

Subject: CSUP1909135CR, RE: Disappointed

From: Currys Customer Services <customer.service@knowhow.com>

Date: 19/04/13 15:43

To: b.drake@ntlworld.com



The service available at, Currys, PC World, Dixons.co.uk and Pixmania.com

Dear Barry,

Thank you for your email, I am sorry for the delay in my response. I would have liked to discuss this matter with you via phone, but was unable to locate a contact number.

I am concerned to learn of your recent experience in our Nottingham store. The store should have assisted in the relevant specification which you were interested in as we do have a wide range of printers to suit your needs. However there are some printers which would not be compatible with Linux. I assure you that this is not the standard level of service which we strive to uphold for our customers, therefore this matter will be raised to the store management team to look in to internally and to make necessary amendments to the service which was provide to you.

I apologise for the inconvenience which has been caused.

Kind regards,

Sofia Parveen
The KNOWHOW™ Team

How did I do? Leave your feedback here:
<https://www.surveymonkey.com/s/KNOWHOW?c=>

----- Original Message -----

Hi there I am writing to express great disappointment towards what appears to be company policy at Curry's/PC World.

I went in to your Nottingham branch with the intention of buying an HP Deskjet 2510 all-in-one printer. The branch does not stock that model, but a very helpful staff member pointed me towards the Advent Touch Print all in one which has a similar price and a better specification. So far, so good Then I asked about compatibility, and began to feel a bit like a leper when I said that my system is Linux ... I was very much out on my own, and the only help I received was the opportunity to research compatibility online.

I bought the Advent printer, and have it fully up and running and am delighted with the product. I am very disappointed with the lack of help both from staff and from the web-site which clearly declares that Linux in 'not supported'. This seems to me to be a very short-sighted policy when things are changing rapidly, and Linux is fast becoming a growing force in the market.

I have to say that my expectations of any result from this e-mail are

very low indeed. It is convenient to be able to pop into a local store, but I imagine this may have been the last time for me.

Lind regards, Barry.

--

Barry Drake is a member of the the Ubuntu Advertising team.

For Currys latest offers please logon to our website at www.currys.co.uk

This e-mail (and any attachment) has been sent from a PC belonging to DSG Retail Limited (Registered No 504877) or another company in the Dixons Retail PLC group, registered office Maylands Avenue, Hemel Hempstead, Hertfordshire HP2 7TG.

If you receive it in error, please tell us by return and then delete it from your system; you may not rely on its contents nor copy/disclose it to anyone.

Opinions, conclusions and statements of intent in this e-mail are those of the sender and will not bind any Dixons Retail PLC company unless confirmed by an authorised representative independently of this message. We do not accept responsibility for viruses; you must scan for these.

Please note that e-mails sent to and from the Dixons Retail PLC group are routinely monitored for record keeping, quality control and training purposes, to ensure regulatory compliance and to prevent viruses and unauthorised use of our computer systems.
