





























12:26:20 PM		Steph Calvert	Initial Question/Comment: .
12:26:25 PM		System	You are now being connected to an agent. Thank you for using Dell Chat
12:26:25 PM		System	Connected with Ikjot_Kaur
12:26:25 PM		Ikjot_Kaur	Welcome to Dell Customer Care Chat! My name is Ikjot Kaur. How may I assist you today?
12:26:49 PM		Steph Calvert	Hi Ikjot. I'm in a bit of a pickle, hoping you'll be able to help.
12:27:13 PM		Ikjot_Kaur	I am so sorry for the trouble caused.
12:27:19 PM		Ikjot_Kaur	Please let me know the issue.
12:27:20 PM		Steph Calvert	this is in regards to product service tag 7mb1gx1
12:27:57 PM		Steph Calvert	if you look up that service tag, you'll be able to see that i've had issues with my dell xps 8700 since i received it in july
12:28:33 PM		Steph Calvert	i've been in touch with tech support numerous times about the fact that this brand new computer is crashing every day, and tech support has not been able to figure out why this is happening
12:28:39 PM		Ikjot_Kaur	I apologize for the inconvenience caused due to this.
12:28:57 PM		Steph Calvert	they sent me a replacement machine back in the beginning to try and solve the problem,
12:29:05 PM		Steph Calvert	but that new machine has exactly the same problem
12:29:39 PM		Steph Calvert	so here we are 2 months after i bought the computer, and i'm losing time running my business because i lose work every time it crashes.
12:29:42 PM		Steph Calvert	so here's where we're at
12:29:49 PM		Steph Calvert	i'm starting to figure out other computer options,
12:30:00 PM		Steph Calvert	and i need to know what my options are for returning this tower
12:30:37 PM		Ikjot_Kaur	I do sincerely understand that you are upset about that.
12:30:41 PM		Steph Calvert	it's going to take a little time to get a new tower and get all of my work files transferred to that new computer,
12:30:52 PM		Steph Calvert	so i can not return my dell tower until that's happened,
12:31:00 PM		Steph Calvert	what is the deadline on returns?
12:31:01 PM		Ikjot_Kaur	I see that technical support is still working on the issue, therefore, I suggest you to speak to them once.
12:31:14 PM		Steph Calvert	if i need to return this machine in like 3 weeks is that still doable?
12:31:26 PM		Steph Calvert	i have spoken to tech support REPEATEDLY.
12:31:35 PM		Ikjot_Kaur	The satisfaction period is 30 days from the date of invoice.
12:31:39 PM		Steph Calvert	every time i talk to them on the phone they're calling to check in, and please be patient while we work on this
12:31:59 PM		Ikjot_Kaur	I can transfer the chat session.
12:32:05 PM		Ikjot_Kaur	They can look up the issue on chat.
12:32:13 PM		Steph Calvert	i'd like to talk a little more about the return policy before that please
12:32:20 PM		Ikjot_Kaur	Do you want me to transfer the chat?


PM			
12:32:32 PM		Steph Calvert	can we please discuss my return options first
12:32:45 PM		Ikjot_Kaur	Sure.
12:33:16 PM		Steph Calvert	i understand if i buy a computer, and i get it and it's not what i expected, i should return the machine immediately. i get that for the 30 day satisfaction return.
12:33:48 PM		Steph Calvert	this isn't the same thing. this is i got the machine, and i like it, but it's broken. and dell sent a second one, and it's broken. and it's easily 2 months since i paid you guys 1700 dollars, and you guys can't fix the problem so i want my money back.
12:34:23 PM		Steph Calvert	the issue is this machine is not working. and the fixes have been drug out over 2 months. and it's still not fixed.
12:34:25 PM		Ikjot_Kaur	Please allow me 1-2 minutes while I check for the information.
12:34:30 PM		Steph Calvert	thank you.
12:34:46 PM		System	Connected with Ikjot_Kaur
12:35:38 PM		Steph Calvert	i need to know that when i buy a different tower from hp today and it gets here in a few weeks, and it takes another few days to get my work files onto the new tower, i need to know that i can return this machine that dell has not been able to fix in a timely manner
12:36:15 PM		Ikjot_Kaur	Thank you for staying connected. I appreciate your patience.
