

Order Magazines Never Received Them

Saturday, 23 August 2008

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I ordered Magazines online in 12/07, they took \$50.00 or so out of my account and I have never received the magazines. I have called numerous times and was only able to speak to someone once as there system only allows you to hold for about 2 mins and then you have to leave a message. It says they will contact you in 1 business day but I have never received a return call. The one time I got through I spoke with Brian who said that he was able to locate my info and would submit a ticket to see why I havent received my magazines. He told me I would have to call back in a week to see the status or I could e-mail them. I sent them a e-mail and I have been corresponding with a brian Gibbs who is rude and not helpful, he said he wasnt able to locate my information I continue to give him my information and he continues to send out the same e-mail. When I asked for a managers info that I could contact he gave me the same 800# that I have been calling and no name to ask for. I even asked for the corporate office or a complaint center and he wouldnt give me that either. This has made me so upset as they have my money but my boyfriend doesnt have his magazines which were a christmas present. I have saved all my e-mails. At this point I dont know what to do as I can never get anyone on the phone to speak with. Any assistance you can provide would be greatly appreciate. Thank you