

BUYER

BEWARE!

If you've been contemplating buying Audio/Video components from a mail order dealer who may not be authorized for the products they are offering, here is a word of advice ... DON'T! There is a known history of unauthorized mail order dealers scamming consumers. It generally goes something like this ...

“**J**ohn Doe got a hot deal on some audio equipment from **Factory Mail Order** last year and ordered it on his credit card. Unfortunately, Factory Mail Order was not authorized for the product Mr. Doe ordered, even though they said they were. Only a small portion of the order arrived. One item was visibly damaged – but oddly enough the shipping box looked fine. John Doe then called Factory Mail Order and spoke to a very kind person who apologized and made arrangements to replace the component. This person also said that his remaining product was back ordered but should be shipped in a couple of weeks.

After a month the replacement didn't arrive, so Mr. Doe decided to call the manufacturer to have the product repaired. When asked, he said that he had purchased the product from Factory Mail Order. The manufacturer said Factory Mail Order was not an authorized dealer and the product Mr. Doe had was not covered under warranty.

After some more time Mr. Doe called Factory Mail order again and spoke to the same friendly person as before who apologized about the delay with the replacement and said that his remaining product was still on back order, but assured him again that everything should be shipped in a couple of weeks.

After another month, Mr. Doe called again and this time asked to speak to a supervisor or owner. This person was very empathetic and sounded very sincere. He said he would personally take care of the order and replacement, and Mr. Doe would have all of the equipment he ordered in just another couple of weeks, guaranteed.

This went on for 4 months. Mr. Doe, now frustrated and angry, called Factory Mail Order and demanded his money back. Factory Mail Order was very apologetic and said they would refund his credit card immediately. The refund never came. After waiting another 2 months, Mr. Doe called Factory Mail Order again only to find that phone had been disconnected – they had gone out of business. Even worse, the following month Mr. Doe discovered that his credit card had been billed again, for the same amount, for the same equipment, only two days before he called. Although he could have purchased from his local dealer and enjoyed a great sounding system all these many months, instead Mr. Doe has a credit card mess on his hands and a few components, some of which do not even work properly.

Afterward it was discovered that Factory Mail Order was months behind on their rent as well as most of their bills. The owners of Factory Mail Order could not be located for comment.”

**Does this sound impossible or improbable? Well it's not with an unscrupulous mail order dealer. The moral of this sad tale? Save all that aggravation, time and save money too...
*refuse to buy from anyone other than your local Authorized Specialty Retailer.***