12:36:18 PM		Ikjot_Kaur	I am still checking on the return.
12:36:19 PM		Steph Calvert	you got it
12:36:45 PM		Ikjot_Kaur	Regarding the file transfer, you need to check with the technical support.
12:37:22 PM		Ikjot_Kaur	Mr. Calvert, I can offer you another replacement for this order.
12:37:38 PM		Steph Calvert	NO. i do not want another replacement for this order.
12:37:45 PM		Steph Calvert	i've already gotten another replacement for this order
12:37:52 PM		Steph Calvert	and it has the exact same problem as the original machine
12:37:55 PM		Steph Calvert	plus i'm a Mrs.
12:38:14 PM		Ikjot_Kaur	I am sorry for this.
12:38:30 PM		Steph Calvert	i've been dealing with this for 2 months now. i'm not a casual internet user, i am a small business owner that works 8-10 hours doing graphics, illustration, and web design on this machine
12:38:41 PM		Steph Calvert	every time it crashes, no matter how many times i save knowing it's going to crash, i lose work.
12:38:53 PM		Steph Calvert	this is completely unacceptable
12:38:55 PM		Ikjot_Kaur	I will process the return for the order.
12:39:25 PM		Steph Calvert	do we understand each other that i will not be able to return my dell machine until my new tower is here?
12:39:42 PM		Steph Calvert	i have not purchased the new tower yet, i needed to make sure i could return this tower first.
12:40:05 PM		Ikjot_Kaur	Le me check this with my supervisor.
12:40:43 PM		Steph Calvert	it takes 2-3 weeks to get a new machine shipped, then it'll take at least 3-4 days from that to get all of my bajillioins of files from work and programs transferred to the new machine.
12:41:00 PM		Steph Calvert	if i can have a buffer of 1 month to get the new machine in house and get everything set up that would be perfect

12:41:10 PM		Ikjot_Kaur	I am sorry, the return has to be done within 5 business days from today, if the return is processed.
12:41:17 PM		Ikjot_Kaur	We will not be able to extend the return time frame.
12:41:49 PM		Steph Calvert	so what do we do then? i do NOT want a replacement machine. do i order the other tower, and when it gets here and i get my files onto it, contact dell tech support again for the return?
12:42:12 PM		Steph Calvert	is there a place where you can put this chat on the notes of my product service tag so it's understood that i have been dealing with this for months and i am approved for the return?
12:42:50 PM		Ikjot_Kaur	I am sorry, the return can only be processed at this time.
12:43:00 PM		Ikjot_Kaur	We will not be able to process it later.
12:43:03 PM		Steph Calvert	you guys are killing me here
12:43:19 PM		Steph Calvert	is there a manager that i can talk to about this please?
12:44:02 PM		Ikjot_Kaur	I can certainly transfer the chat to my supervisor. However, he would also provide you with the same information as we work on same tools.
12:44:53 PM		Steph Calvert	here's my issue. if i come back to you guys in 3 weeks when i have a new tower, and my files are on the different machine. you guys are not going to allow me to return the tower then? it still won't be working, and it will still be crashing every day. it's still the second defective machine i've received on this order.
12:45:27 PM		Ikjot_Kaur	I understand where you're coming from.
12:45:37 PM		Ikjot_Kaur	However, I can process the return now.
12:45:52 PM		Ikjot_Kaur	This order is already outside the satisfaction window.
12:46:05 PM		Steph Calvert	i can not do a return today. i have no other machine. and i will not be able to run my business
12:46:13 PM		Ikjot_Kaur	I am processing this return as an exception and we will not be able to process it later.
12:46:17 PM		Steph Calvert	there is no possible way i can get this machine to you in 5 days.
12:46:28 PM		Steph Calvert	DUDE.
12:46:36 PM		Steph Calvert	i can not return the machine today or in 5 days.
12:46:49 PM		Steph Calvert	i need the other machine to get here first so i can get these files onto another machine that works.
12:47:00 PM		Steph Calvert	i can not experience a downtime in work.
12:47:40 PM		Steph Calvert	why does the return have to happen today and not 3 weeks from now when the other machine is here.
12:47:42 PM		Ikjot_Kaur	I am sorry, the best I can do is process the return today.
