



E [REDACTED] Sims <[REDACTED]s@gmail.com>

Re: Costco.com Returns [#356713]

service@contactcostco.com <service@contactcostco.com>

Wed, May 29, 2013 at 4:14 PM

Reply-To: service@contactcostco.com

To: e [REDACTED]s@gmail.com

Dear E [REDACTED],

We appreciate you taking the time to email Costco Wholesale.

Returns are accepted within 90 days from the date of purchase for the following items: televisions, projectors, computers, cameras, camcorders, MP3 devices, touchscreen tablets, and cell phones. Unfortunately, your purchase date is beyond the 90-day window for returns. Please contact the manufacturer for warranty assistance.

Costco members receive free technical support for the lifetime of products. In addition, Costco extends the manufacturer's warranty on Televisions, Projectors and Computers* to 2 years from the date of purchase. (* Excluding Touchscreen Tablets)

For more information, please contact Costco Concierge Services at [866-861-0450](tel:866-861-0450). We apologize for any inconvenience.

Please let us know if there is anything else we can help with.

Thank you,

Alejandra O.
Member Service Center
Costco Wholesale Corporation

--Original Message--

From: [REDACTED]s@gmail.com

Date: 5/27/2013 6:37:53 PM

To: webservice@contactcostco.com

Subject: Costco.com Returns

Note this message was submitted through the costco.com web site customer suggestion page on Mon May 27 2013 18:36:54 GMT-0700 (PDT)

Message:

Hello, my name is E [REDACTED]s, and my mother, C [REDACTED]s, has been a Costco Member for as long as I can remember. I was sure to get my own Costco Business/Executive Membership when I started my own business, [REDACTED] Inc.

Basically, I have a concern regarding a recent interaction with a local Member Service Representative at a local Costco Warehouse. My concern is the following: I purchased a 60" Samsung TV Bundle (item #: 960150) back on 26Oct12. I was contacted by the Costco contracted "white glove" delivery service on 29Oct12, and the TV bundle was delivered to my apartment roughly on 01Nov12. Due to my military service and the circumstances that I faced at the time of delivery, I wasn't 100% sure that I would be residing at the same location of delivery much longer after that, and of course, I ended up moving into my mother's apartment and staying there on 15Nov12, and on that same date, everything I owned was

Here is where my dilemma starts: this weekend I was really excited to get the TV out of storage and mounted on the wall, so I called my brothers over to help me do just that. As we pulled the television box up to my new apartment and unboxed it for the first time, we noticed that there appeared to be some sort of damage on the TV. There was a line going across the entire screen, and when we plugged it in, it appeared that the picture was shot. I honestly don't feel comfortable placing a blame on anyone, but I do believe that the television was damaged during the shipment from the manufacturer to Costco, as the box was sealed in its original packaging from the manufacturer from the date of arrival to my old apartment to storage, then to my new apartment.

May I ask that something be done to assist me with ensuring my satisfaction with this purchase? What I'm hoping for is that if I could please exchange the current/damaged television for a new and perfect condition television (which should have originally been in the box), or at worse case scenario, if I could be given a refund so that I may purchase a new 60" television bundle directly from the Warehouse, so I can please watch TV like I originally had hoped. I know that Costco strives for Member satisfaction, and I would please hope that an exception to the policy be made this one time due to the circumstances (I was honestly unaware of a damaged TV being in the factory sealed box, and if I did, I would have brought it in immediately for further examination etc). I'm very sorry that I have to ask this, but my family and I have a LONG and perfect history with Costco, and I don't want to be left with a damaged product.

Thank you very much,
E[REDACTED]S

2013-05-28 01:36:00 GMT : Escalated : Contact Us