

Re: Best Buy SUCKS

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From: 14tonks (mail.2.14tonks_at_recurator.net)

Date: 12/18/04

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Best Buy Co., Inc. (NYSE: BBY)
7601 Penn Ave. South
Richfield, MN 55423 (Map)

Phone: 612-291-1000
Fax: 612-292-4001

<http://www.bestbuy.com>

Key People

Chairman Richard M. (Dick) Schulze

Vice Chairman and CEO Bradbury H. (Brad) Anderson

EVP, Consumer Brand Marketing and Chief Marketing Officer Michael A.
(Mike) Linton

(Hoover's online is great for finding this stuff.)

--

Sheila

To reply to me, add the prefix real. to my address.

"Jeannie Wilson" <jwilson421@comcastspamkills.net> wrote in message
news:Xns95C2A89693DAEjwilson421comcastnet@216.196.97.136...

> Okay, I just gotta say it. Best Buy SUCKS big time. I went to the store
> yesterday and they were out of the item I am getting DH for Christmas.
> They told me that they get shipments every day and that online will know
> what is being delivered to them even before they get it, so to go online,
> check availability at that store, if the item is there, choose to pick it
> up from the store, and order it that way. Said my debit card would not be
> charged until I showed up to pick it up. So...did that. Was excited
> because it was there and did all the stuff to order the item and got the
> "your card will not be charged until you pick up the item" stuff. Got the
> order confirmation email again stating the same thing. Double checked my
> bank online to make sure that the item had not been charged to my debit
> card (last night). When I came into the office later on last night I had
> gotten an email stating that the item was not available for pickup at the
> store and to call the 1888bestbuy number to either have it shipped to me
> or
> to locate another store where it was in stock and again stating that my
> debit card had not been charged. I did that today after my son's school
> Christmas program and was told that not only was it not available in the
> store but there were and had been none in the warehouse so they (Best Buy)

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> could not possibly fill the order. They told me it was in two other stores

> in SC but both were over 2 hours from me, so I told them I would not be making the drive and asked if they could do a store-to-store transfer and they said that was impossible and I asked if they could ship it to me directly from a store with it in stock and was told that also was impossible. I was told by the CSR that my debit card had not been charged and did I want to cancel the order to keep it in case they got some in within the next 8 days. I told her to cancel my order and she again confirmed that my card had not been charged. I check my bank online and sure enough - it was charged. Not only did they charge me after they said they had not charged me, they charged it AFTER they knew that there was NO POSSIBLE way for them to fill my order. I had spent greater than 30 minutes

> on the phone the first go 'round, so you can imagine how happy I was to have to call them back. 20+ minutes on hold and I finally get a person who

> pulls it up and tells me my money will be refunded on the 22nd or 23rd. 22nd or 23rd?? I ask and he or she (couldn't tell which it was) said "yesssss" (in a tone like I was a complete idiot). I told them that this was completely unacceptable and that I wanted to speak to the supervisor. I was told that there was nobody higher to talk to. I asked again - so, out

> of the entire Best Buy Corporation, you are the highest customer service person I can speak to and was told "well, yes I am". I said - may I have your name. "I do not give that out" was the response. In shock - I said -

> I beg your pardon? and the response was repeated. By now I am ready to spit nails. I said again -I want to speak to whoever your supervisor is and was told that there was nobody higher. Now, I find it a bit hard to believe that the head of customer service for the entire Best Buy corporation is answering phones on the 1888bestbuy number so I ask to speak

> to someone in their accounts/billing department and he said "everyone else is busy", to which I said "I can hold". At this point, I am told that not only will he not allow me to hold but again that there is nobody higher I can speak to, meanwhile still not revealing his name. I told him again that waiting that many days on them to refund my money that they should have never taken in the first place was totally unacceptable and he told me

> that "the longer you keep complaining the longer it is going to take for you to get your money back" I was totally flabbergasted and then I went into a bit of a tirade of how I never should have given Best Buy the benefit of the doubt again. See..the first time I had an issue with them was over a refund for an item that was bought and returned in the store. They had been paid in cash and when the item was returned, said the refund check would be mailed within 7-14 days and that it was not their policy to give cash back, blah, blah, blah. Completely unacceptable but nothing to do

> about it. They were new to the area and waited about 1-2 years before I went back in there for something. My computer died on a Sunday afternoon and DH and I were off on a mad dash to find somewhere open so I could get a

> computer and get it operational and set up and get my work turned in for Monday. Went there b/c it was the closest place. Spent 2+ hours looking at different computers, etc and it was about 30 minutes before they closed when we decided on which one we wanted. I told them "I'll take this one" and was told "You can come and pick it up tomorrow". HUH??? They knew the

> story. They knew the rush. They knew we had to have one TONIGHT as we told them AS SOON AS WE GOT THERE. I said - well, I'll just pick another one that is in stock. "The one you want is in stock" I was told and asked

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> bewildered why I couldn't take it home and was told "we're doing inventory
> tonight after we close". Okay...I still don't get why I cannot take it
> home and ask again. He said...well, trying to speed things along we
> already counted this department so we cannot sell anything from it. Found
> out they had actually counted them while we were there shopping - knowing
> full well that I intended on taking a computer home TONIGHT. I said "You
> can't subtract one??" and was told that "that's not how it works". Okay, I
> was pissed beyond belief and stormed out of the store and hadn't been back
> until yesterday (nearly 3-4 years later). I told them that I thought it
> was just their North Charleston store that was full of incompetence but
> apparently it was the entire company. He said "do you want me to give you
> your case number or not?" quite rudely. I again asked - "what is your
> name?" Response "Carol". "Carol what" I ask. "I will not give you my full
> name". I said, "okay, understandable. What is your employee number?"
> Don't have one" was my response. HUH?? I said -well, when I call back
and
> tell them I spoke to Carol this is what I am going to hear "do you know
how
> many carols we have working for us" to which he replied - "yeah, that will
> probably happen but I don't give out my name". At this point, I am ready
> to drive my car through the Best Buy storefront - it's a good thing my son
> was here or I would've gone down to the store and probably ended up
> arrested. I told him - You guys stole my money. You took it knowing FULL
> WELL that you did not have the merchandise to sell me and he said "yes, I
> guess we did". I then asked what would happen to me if I took a product
of
> theirs knowing full well I did not have the money to pay for it and he
told
> me I'd be arrested. I asked - "what's the difference" and that at the very
> least, I feel this is a Breach of Trust issue if not flat out stealing and
> he sort of chuckled. Meanwhile, I am trying to figure out if this really
> is Carol with a gruff voice or really a male with a bit of a feminine
voice
> but figured I'd better not even go there. Anyway.....I have no product
> and no chance of getting the product from Best Buy and they have my money
> and I have to wait until the 22nd or 23rd to get a refund. I wrote a
letter
> to their service department via email earlier and plan on copying them via
> email to their news/media department and to any other department I can
find
> numbers and/or email addresses to on their website. I am furious, I'll
> tell you, JUST FURIOUS!!
>
> I did call my bank and the bank cannot even release it as they didn't put
a
> hold on the money and because it has been charged, they cannot decline it
> or reverse it. They said there have been issues with Best Buy similar to
> this before. So...BEWARE OF BEST BUY!! I filed a complaint with my bank
> and they can investigate it today and hopefully have it resolved within a
> few days. My bank is being wonderful and I honestly believe there is
> nothing they can do at the moment considering the person I spoke to is one
> of my best friends. YIKES!! Anyway...had to vent!!!
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