

Re: Ordered 64 bit version still have not mailed it!

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<http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.general/2009-07/msg00044.html>

- *From:* "Mr. Jon Pope" <mrjonpope@xxxxxxx>
 - *Date:* Tue, 30 Jun 2009 22:45:40 -0700
-

When I ordered my 64 bit I did not pay for expedited shipping and I got mine in 3 working days and I live in Nevada

"Charlie Tame" <charlie@xxxxxxxx> wrote in message
news:OTOEPKd#JHA.1608@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Mark Adams wrote:

"EmeraldViper" wrote:

I orderd the 64 bit version of Vista Home premium. I Bought the 32 bit version \$129 almost 2 weeks ago, I have been arguing with the so called help department since:
1) June 18, 2009 on the web site they offered regular shipping(7-14 Bdays) and expediant Shipping(5-10 bdays), come to find out they do not offer this anymore since almost six months(Website was out dated for 6 months?)
2) June 22, 2009 - So I call and very helpfull gentlemen reorderd it for me and refunded my extra \$6 for expediant shipping.
3) June 24, 2009 - Two days later, my order has not been updated, they have no clue as to why, can take 72 hrs to process it FINE!
4) June 26, 2009 NOW it is 96 hrs since reorder, 132 hrs sine original order, no update, gentlemen tells me he will look into it, aparently, way over due (No Sh*t Sherlock)
5) June 29, 2009, 264hrs (11 days) since Original Order, 228 hrs (9 days) since re order....Gues what! no update, Warehouse has

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not called
help/Ordering department in 2 freaking days! OPPS WAIT,
Man on phone
tells me "They have NO way to call Warehouse, Only can
communicate via
EMAIL"!!!! do you believe this Sh*T!, Microsoft does not
have PHONE at
thier warehouse? BULLSH*T!!!
So here I sit, Microsoft has had my money for 13
days(original
purchase) and another \$10 for order of 64 bit Version for 10
days, and
I have NO 64 bit, no product except the 32 bit I DID not
WANT!
What the H Am I suppose to do, If I want a refund for the 32
bit, I
have to pay for the postage to send it back, and then wait
anther 5-10
days after they recieve it to get what? a check from them,
which will
probably take another 3 days to clear?
Is it me or is something wrong here?
They did not let me wait 14 days to pay them for product?

Signed, VERY UPSET CUSTOMER!!!

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EmeraldViper

Not terribly surprising. A year ago when SP1 came out I bought the uptail
regrade Home Premium version, then ordered the 64 bit disk for \$10. It
arrived some 10-14 days later. I installed on a home built media center, then
a couple of days later a second disk arrived that I didn't order. Now I have
two 64 bit disks but only paid for one. I guess they discovered the mistake
and didn't send yours in order to make up for the extra one they sent me!

No, it's because they were so relieved I didn't take up my MSDN subscription this year they
sent it to you instead. Would you let me loose with VS2008 knowing all the damage I could
accidentally do with it :)