

Complaint : Courts Mammoth

Written by Administrator
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I just bought a handphone Samsung SHG-X670 from Courts Mammoth on 29 February 2008. I am greatly dissappointed with them.

1st - the 1st Samsung phone was not able to charge properly. Then, they changed another one.

This is worse. 2nd - I brought the phone back to them and complained that it SMS does not fountion well. The Customer Service in courts persuaded me to send it for repair. I agreed. The phone was sent on the 4th March 2008 and I only got it back on 4th April 2008. it is ridiculous. I insisted them to send it to Samsung itself but they didn't.

According the Samsung Service Centre records there is not data found when I visited them today 7th April 2008.

3rd - It took Courts 2 weeks to repair a phone and 2 weeks to get back the misplaced battery. According to them, they said that Samsung didn't return it and they have misplaced it (the battery).

4th - I have to make so many trips to Courst Mammoth Mutiara Damansara and called them so many time. Every time either they mention "I don't know" or placed me on hold or playing telephone football. It cost much of my time, energy and money.

5th - I have to personally send the Samsung phone to Samsung Service Centrte in Section 51A. I really extremely dissappointed with them.