

Re: Beware of Radio Shack

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From: EdC (kc7mwp_at_cybertrails.com)

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Gnarlodious wrote:

> *I bought a small item at Radio Shack several months ago, and the clerk asked
> the man in front of me for his social security number. He began reciting it
> in public but I interrupted him, telling him she didn't need his SS# and he
> should never publicly announce it. A loud argument ensued with the clerk
> bringing out the manager. The manager assured me it was official RS policy
> to take SS# during a checkout, even for cash. He also told me I had no right
> to tell customers not to publicly announce their SS# while in line. The
> argument escalated and the manager called the police.*

I have worked at a RS for over 5 years and it has NEVER been RS policy to ask for a

SSN on a sale. If it is for a credit application, that is different.

What The database

doesn't even have a space for that info. It has a place for your phone number and yr name.

And yr email if you want to give it. For the past 6-8 mionth it has also been RS policy not to ask for and info unless it is for a warranty type item. (phone, stereo, TV, scanner) This way it is easier to find the receipt. We have had many customers come in with a unit that they claim was under warranty, but didn't have a receipt. And they refused to give their name when it was purchased. So did they buy it last month, or 6 months ago or 13 months ago. No way to prove anything. They are out of luck unless the associate remembers selling it to them.

> *I got out of there real quick.*

Why did you leave 'real quick'? Nothing you had done was against the law.

> *I then wrote a series of emails to Radio Shack corporate management
> complaining about this "Official Policy" and the treatment this manager had
> given me. The Customer Relations executive apologized and promised to clean
> up the mess. I went back to the store 3 months later and that manager was
> gone and the policy had been changed.*

>

> *The point is, if you have a gripe get active! Radio Shack was responsive in
> my case and they certainly can be in your case too.*

Sorry but I am having a hard time believing this letter.