

Re: Process for getting bad Office 2000 CD-ROM's replaced

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2005-03/2553.html>

From: Milly Staples [MVP – Outlook] (MillyS_at_donteventhinkaboutmailingmeatmvps.org)

Date: 03/24/05

Date: Wed, 23 Mar 2005 19:48:10 -0800

1. If you knew me personally, you would not have to ask about joking with me – I am the biggest laugher of all.
2. One thing I do emphatically insist on, however, is the correct spelling of my name. Never mind that Microsoft spell check insists on the "ie" variant – that is NOT my name.
3. End of life means end of life. Microsoft makes no profit on their support – it is a consistent loss leader for the company. If they instituted a system of return old disk for new, their costs would spiral out of control just in inventory listings.
4. If the OP would have made a "perfectly legal backup copy," we would not be having this conversation.
5. "There are seldom technological solutions for behavioral problems." Not making a backup, copying the CD to a server, etc. is a behavioral problem that perhaps this situation will correct.
6. Life lessons are hard, but learned best first hand.

—

Milly Staples [MVP – Outlook]

Post all replies to the group to keep the discussion intact. Due to the (insert latest virus name here) virus, all mail sent to my personal account will be deleted without reading.

After furious head scratching, MonkeyKatt & mE asked:

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|| After furious head scratching about why Millie still uses this old
|| gag
| line,<G> MonkeyKatt & mE replies:
| Sorry Millie, IMHO, I don't think that that's John's problem. If
| Micro$oft wants to
| continue to be committed to anti-piracy, they should have a supply of
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| obselete disks
| in the corner of some warehouse for this exact situation. Then, John
| wouldn't have to consider burning a copy in case it gets damaged.
| Then, John could contact Micro\$oft at any time to honestly say "I
| like your product, I own it legally, but it's defective. Can you
| replace it please? Then, they could maybe require him to send them
| the disc, and replace it upon reciept, mail John a new disc. It's
| unimportant as to what S/H charges they tack on. Micro\$oft is the
| hugest entity of any universe it seems, so stashing a few discs of
| old software for customers that prefer it dosen't seem unreasonable
| to me. I won't comment on the "end of life" support aspect, because
| I'm undecided as to my feelings about that. As strange as it
| sounds,(and is),
| I personally know people that have Windows 3.0 on their machineS, and
| if that's what they prefer, that's their business, but they paid for
| a product, and deserve service.
| Otherwise, allow people to make copies freely in case they need one
| someday without making a big deal out of "Illegally copied discs".
| All i'm saying is, if they used a simple solution to an issue that
| probably isn't all that common anyway,
| they could create a situation where nobody would have reason to burn
| a disc in the first place.
| -It won't have any affect on people who burn copies of software
| specifically to give to others to avoid paying for it. That's an
| entirely different thread altogether.
|
| [I hope you can be joked with without being offended. I find you to be
| Impressively knowledgable about everything you comment on. For the
| most part I support Microsoft as opposed to bashing them for being so
| successful, I just have a thing about taking care of a customer in
| every possible way, and Microsoft would benefit from that and reduce
| the number of Anti-Micro\$oft there are in the world.]
| I may be SO far off though, and not even know it. We'll know if I get
| mobbed for saying so.
| Thanks for reading.

| "Milly Staples [MVP - Outlook]" wrote:

|| Microsoft no longer has copies of Office 2000 and has not had them
|| for some time.

|| --Â

|| Milly Staples [MVP - Outlook]

|| Post all replies to the group to keep the discussion intact. Due to
|| the (insert latest virus name here) virus, all mail sent to my
|| personal account will be deleted without reading.

|| After furious head scratching, MonkeyKatt & mE asked:

||| Hi John,

||| This is copied directly from the Microsoft website:

||| =====
||| <http://support.microsoft.com/default.aspx?scid=kb:en-us:326246>

||| =====
||| **Replacement of Original Equipment Manufacturer (OEM)
||| Software Media**

||| To replace OEM software media, you must contact the OEM where you
||| acquired the hardware and software. If that OEM is no longer in
||| business, you can contact Microsoft Sales Information at (800)
||| 426-9400 for more information about alternatives for acquiring
||| genuine software. To determine whether your software was installed
||| on your computer when you purchased it, visit the following
||| Microsoft Web site:

||| <http://support.microsoft.com/default.aspx?id=fh:en-us:oemdirectory>

||| =====
||| Hope this helps.

||| I have found Microsoft to annoyingly inconsistent with regard to
||| obtaining help with various replacements. Here are my experiences:

||| *Have a new wireless keyboard/mouse set, except I don't have the
||| tiny receiver plug (my fault) so it's useless. Called and inquired
||| about where/how/if i could get a new tiny receiver plug. They are
||| sending (pending) me a replacement of the entire set at no cost
||| since it's easier than finding one with the correct freq..

||| *Needed to download updates, a nightmare with dial-up that
||| disconnects often, to my amazement I discovered they will send out
||| **most C.D.'s of updates FREE + FREE S/H.**

||| *Lost my C.D. set-up key for a new XP C.D. (ok, ok, my fault
||| again lol) had all the proof requirements. Called for a replacement.
||| !Sorry, \$10.00. Huh? \$10.00? Just to read me a new code???? Grrrrr

||| *Went to download a measly sticker template today. Nope. Sorry.

||| Buy the Latest Edition of Office and then we'll give you a crummy
||| sticker template. HUH? GRRRR

|||

||| Hope they take care of it for you easily.

||| BTW, I have seen several C.D.'s that were defective/damaged because
||| the C.D. media quality

||| (actual plastic disc) they use (IMHO) is thinner than normal and the
||| C.D.'s get a crack that starts at the center hole outward. If they
||| do not GRACIOUSLY replace it, FREE, I would just keep calling their
||| 800 number repeatedly until you get a nice rep. that will do it.
||| OEM or not.

||| Micro\$oft products are not inexpensive, and don't ever forget who is
||| responsible for the megamajillion dollar empire. WE are. the
||| CUSTOMER'S. They call it "CUSTOMER" "SERVICE" for a very good
||| reason. Good Luck.

||| =====
|||

||| "PCfixinman2025" wrote:

|||

||| Hi all,

|||

microsoft.public.office.misc: Re: Process for getting bad Office 2000 CD-ROM's replaced

|||| I have Office 2000 Small Business, that I never made a back-up copy
|||| of. The Dell I have always used it on(that I purchased it with),
|||| had the hard drive fail, so I replaced it, and went to re-install
|||| my office 200 SB edition, after re-installing the Win2000 Pro OS...
|||| I got through the PID part, but during outlook's install, it
|||| froze... I was able to stop the install, & inspected the CD's they
|||| are somewhat scratched, & although I cleaned them up, I still
|||| cannot install the Office2000 SB...

||||

|||| What is the procedure for getting a replacement copy, I have both
|||| the CD's and the PID sticker that came with them?

||||

|||| Kind Regards,

||||

|||| John C

||||

|||| PS. I work on hardware, & this is the first experience I've had
|||| with any Microsoft medium going bad, on me...