

## Re: RANT – Buying online from Maxims Website From Hell

**Source:** <http://sci.tech–archive.net/Archive/sci.electronics.design/2004–11/5927.html>

---

**From:** John Larkin ([jjlarkin\\_at\\_highSNIPlandTHIStechPLEASEnology.com](mailto:jjlarkin_at_highSNIPlandTHIStechPLEASEnology.com))

**Date:** 11/24/04

Date: Tue, 23 Nov 2004 17:31:31 -0800

On Tue, 23 Nov 2004 17:11:58 -0500, Boris Mohar  
<[borism\\_-void-\\_@sympatico.ca](mailto:borism_-void-_@sympatico.ca)> 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](mailto: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.*

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

>

>*Of course when it all gets resolved they will ship by UPS, but that is another story.*

>

>*Does anyone else share similar experience?*

>

>*Regards,*

>

>*Boris Mohar*

>

>*Viatrack Printed Circuit Designs*

>

>

Hell, it's a nightmare just trying to get budgetary part pricing from the Maxim site.

But they did give me 2500 samples once. That was nice.

John