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.

Subject: Re: A nice custmer service story for a change.
Posted by Wayne Parham on Fri, 31 Dec 2004 18:35:53 GMT
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Good story.I believe I'll add that company name to my Rolodex.

Subject: Re: A nice custmer service story for a change.
Posted by Manualblock on Sat, 01 Jan 2005 21:43:39 GMT
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Say W; I am looking at the Iriver 380; how do you like your's?

Subject: Re: A nice custmer service story for a change.
Posted by wunhuanglo on Sun, 02 Jan 2005 23:18:55 GMT
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It works just fine. What I bought it for, the ability to play any MP3 no matter what the bitrate or sampling frequency, has proven flawless so far.The only "complaint" I have is that I'm kind of a straight-ahead guy, the fewer options and complications the better.The 450 operates from a "wired remote" with an LCD display and has to be set to do things like charge the batteries (rather than just charging automatically when plugged in). A little less flexible and a little more automatic would suit me better.