

Re: FEEDBACK on [http://www.aspidshop.com/export/store/ ??](http://www.aspidshop.com/export/store/)

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From: Frenchie (erik_merlin_at_hotmail.com)

Date: 06/17/04

Date: 17 Jun 2004 02:14:58 -0700

I just got this answer from the Executive Director of Aspidshop who took time to make a detailed answer.

Dear Erik,

Let me introduce myself. I am Duarte Braga, Executive Director of Aspid Portugal, a multi-national company in the market since 1998 (ex-Tekelec Inc), who owns the site www.aspid-export.com . Our corporate website is www.aspidcom.com

I've seen a couple of posts from you in some newsgroups. In fact you could not read reviews from us because we have opened the website on the 21st of May 2004. We have many happy customers, as we have an excellent service and prices.

We have experienced some delays in supplying the 60CS/60C family, due to

the general problem from Garmin in their production due to the lack of LCD displays at this time of the year.

Even though we are shipping an average of 30 units of 60CS each week.

We

had no trouble so far with 2610/20 series as we have local stock.

Garmin

promised that until the end of June all stock issues will be solved. I am sure you will have a great experience with us.

If you need any type of concern, just send me an e-mail, or call me on my mobile phone (+351 96 9103167) and I will be more than happy to help

you.

AspidCom is an International Group, known by its seriousness in the distribution market and it is very sad seeing some people who have no idea about us just trying to broadcast a less serious image of us.

I even saw some people saying that we take the money from the credit

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cards before we have stock and proceed with the shipment. What this people have is a complete lack of understanding of how VISA INTERNATIONAL works. They always keep that money in stand-by (on their side) to make sure their customer does not spend over budget limit. We charge the credit cards only when we ship. Failing to do this is absolutely illegal and would force VISA INT'L to cancel forever any account with us.

I understand your concern, but I am sure, that with time, you will see that we simply have the best prices in Europe with a great customer service. Ask how many retailers accept a GPS for repair under or out of

the warranty to be repaired, regardless where it has been bought...

I normally try to keep out of this type of issues, but I am payed to defend the integrity and honor of my company.

Kind regards,

Duarte Braga
Executive Director

Aspid Portugal
www.aspid.pt
Tel: +351 21 4123960 | Fax: +351 21 4123969