

Big disappointment for Courts Mammoth

Written by Administrator

Thursday, 10 September 2009 14:56 -

To whom may concern: I just found this complaint centre after serving Yahoo with Courts Mammoth complaint as key word. I was not surprised when I found a complaint to Courts on this site about Samsung handphone, I feel quite sympathy for his case, but I think mine is worse than his case. It started from me and my wife started moving to our new house, and we happily ordered few furniture items from Courts (Setapak). We spent credit card about RM 2400 including delivery fee. When it came to the delivery day, me and wife haven't received any call from them until late evening which they promised will give us a call before they come. Then, we take initiative to call them, a staff answered my call and said he will check it out for us and will return a call. So ok, we waited for his call, after an hour there was still no call, so we felt anxious and called him but no one answered the phone no matter how many time we called, it was about 20 over times we called, still no one answered. It was really suprising because it was general contact number, not even successful to call alternative number which was given by them. Eventually we got nothing (bedroom set, dinning set, and coffee table) which were supposed to be delivery on that day, we were extremely sad. On next day, we didn't behave angry and call them to check the reason and made delivery appointment again. Suprisingly, none of them said sorry and gave me any reason. I felt to them it was normal incident. After we made the delivery appointment, another big disappointment again. That time was worse, no one answered the phone at all when we called, even hardly some responded the call, the line will be passed around until it cut. It ended up no delivery again on that day. We tried to wait for a call from them, but no call at all after that, it made us felt abandoned aside from them. Finally we decided to call and demand to delivery must be done on the same day due to too many disappointments we had. One of their staff said will double check with his store manager and will return a call. After a long moment there was no call again from them as usual, we decided to make a move to Courts Mammoth Setapak to check on the spot. When we arrived, the manager did respond us and he also felt something wrong about the order, then he told me one of the purchased items (dinning set, made in China) was out of stock because all goods had been returned back to China last week due to the bad quality. They don't feel guilty at all for not informing us about this matter, another big disappointment. We were advised to cancel that item and rest of them will be delivered on the appointed date. Guess what, same thing happened again, million calls but no one answered. that time we were not angry because we assumed it was their service quality for customers. We then made haste to Courts Mammoth (Setapak branch) again and asked what was going wrong. No one can answered my question, that time I knew the manager was at downstairs, but he didn't serve us. There was still no Sorry from any of them, what on earth! If I am unprofessional person like them, I could shout and asked for reason of why they treat their customer like that but I didn't do it. We were extremely angry, I believe no one could endure it. I know it was my first time and the last time to shop there. I swear I won't go there anymore. What else we could do other than cancel all purchase, so we asked them to cancel the order and debit the spent amount back to my credit card bank account. Horrible things not yet finished during they process the debit, still no one responded us until we took initiative to call to double check its status. Until one day my wife tried to submit complaint on Courts Mammoth's website, finally some one from there called us to push the debit processing. It ended up we still need to make a trip to there to check on

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it. When we were there, we were happy when we saw 2 Malay customers also complaining about the delivery and their bad service because we thought Chinese are not welcomed to shop there. </p><p align="justify">At least it was not about the race problem. I know I shouldn't think like that, but it was too obvious that we were not served at all after sale. </p><p align="justify">Thanks for your patience to read such a wordy complaint, but I hope this will get their attention to improve their services because Courts Mammoth is one of the long set-up local store in Malaysia, it grows along Malaysia. I don't want to circulate this complaint via email to anybody because I am a Malaysian. We tried to be supportive to local store, but after this case, we won't be anymore. </p><p align="justify">Regards, </p>