Subject: mp3 players not returnable to walmart
Posted by jimmys devoted on Tue, 26 Sep 2006 11:08:49 GMT
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we just discovered an interesting glitch to wally world.hubby bought an mp3 player for our daughter. afte a few weeks the headphone jack died. the company has no information on what to do. so thinking that walmart has a return policy she brought it back, only to be told that now returns can only be for anything less than 15 days.The company that they are selling the product for has no consumer information and therefor walmart wont stand behind it either.So..... question is what to do. How has Radio Shack improved,, is best buy better? she needs and MP3 player but I am so leary now. recommendations wold be appreciated. And it ahs to be kept under 150 bucks.j

Subject: Re: mp3 players not returnable to walmart
Posted by Shane on Tue, 26 Sep 2006 11:39:35 GMT
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Check online for the product company and get contact info there. Walmart sells mostly name brand stuff, so those companies should have their own website.

Subject: Re: mp3 players not returnable to walmart
Posted by jimmys devoted on Tue, 26 Sep 2006 12:25:22 GMT
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Ilo doesnt have a web site. unless someone knows of one. We ahve googled and googled and we cant find one except for the advertisement for walmart.j

Subject: Re: mp3 players not returnable to walmart
Posted by Shane on Tue, 26 Sep 2006 21:24:26 GMT
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Here is a pdf manual on an ILO mp3 player. There is contact info for service towards the end. Is there anything in your manual. Most electronics have a 90 day warranty on them from the manufacturer.
http://www.rave-mp.com/pdf/Ilo20040723V3.pdf#search=%22ILO%20mp3%20manual%22

Subject: Re: mp3 players not returnable to walmart
Posted by akhilesh on Wed, 27 Sep 2006 15:00:39 GMT
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You could try to fix it...open the box and see what the problem is. Maybe a loose connection or some part died. Good opportunity to mod it -akhilesh

Subject: Warranty?
Posted by colinhester on Wed, 27 Sep 2006 16:19:49 GMT
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Is there a written warranty? If so, and you cannot find a service center, have some fun. Write the BBB, State's Atty General, Wal-Mart (local, regional, international.) Call and ask to speak with all the WM managers involved. The regional guys should be pretty helpful....C

Subject: Re: mp3 players not returnable to walmart
Posted by jimmys devoted on Sun, 01 Oct 2006 02:25:29 GMT
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o not buy electronicecs at walmart.They ave gomne to a 15 day return policy. Though corporate says they ae still 30 days, each store is doing 15 days.Many companies are not honoring walmart sold products. It seems theer are copycat companies that are producing products that wal mart might be selling. And that is why the reduced product acceptance. So if you purchanse anything and wnat to maintain the warranty purchase the xtended warranty.Margo has decided to purchase from Target or Kmart or Sears from now on any electronics.