

Title: I'm conflicted and I am not sure what to do.

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On April 24th my headset broke so I went on GameStop and ordered a new one. It was on sale, I also got to use my PowerUp monthly reward, and everything was awesome. The next day, I got the notification it had shipped but I noticed it had my old(10 years ago) address. I have ordered other things to my current address so I was a bit surprised. I reached out to customer support and notified them of the issue. The agent took care of it and submitted a correct address to FedEx. Unfortunately, FedEx had a slight stroke and took an extra couple of days sending it to my old address distribution center and back to my current one, then again to the old one and back. Whatever, it finally was deliver on the 29th or so I thought.

This is what I actually received...

[A fucking cookie jar](<https://preview.redd.it/zhndlc14arx81.jpg?width=3024&format=jpg&auto=webp&s=2410c00ebd92e22ff68aea5acac8dda682cacdfe>)

The best part is that it actually had the "Shipping Battery" warning label stuck to it, lol. It had been a rough week and why not end it on something silly like this? My brother-in-law bust a gut when I opened a cookie jar after hearing me complain about FedEx insisting on delaying the package. Don't get me wrong, it was pretty awesome cookie jar but it wasn't the \$150 wireless headset I purchased.

I contacted Customer Support again about how I have a cookie jar instead of my headset. Something got lost in translation and the agent escalated it and said I would be contacted by email. Several hours later, I hadn't heard anything so contacted support again because I guessed I misunderstood something. The agent said that it usually takes 5-7 days for someone to reply to the escalation and honestly, didn't know why a return/replacement wasn't started. I don't know know either, I was just looking to get my headset and get the cookie jar back to them. I repackaged the cookie jar and dropped in the FedEx drop close by but it was on a Saturday and they apparently don't pick up over the weekend. Annoying but not a big deal.

This is where things stop being funny. I waited until FedEx acknowledge they had the package which was Tuesday, May 3rd. I contacted support to get an estimate as to when they were going to send the headset. The Agent then explained it wouldn't be sent until the cookie jar had been returned to and confirmed by fulfillment as per their "Replacement Policy". I get that is their policy but I don't get why it applies here. There is nothing being "replaced", that implies I received the headset and it was unsatisfactory in some way. I never received the headset so how can it be "replaced"? The shipping label provided was ground from FL to Grapevine TX. Also, FedEx was being FedEx and marked it delayed because "reasons". So, at best they would receive the cookie jar at the end of this week(spoiler alert, FedEx scheduled for May 9th of next week) and so my headset wouldn't be getting sent until next week. I explained that I was looking at 3-4 weeks now to get the item I ordered because somehow a roughly \$20 cookie jar was sent by mistake, their mistake. I don't understand holding the \$150 headset hostage was legal? That's because it's not, at least in FL.

****501.0113 Unsolicited goods; no obligation on part of recipient.—****When unsolicited goods are delivered to a person, the person may refuse delivery of the goods, or, if the goods are delivered, the person is not obligated to return the goods to the sender. If unsolicited goods are either addressed to or intended for the recipient, they shall be deemed a gift and the recipient may use or dispose of them in any manner without obligation to the sender.

I explained that this scenario, how it is illegal, and that as a good faith gesture I repackaged the cookie jar and got it to FedEx the next day. Regardless, they would not budge; "We're sorry you feel that way but their is the policy. Your feedback has been noted and we will use it to learn from this." was the response

repeated over and over again. I waited a couple more days of silence and ultimately canceled the order. I regrettably ordered a headset from Amazon because at the end of the day, I just needed a new headset two weeks ago. I can't in good conscious do business with anyone while being treated like that. The whole time I felt I was being treated like I was trying to steal the cookie jar. If a company makes a mistake, don't punish your customers for it. That's not the kind of company I have been hearing about while browsing reddit. I've seen great examples of GameStop making sure that the customer was treated fairly. I don't know what happened here.

This is why I am posting this because I am conflicted and I am not sure what to do. I am both a shareholder and a customer, I've never been in this position. The customer side of me is furious, any other company I would have just filed a complaint to the AG(or whatever is the appropriate) about the statue violation and never do business with GameStop again. The shareholder side knows mistakes happen but this is not a good policy for the company. I would like to think this is an isolated incident but that's foolish to assume. I reached out to Investor Relations about the incident but I haven't heard back. I believe in this company and want to see it thrive. This is unacceptable behavior and needs to be addressed.

This isn't FUD nor is it a call to action. I just need to share this even if it's into the void.