

Address
Removed
For Privacy reasons.

James Felix
Responsable Relación Cliente
Pixmania
183 rue du Chevaleret
75013 PARIS
France

14th August 2008

Re: Order number CCL085066361/Client no. 1471927

Dear Mr Felix,

I am writing to you in total frustration at the appalling service I am experiencing at the hands of Pixmania.

If you consult your files you will find all the facts of this sad case, but as no one else in your organization has ever taken the time to read the file, despite many phone calls and even more web forms, I will summarize the situation for you:

- On 26 June 2008, I placed an order for a Bookeen Cybook, electronic reading device and a case through your UK website for delivery in the UK.
- The product was delivered on 2nd July.
- On 7th July I requested a refund as the product had a faulty screen, was given authorization and returned the product, COMPLETE WITH ACCESSORIES and the case.
- When I followed up 2 weeks later, I was informed that the product had not been received.
- I checked with the Post Office and they said they had proof of signature for July 11th!
- After I had informed Pixmania of this, they then did the following:
- 24th July 12.25. They said the product had been repaired and had been set back to me.
- 24th July 15.08. They sent a form (in Spanish) for me to declare I had not received the product in the first place!
- 28th July. They said the product was being returned to me un-repaired.
- 29th July. 11.15 They said the product was being returned to me as I HAD sent all the accessories!
- 29th July 13.17. They said the product will be sent back unrepaired due to the missing accessories.
- 29th July 14.00 I informed Pixmania that I have returned EVERYTHING when I sent the product back.

- 30th July . I was informed that a request had been sent to the Customer Service Dept to check my case.
- 4th August. I received an email in Spanish informing me that my request for return had been received and giving me the address to send to and the labels to put on the envelope!
- 11th -13th August. I have spent hours on the phone to 4 different people in your customer service department trying to explain all this. They have reacted sympathetically and professionally, and Paul in Particular has taken the time to really understand what has occurred. He has told me in several separate conversations that he has requested a supervisor should review the case and resolve it. Despite all of this effort, when I called on Tuesday, I was informed that the product would be returned to me unrepared as I had not returned the accessories!!!! I have spent many hours trying to sort this out with Pixmania and it is like banging my head against a wall.

Do you really imagine, that if I had the accessories, I would not sent them back, so I can have my money returned?

I have been a customer of Pixmania for several years, but I have to say that I have NEVER had the misfortune to deal with such an appallingly bad organization in my life.

There is clearly a complete disconnect between your customer service agents and their supervisors. It is also very clear that the supervisors don't actually take the time to read the file.

If I don't chase up this matter continually, your organization just forgets about it.

I am now in my house in Spain for the next 6 weeks, and I have instructed my office in the UK to refuse the delivery of the unrepared product, so it will be returned to you.

I feel like I have been robbed by Pixmania, and nobody in your organization gives a damm. I have never yet received a personal communication of any kind signed by an individual with a return email address.

I cannot take the stress of this any more, so unless I take legal action, (which I am considering) you will not hear from me again. Please at least do the honest and decent thing and refund my money and have the common manners to respond to this letter, preferably by email.

Yours sincerely,

Name removed for privacy resaons