

RE: Dell refuses to upgrade MCE 2004 to 2005

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2004-11/1841.html>

From: G (*G_at_discussions.microsoft.com*)

Date: 11/11/04

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Three weeks ago I spoke to customer care and they told me that they would take it back but they would charge \$450 to do so. They said that since the computer was past there grace period for returns that it has "lost some value and they need to be re-imbursed". That is the last time I ever but Dell again. I am thinking of trying to talk to a supervisor there but it would take three hours and I would be transferred all over India before I got one.

"Bob" wrote:

- > *G, I encountered a very similar problem with Dell. I bought a Media Center*
- > *computer from them on October 5, 2004 -- yep, just one week before they*
- > *released the 2005 version of MCE! I learned about the new version of MCE a*
- > *few days later (i.e., a day after the return deadline...), and attempted to*
- > *request an upgrade CD.*
- >
- > *It took me a while to find someone who was competent to address the issue,*
- > *because the 2005 version was so new. Ultimately, as you did, I learned that*
- > *the hardware on my computer was incompatible with the 2005 software.*
- >
- > *That said, Dell did ultimately resolve the problem to my satisfaction: I*
- > *contacted Customer Care, explained the situation, and asked to exchange my*
- > *computer for the exact same computer but with the 2005 version of MCE. They*
- > *did it without a problem. In fact, they even arranged for and paid for my*
- > *return shipping. I received my new computer a few days ago, and everything*
- > *is honkey dorey.*
- >
- > *Bottom line: Have you contacted Customer Care and asked for an exchange? It*
- > *has only been a couple of months, and under the circumstances, they might*
- > *still be willing to exchange the computer. You might give it a shot.*
- > *Couldn't hurt.*
- >
- > *Best of luck.*
- >
- > *"G" wrote:*
- >
- >> *I just read this on Dell's Media Cenetr 2005 webpage:*
- >>

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> > *In our continuing effort to give our customers the very best possible
> > customer experience, we are not offering an upgrade from Media Center 2004 to
> > Media Center 2005, since we cannot be sure that every customer has the proper
> > hardware required to run Media Center 2005 optimally. If you want Media
> > Center 2005, we recommend you consider upgrading to one of Dell's newest
> > Dimension™ system that has Media Center 2005 preinstalled so you can enjoy
> > all the new features in the best possible way.*

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> > *Way to go Dell, I will never buy another Dell again or reccomend them to
> > anyone again. I just paid 2K for my computer two months ago and I am sure
> > that Dell knew that 2005 was coming out and they would not upgrade 2004
> > users. That is cheating the customer in my book.*

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