

Hey, hey, hey, it's Cyber Monday!

Denise Gavin

Ha ha ha...fooled you!

My Cyber Monday, turned out to be Maddeningly disappointing!

I had gone online to Sear's to purchase a new Xbox and Kinect...In my wisdom I had phoned first to make sure of stock and delivery time...no stock at the stores and only a 3 – 4 day delivery time.

I was also told that the item price displayed was incorrect on the unit I originally wanted by \$100.00, but I could purchase the alternative offer...not as good, but still a fairly worthwhile deal.

So I registered and placed my order, paid for the product....AND THEN THE NEWS TURNED UGLY! My Xbox and Kinect was only going to be delivered on the 30 December 2011...WHAT!

So I called again...No there was no stock and the soonest the supplier would ship was for delivery on the 30 November, but I could always cancel my order, thank you for calling!

So I tried the complaints line..."we are suddenly experiencing unusually high call volumes..." I could not imagine WHY! I got the same answer from every agent and supervisor I called...

Am I being unreasonable in my expectation? If I place an order today, should I not expect it delivered with 3 -4 days as originally promised? Why did they not indicate it was out of stock for 5 weeks, they had other items marked out of stock, why was the original item I wanted priced incorrectly and WHO can fix my problem, because the Call Center, nor the Complaints center can. Why advertise a special, when it's clearly not! Who gets the interest on items purchased and then cancelled three days later...can you imagine, how many customers paid and have now decided to cancel the order... Is this not a great way to earn interest...

So who do you think got the best Cyber Monday deal...Me or Sears?