

(1) where I pointed out that the complaint was a consumer attempting to defraud me (they had ordered (2) of the same items days apart, both were sent, both were received. Then they called and said one was broken. We replaced it at our cost. Then they called and said that they wanted to return one (after they received the new replacement) We offered to take it back per our returns policy, they then stated that they wanted us to pay shipping and give full credit (waive our restock). We refused.)

(1) where the customer claims to have cancelled a backorder, we have no record of the cancel, but have agreed to take the item back and waive the restock. And for this I get rated with an.... F. I would say that this scoring and the BBB system has a great deal to be desired. I wonder, if I pay you guys do I get an honest rating? Is this really just a way to get me to cough up some \$s? I would ask by phone, but the problem is that no one alive ever bothers to answer the line in your office. so when I call I get to pay for 15 minutes of long distance while I sit on hold. Maybe I can complain to the BBB about the lousy service you provide.

8. See the disclaimer a company makes on their website located at GetaMentor.com.

Expect a response.

Send your comments in confidence to Bernadette Karr, karrbernadette at hotmail dot com.

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