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Subject: Warning! -- SONY SUBSTANDARD SERVICE

Posted by [An\\_American\\_Consumer](#) on Sat, 08 Jul 2000 07:00:00 GMT

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Anyone considering the purchase of a Sony peripheral for their computer might want to give it some further thought. There clearly is not a reciprocal relationship between what they sell and what they service.

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I purchased a CD-RW drive back in April that just recently went bad (won't read). When I called Sony service, I was told that I could not get a replacement and that I had to ship it across the country to be "repaired" (and we all know what that means...) - with a three (3) week turnaround. Assuming that they keep their 3-week commitment, with shipping both ways, I'd be without the use of the unit for at least five weeks!!!

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I hardly think that's reasonable or fair.

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Compare this to HP, who under the same circumstances would simply ship you out a replacement unit and issue a call-tag for the old one.

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Sony is a behemoth in the marketplace and as such, they have an obligation to scale their service facilities to meet demand. To not do so is an indication of their lack of commitment to customer satisfaction and an unwillingness to stand behind their products.

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Buyer be ware!

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