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Subject: Sonos speakers

Posted by [Strum Drum](#) on Wed, 15 Jun 2022 22:53:16 GMT

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Sonos accidentally shipped extra speakers to their customers - and charged their credit cards for the trouble. It was a mistake with their online ordering system. Some people were sent multiple orders and charged thousands of dollars. It's quite the mix-up. Sonos has handled it terribly. If the customer wants their money back, they need to ship the speakers back to the company. I don't think that's surprising, but what is shocking is how aggressive their customer service agents have been about it. Apparently, some customers were warned that if everything wasn't in pristine condition or anything got damaged during shipment, then they wouldn't receive a full refund - on speakers that they never ordered in the first place. Is this just a PR flop, or is their customer service usually pretty terrible? Is anyone here dealing with this debacle?

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