

Members: \_\_\_\_\_ Section: \_\_\_\_\_  
Date: \_\_\_\_\_ Score: \_\_\_\_\_

### Case Study: The Gaming Console

Edward, a professional e-sports gamer, is one of the lucky content creators chosen by Sony Philippines to review the newly launched PlayStation 5 console in the country. He was informed that the product would be delivered via XpressMovers, a well-known logistics company. In the past 10 years, XpressMovers has had its fair share of complaints, though nothing scandalous like theft or the loss of products sold.

Before shipping Edward's game console, an agent from XpressMovers had already sent an e-mail about the company's policy regarding refund, return, and other package-related concerns.

Edward was eager to open the package because he noticed that it was relatively light in weight when it arrived. He also found a few men's clothes inside to support his suspicion that the game console was missing.

XpressMovers received a report ticket from Edward detailing his experience with fraud. Accordingly, the organization reaffirmed that it intently screens and dispatches specialists to examine its merchandise and added that as this was a remarkable event, a thorough investigation would be done.

Edward vented his rage by posting photos and receipts to social media. Weeks passed before the business responded with the investigation's findings. It was discovered that the delivery service employees were unmistakably engaging in theft by switching out the items that customers had purchased.

XpressMovers also told Edward to remove his post because it tarnished the company's reputation. Still, Edward replied that he would only do so if the company gave him the gaming system, which was rightfully his. Edward requested that the business comply.

#### Questions (3 Questions x 10 points)

1. If you own XpressMovers, what could you have done or said during the initial phase of the complaint to stop the incident from spreading and getting bad press?
2. Do you believe that XpressMover is still liable under the law, given that the delivery service's employees are primarily to blame?
3. What law did XpressMovers violate based on the technology and entrepreneurship laws discussed in this module?

#### Rubrics for grading:

CRITERIA	PERFORMANCE INDICATORS	POINTS
Content	Provided specifically related answers with related details.	8
Organization of Ideas	Expressed the points in a clear and logical arrangement of ideas in the paragraph.	2
TOTAL		10