

Client with problem that makes false claims

We recently saw that a Mr Oliver Von Hasseln of Edgemean has issues with a sale of CD's recently sold to him that was retailed. After he mailed me and complained - that he says is misleading (all cd's are marked on cover exactly what is on the disc etc) nothing false at all.

(We made special arrangements for a fast pick up for him as he wanted to hunt that weekend.)

After a while he mailed to ask what can be done as he is not happy with the content.

I explained he had full use of the cd's and we also mailed him sounds. He accused us of selling American sounds and fails to say this in the complaint on the net as well as other things, but only mentions things to make him sound like a saint and us as the bad apple, such as on our meeting when he bought the cd's he got a free consultation and we answered his questions and that we arranged a special pick up for him after hours while I was on holiday at an address some of my family resides at and this is no business of Oliver to mention in the complaint as it has no bearing whatsoever and if my family has safety and security issues or they are compromised in any way or form at all this is going to have repercussions.

We always give good service and hundreds of clients will agree, just see our site and Facebook for proof on that.

I offered him a free course and weekend valued at R2, 850-00 as he clearly has no idea how to call, does it for fun as he says and lights up an area every 10 minutes etc..... but despite his attitude of being a person claiming to be hard done by " misled" as he claims I was still willing to teach him the proper way at no charge at all etc.

After I offered the course he never came back to us, but runs to Heeloouppettter (*sic*) to complain, I then again tried and offered to meet him half way, as long as he removes his inconsiderate internet link as his claims are not true as all as the cd's are marked clearly what content is in them, and he had full use of them and only days later complains, he could have complained that same day when he bought them,..... - He never offered to try erase it on the internet and said I must do it after I refund him but he say it can never be erased....

We are **not doing** nothing in his complaint and offered twice to resolve this, HOWEVER no meeting of the minds can be met.

In any event, no matter what you do, once somebody has made a point, taking the topic at hand totally out of hand of its context, the person will have made up his mind, and no matter what you do or say will change that, though if he reads properly he will see it is NOT misleading at all.

This client had ample time to complain before he went to the Eastern Cape for days using our content hunting, it is like saying I bought a bicycle and after I did a cycle race I wanted the money back because it don't have enough gears.....

It isn't a matter of be careful of Gary Laubscher but rather learn to read properly and stop making a big stink about something that you could have sorted out pronto if you complained within a reasonable time, as we handed you the cd's in your hand days before you went to the Eastern Cape, used them, came back and days later then only complained.

The fact that you accused us of selling American sounds also is of concern, however remember every story has two sides, we offer good service for past 30 years, isn't it strange you are the only one complaining thus far.....see Facebook, show us all the complaints.

And again for the record, I will still refund you after you take off your complaint that is not true at all, it is easy to take things out of context, real easy. I tried to resolve this twice, however no meeting of the minds could be made.

The world does not share the same values, and to be nice and offer a service, after hours on a vacation to help in most cases don't help - here is an example, he never came back to me on my first offer to resolve the issue, but is fast to put pen to paper and make false claims because he don't read properly on a cd cover handed to him in his hand, but cries hard done by as if we made him buy anything at all. He mentions my family's area and town that they reside at, this has ZERO to do with this issue, simply an axe to grind, with an issue that could have been resolved. I don't respond to that website complaint as it has no finality, but just goes on and on.

Once again I am still open to your refund, as long as you remove your story that is not true regarding the cd's sold, I suggest you read the covers.

No hard feelings, but as you report an issue in an open thread I have the right to reply, especially when you are stating untrue facts. We never misled you at all.

Feather & Fur