Subject: A nice custmer service story for a change.
Posted by wunhuanglo on Fri, 31 Dec 2004 17:44:36 GMT
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I purchased a MP3 CD player on-line from iRiver (http://www.iriveramerica.com), paid for 2-day shipping and received it promptly, at about 10 AM the second day. The player was defective out of the box. I wrote emails to three different addresses at iRiver and hung on their 1-800 number until my ear went numb, and nothing. No email response, no person to talk to. I was pissed.The next morning at 9 AM the UPS guy is at the front door – a replacement unit from iRiver, shipped Next-Day Air, with a pre-paid return Next-Day Air shipping label inside the box.Still no email response, but in light of the fact that they'd rather make good immediately than discuss it at all is pretty impressive.BTW, this is a $129 unit – with two Next-Day Air shipping charges they can't be making too much money on this sale. But they certainly have earned a loyal customer.