12:48:06 PM		Steph Calvert	i can not do a return today. what i need to know is that another customer service agent 3 weeks from now will be able to return this machine for me.
12:48:17 PM		Ikjot_Kaur	This is because the order is already outside the satisfaction window. The exception is done for today. We cannot promise the refund after 3 weeks.
12:49:45 PM		Steph Calvert	i get that this is outside the satisfaction window. in 3 weeks, it will still be outside the satisfaction window. what i'm saying to you is do not process the return. because i can not send this machine to you today. what i'm asking for is a little reassurance that in 3 weeks when i contact customer support again about this, i will be told that yes, steph, your machine has crashed every day since you started using it and we haven't been able to fix it, so we're happy to return the machine for you because it has been causing you stress at work for 2 full months now.
12:50:23 PM		Steph Calvert	no you know what go ahead and process the return.

12:50:44 PM		Steph Calvert	i'll get my stuff backed up onto a hard drive and use my old laptop until the new machine gets here.
12:50:48 PM		Steph Calvert	let's get this crap over with.
12:51:02 PM		Ikjot_Kaur	Alright.
12:51:22 PM		Steph Calvert	i think it's unfortunate that customer service doesn't allow you to make exceptions for when you're at fault. you're losing us to hp forever in this situation.
12:51:46 PM		Ikjot_Kaur	I totally agree with you. As a consumer myself I would be just as upset if placed in this position.
12:52:02 PM		Ikjot_Kaur	However, we have certain rules and regulations.
12:52:56 PM		Steph Calvert	no i get that. it just out and out sucks. getting a new computer is supposed to be really awesome when you're a total nerd like me, and this whole new computer experience has SUCKED.
12:53:13 PM		Steph Calvert	and now it's going to suck working on my old slow laptop for 3 weeks while i wait for a different computer to get here
12:53:21 PM		Steph Calvert	so i get to spend days setting up another new computer.
12:53:30 PM		Ikjot_Kaur	I apologize for the inconvenience caused due to this.
12:53:34 PM		Ikjot_Kaur	Please give me 2-3 minutes while I set up a return for this item. I will then provide you with a return number for you records. Thank you.
12:57:53 PM		Ikjot_Kaur	Thank you for staying connected. I appreciate your patience.
12:57:55 PM		Steph Calvert	yeah
12:58:05 PM		Ikjot_Kaur	I have processed a Credit Return Authorization (CRA) under reference number 168195307.
12:58:28 PM		Ikjot_Kaur	I am sending you prepaid UPS Label(s) via e-mail for the return of this order at no charge to you. Please ensure that you have enabled your SPAM junk mail filters to accept the e-mail containing the label. The maximum time frame for you to receive it is 24 hours. Please print the label(s), attach to the box (es), write the return authorization number on each of the box(es), and drop them off at your nearest UPS Depot within the next 5 business days. You may contact UPS at 1800-742-5877 or visit their website at: http://www.ups.com/
12:58:34 PM		Ikjot_Kaur	The refund will be credited within 8-10 business days from the date the package is received back at Dell, and this will reflect on your account within 31 days. The amount will be credited to your original mode of payment. This credit may not be reflected on your payment account until the second billing cycle, depending upon your billing cycle.
12:59:18 PM		Steph Calvert	i need to ask a couple of questions before we're done.
12:59:52 PM		Ikjot_Kaur	Sure.
1:00:06 PM		Steph Calvert	what's included in the return. i like the monitor i got but you guys can have everything else. is this return just for the tower/keyboard/mouse? or can i throw the speakers and webcam in there too because they're kind of crappy?
1:00:17 PM		Steph Calvert	i.e. the speakers are super quiet. when turned up full blast.
1:00:29 PM		Steph Calvert	and i'm not happy with the video quality of the webcam
1:00:41 PM		Steph Calvert	but the monitor is nice. i do like the monitor.
1:01:16 PM		Ikjot_Kaur	This return is set up for XPS 8700 only and not for the monitor or anything else.
1:02:10 PM		Ikjot_Kaur	Please confirm the receipt of the email label.
1:03:08 PM		Ikjot_Kaur	I do not intend to rush you, are you getting my messages and are we still connected?
