

- Conversation started 12 January

.12/01/2016 17:04

blimp

Order no XXXXXX Just received an update saying that you had encountered logistical problems.

Can you confirm that you indeed have the product in your stock as stated when I made the order? Time is now 09H06 Spanish local time.

-

12/01/2016 18:01

www.trekkinn.com

Hello blimp,

Please find below the updated status of your order 4513007.

Due to a problem encountered in the logistic platform, we inform you of a change in the availability of the following(s) product(s):

· (89552) Vaude Power Lizard SUL 1-2P Green 2 Places

Estimated delivery date at your home between Fri. 22 Jan. and Mon. 25 Jan. (tracked delivery).

-

.12/01/2016 18:03

blimp

Let's try this again, the question that I asked was as follows: Can you confirm that you indeed have the product in your stock as stated when I made the order?

-

12/01/2016 18:05

www.trekkinn.com

I'm sorry, there was a delay from the other warehouse. Sorry. We will send it asap!. Regards

-

.12/01/2016 18:12

blimp

"...from the other warehouse", should I interpret this as you do indeed have the product in your own stock, not someone else's stock?

- 14 January

-

.14/01/2016 09:31

blimp

I am still missing an answer to the question above that I asked about about 40 hours ago. Not quite in line with your claim that you "typically replies within one hour".

- 14 January

-

14/01/2016 18:49

www.trekkinn.com

Hello! this is to confirm that the product is arrived and we will send it asap! Regards

-

.14/01/2016 20:08

blimp

Thank you. I do indeed look forward to receive a confirmation that the tent has been sent to me, and later receiving the tracking number of the shipment.

- 16 January

•

.16/01/2016 07:30

blimp

Received an e-mail from you saying that the product was apparently not in stock. Could you please explain this to me! You telling me that the product was in stock in this conversation can't possibly have been a lie. Or perhaps you are in the habit of lying to your customers?

- 18 January

•

18/01/2016 18:13

www.trekkinn.com

Hello,

we are really sorry to inform you that the item you ordered is not more available. Due to a stockerror the feedupdate was not working the right way. Can we offer you any alternative or do you want us to refund your payment?

In any case, we would like to compensate you with a giftcertificate for your next order.

Please let us know, how you wish to continue.

Once again SORRY for the troubles!!!

Kind regards

•

.18/01/2016 18:16

blimp

So it was a lie after all. It does seem indeed that the negative reviews about Trekkinn are indeed true. I guess my review will be added to them

REFUND ME ASAP!!