

I got a great deal, I think

Many people think the best place to get a great deal is to order it online from one of the many online companies, such as Amazon.com, Buy.com, or win a personnel auction on Ebay.com. If your looking at only the price tag then those people are probably correct. Very few vendors can match the low prices that the online vendors can provide their customers. However, shopping online can have many disadvantages.

Firstly if you're using a smaller online retailer, be prepared to put your complaints in writing. The best way for online retailers to cut the cost of what ever you are buying is to not publish any customer service phone numbers. Doing this does several things, no phone lines obviously means less overhead for the company therefore potentially putting more money in your pocket. More importantly however, no phone lines actually means less customer service. It takes fewer customer service techs to answer e-mail then it does to answer a support phone line. Many online companies save money using this strategy and unfortunately the customer comes out the loser. This is not a problem at all if everything goes perfectly. Unfortunately, computer upgrading hardly ever goes perfectly for even the most seasoned technician. Not having the ability to pick up the phone to ask a question about how something is supposed to work can be frustrating and time consuming while waiting for return e-mail answers.

Another draw back to ordering your computer online is the high cost of shipping and handling. And even if you have figured the cost of shipping and handling into the overall price, it's important to remember that it may be necessary to ship the system back if something goes wrong. Most online retailers will not pay the return shipping costs even if it was the retailers' fault. Not to mention the fact that if you do have to send the system back you could be without a computer for several weeks while the repairs are being made.

Lastly, if things go really bad your retaliation could be very limited. With no phone number to call and talk to a supervisor the best you will be able to do is send a nasty e-mail threatening to sue. Ohh Scary, for you that is! In order to sue a company in small claims court you normally have to file the court documents in a state that the company has a presence. This will certainly be a problem if the "Discount" computer store you choose is in a far away state like California.

Unfortunately even if you choose a big name computer dealer, such as Dell, you will likely be disenchanted with their service. In fact for the first time ever, Dell's customer service score on JD Power and Associates rating has gone down. I believe this is because Dell has moved the majority of their customer service centers to India. I have recently heard from numerous customers that get fed up with the language barrier and simply decide to purchase extra customer service locally.

The bottom line is, be sure your saving plenty of money, because if you have to pay a local computer technician to straighten out the kinks, your "great deal" could end up turning into a money pit headache.

If you have any questions or concerns about your computer, or need to know why your computer is turning into a headache, then you should contact the Computer Depot. Simply call Thomas or Roger at 947-0749 or email us at sales@computerdepotonline.com