1:03:32 PM		Steph Calvert	we are still connected

1:04:19 PM		Steph Calvert	checked email, looks like i have the labels there.
1:04:29 PM		Ikjot_Kaur	Okay.
1:04:59 PM		Steph Calvert	i just want to go on record as saying this whole experience with dell has sucked. it's not your fault, and i 100% recognize that, but this has sucked like nothing has ever sucked before.
1:05:10 PM		Ikjot_Kaur	We can text you the credit Status. This would be a free service if you have a free text message service, else the rates would be applicable as per your service provider. You would receive only 1 SMS and you wouldn't receive any further text messages from Dell. Would you like to opt for it?
1:05:22 PM		Ikjot_Kaur	My supervisor would like to speak to you for your valuable feedback. May I please transfer the chat to my supervisor?
1:07:07 PM		Ikjot_Kaur	I do not intend to rush you, are you getting my messages and are we still connected?
1:07:18 PM		Steph Calvert	ahahhaha um yeah i'll talk to your supervisor
1:07:24 PM		Steph Calvert	i'd love to talk to your supervisor
1:07:37 PM		Ikjot_Kaur	Please be connected while I transfer this chat session to my supervisor.
1:07:39 PM		Steph Calvert	yes you can do the text message thing too
1:07:53 PM		Ikjot_Kaur	Okay.
1:07:53 PM		Ikjot_Kaur	May I please know your mobile number?
1:08:32 PM		Steph Calvert	714-655-5272
1:09:11 PM		Ikjot_Kaur	We would keep an ownership and a Dell Case Specialist will contact you to keep you updated on the status. I have your phone numbers as 714-655-5272. Is there any other alternate phone number on which you may be reached?
1:09:48 PM		Steph Calvert	my husband's cell is xxx-xxx-xxxx
1:10:11 PM		Ikjot_Kaur	Thank you!
1:10:16 PM		Ikjot_Kaur	Please be connected while I transfer this chat session to my supervisor.
1:10:21 PM		Ikjot_Kaur	It was a pleasure assisting you today and thank you for choosing Dell.
1:10:25 PM		Steph Calvert	HA!
1:11:08 PM		System	You are now being connected to an agent. Thank you for using Dell Chat
1:11:26 PM		Amit_Kmr	Hi Steph, I am the manager in Dell customer care. How are you doing today?
1:11:34 PM		Steph Calvert	i'm great how are you
1:11:41 PM		System	Ikjot_Kaur has left this session!
1:11:46 PM		Amit_Kmr	I am good, thank you.
1:12:16 PM		Amit_Kmr	I just wanted to get your feedback about your experience with Dell's service. Do you want to share any feedback with me?
1:12:22 PM		Steph Calvert	OH I DO!
1:12:25 PM		Steph Calvert	i really do.
1:12:44 PM		Steph Calvert	i've been a dell customer for years and you guys have lost me.

1:12:48 PM		Amit_Kmr	Please go ahead.
1:12:54 PM		Steph Calvert	this most recent experience has sucked on every possible level
1:13:38 PM		Steph Calvert	when i bought my computer in june or so, or early july, it was exciting. i was getting a new powerful desktop machine for my freelance graphic design business, and i couldn't wait for it to get here.
1:13:55 PM		Steph Calvert	if you check my customer records, the first machine i was sent started crashing the day i started using it.
1:14:18 PM		Steph Calvert	dell sent me another machine to replace it, and nope. that machine had the same exact problem.
1:14:48 PM		Amit_Kmr	I see.
1:14:50 PM		Steph Calvert	i'm not a casual internet user. i'm a 8-10 hours a day graphic designer using this machine for work. the crashes on a brand new machine i shelled out 1700 for is totally completely unacceptable.
1:15:05 PM		Steph Calvert	every single time the machine crashes, i lose work. it sets me back on projects.
1:15:48 PM		Amit_Kmr	I can understand how inconvenience this might be.
1:15:49 PM		Steph Calvert	tech support hasn't been very helpful, and on 2 occasions in a row i set aside full afternoons waiting for them to take remote access of my computer. BOTH times they stood me up
1:15:57 PM		Steph Calvert	calling at the end of the day saying we got busy let's do tomorrow
1:16:21 PM		Steph Calvert	that doesn't work when i'm scheduling client projects around these huge windows of time that dell is supposed to be fixing the problem
1:16:40 PM		Steph Calvert	and i'm STILL waiting for an actual fix to this machine! it's crashed 2 times today!
