Printed Circuit Designs*
>

Well, I just received some samples from them that were ordered by an engineer who hasn't worked here in over a year as a critical R&D component for some long-forgotten project.

So, not to worry. You'll have those other 24 pieces in no time!

Bob