1:16:52 PM		Steph Calvert	so this week i started talking with my husband about maybe it's time to do a return
1:17:03 PM		Steph Calvert	and for me, downtime in the business is completely out.
1:17:06 PM		Steph Calvert	i can not have downtime.
1:17:13 PM		Steph Calvert	this business pays our house billd.
1:17:15 PM		Steph Calvert	bill.
1:17:46 PM		Steph Calvert	so my plan was i'll buy a new tower somewhere else, when it gets here, i'll get my files on it, and then there'll be a seamless transition. i'll return the other machine to dell, and all's good.
1:18:01 PM		Steph Calvert	i contact dell today to see if that's viable and NO. dell tells me RETURN NOW OR FOREVER HOLD YOUR PEACE.
1:18:35 PM		Steph Calvert	i've been working in the most recent adobe programs for 2 months now. dell is forcing me to work on my old laptop running older versions until i have a new computer in place, which is a HUGE inconvenience.
1:18:41 PM		Amit_Kmr	I see
1:19:03 PM		Steph Calvert	i asked repeated if there was any way dell could do the return in 3 weeks when i had a new system ready to go, and was told repeatedly nope. if you don't return today you don't return at all.
1:20:00 PM		Steph Calvert	i think the 30 day return policy should go right out the window in a circumstance like this, where it is no fault of the customer that this machine doesn't work.
1:20:03 PM		Steph Calvert	and dell can't fix it.
1:20:36 PM		Steph Calvert	in this situation, y'all should be going into don't lose the customer forever mode. you should be saying "yup, sounds like your plan is solid, i'm making a note on this account that you're approved for a return in 3 weeks."
1:21:07		Steph	that's it in a nutshell. in the future, i won't be buying from dell and i'll tell my friends the

PM		Calvert	same.
1:21:57 PM		Amit_Kmr	I Apologize for the inconvenience and the fact that we can't promise any returns in future. The system has already passed the return period. I have still given permission to my representative to process the return today. I hope you have been informed by Ikjot about the full process of return for this computer.
1:22:18 PM		Amit_Kmr	We would surely share your feedback with the technical teams to improve our services.
1:22:28 PM		Amit_Kmr	Apart from this, do you have any more questions for me today? I will be glad to help you.
1:23:14 PM		Steph Calvert	the guy i spoke with previously processed the return for the tower, but never asked if everything else on the system i bought was working. by the time i brought it up the return was already processed.
1:23:29 PM		Steph Calvert	this set of speakers totally sucks, and i'm not impressed at all with the webcam.
1:23:38 PM		Steph Calvert	is there any way i can return them with the tower and get my money back
1:23:56 PM		Steph Calvert	i get that this is outside of the 30 day window.
1:23:59 PM		Steph Calvert	but seriously.
1:24:04 PM		Steph Calvert	this whole thing has sucked.
1:24:07 PM		Steph Calvert	i'd like to start fresh.
1:24:12 PM		Steph Calvert	except the monitor is nice.
1:24:51 PM		Amit_Kmr	I see.
1:25:11 PM		Amit_Kmr	Let m,e check the information about Webcam and speakers.
1:26:06 PM		Amit_Kmr	Okay, I will have Ikjot process the return for the speakers and webcam as well. She will email you the details at "heartsandlaserbeams@gmail.com".
1:26:12 PM		Amit_Kmr	Is that fine?
1:26:46 PM		Steph Calvert	great. thank you.
1:27:10 PM		Amit_Kmr	You're welcome.
1:27:21 PM		Amit_Kmr	Is there anything else that we may help you with today?
1:28:23 PM		Steph Calvert	nope that's it.
1:28:35 PM		Steph Calvert	this has been the worst computer buying experience i've ever had.
1:28:41 PM		Steph Calvert	ok NOW that's it.
1:29:31 PM		Amit_Kmr	Once again, I apologize for all the inconvenience.
1:29:41 PM		Amit_Kmr	Thank you for choosing Dell. Have a good day!
1:29:47 PM		Amit_Kmr	Take care, Bye!