

Mr. Dilts,

This is getting ridiculous. I now have another problem with a TV that I bought from Best Buy last November. I have determined that it is the TV and not the able TV box. So, I just tried to call for Total Tech support. Someone in appliances ended up answering the phone. I said to him, "I need to speak to someone about Total Tech." He said, "Just a minute" and put me on hold. About five minutes later the same person back and said "Can I help you?" I again asked if he was part of the Total Tech support team. "He then said, "Yes, I am. We are all part of the Total Tech support team. " I then asked, "I thought you said you are in Appliance?" When I said that he was not a Total Tech rep. He hung up on me. I then called back and could not find a way through your recorded messages to be able to speak to someone about my problem with the TV.

This is the second major appliance that I have bought from Best Buy within the last six months and I am having problems with both items. I doubt if I will ever buy anything again from Best Buy. Now I am stuck with a Total Tech support membership that I can not make use of. Even your automated system does not work correctly. Twice I pressed 7 to be able to answer the survey. Both times I was hung up on without ever hearing a single word.

Can you understand why I am so frustrated and angry? I have spent almost \$2000.00 with your store and am getting nothing but issues and unprofessional behavior in return. I am sitting here with a TV that is not operating correctly, and a dishwasher that I cannot use, and cannot get in touch with anyone that is willing to help me. Plus I am out almost \$900.00 and have very little if anything to show for it.

I think that I am going to locate a Best Buy executive and let them know about everything that has gone on. I really do not feel like I have any other choice at this point.

Regards,
Markus L Horner
Re: Customer number #4707192754

Dear Mr. Dilts,

Re: Best Buy member #4707192754

This email is a follow-up to another email that I tried to send to you yesterday. I have included a copy of that letter so that you will have a basis for what I am about to tell you that has happened today the 29th. Since the original order that was placed in the Garland Store has been cancelled and has not yet been picked up. It is scheduled to be picked up on March 11th. The original email that was addressed to John.Dilts is because this is what told me when I asked about how to get in touch with her supervisor. She even wrote in down for me. I still have the piece of paper in her handwriting showing what she wrote. I can only deduce that it was an intentional act meant to deceive me. It appears that her intention was to keep me from getting in touch with you. I learned of your real identity from Mr.

Ed Caufield in the Plano store.

To make sure that I had a replacement dishwasher I went to the Plano store to order another unit. I found out today that because my Best Buy Visa CC has not yet been credited with the refund total of \$809.60 I would have to pay for the replacement unit out of my own pocket without the benefit of my CC or my store credit of \$184.05. The total that I was forced to take out of my savings account is \$862.86. It was either that or surrender the dishwasher that I currently have possession of and go without a dishwasher for the next ten days. Either way was not desirable. Again, Ms. Idels failed to inform me that this might happen. If I had been aware of this it would have had a significant affect on my decision on whether to cancel the order and go elsewhere.

I got the distinct impression that Ms. Idels feels like the world owes her something. I feel like that when she picked a fight with me by calling me rude and condescending she realized very quickly that she had made a mistake because I did not back down from her. At that point she probably feeling intimidated and did not know how to gracefully get out of it. So she fought back. This turned out to be an even bigger mistake when I continued to stand up to her. She is used to having her way in that store and does not know how to appropriately handle anyone that she cannot intimidate. She finally stormed off in frustration after realizing that she could not bully me.

Is this really the type of person that you want to be in charge as the General Manager. My inclination is to cancel my Best Buy Visa card. But I will not be doing this because I know from personal experience that would be more harmful to my credit record in the long run. So I will probably just pay off the balance and destroy the card and never go to Best Buy again for anything. But this presents me with another issue about how to get the benefit of the \$200.00 that I paid to become a member of the Total Tech program. So either way, I LOSE!!

Mr. Dilts, I will be making a copy of both of these emails to upper management in Minnesota to make sure that they are aware of the situation.

This whole situation came about because of Ms. Idels refusal to grant me credit for the \$184.05 store credit that I already had in my possession before I bought the first dishwasher. This and her unwillingness to listen to good advice about how her employees could improve their sales numbers. Having recently written a book titled "How to Sell Anything to Anyone using 3 simple principles" does give me a certain amount of expertise and credibility. I.E. I set five Natl sales records for RCA. I broke my own national sales record 9 times.

Regards,

Markus L. Horner

February 28, 2020

Mr. Dilts,

My name is Markus Horner and I just endured a very unpleasant experience at the hands of Eva in the Garland location.

Back on the 18th I came in and bought a dishwasher. It was the Kitchen Aid Model# KDTE334GPS. At that time the sale price on the unit was \$899.99. I informed him that Home Depot right across the street had the same model number on sale for \$747.90. He said that he would do a price match for me. I said Ok and he wrote the order up. I paid for it with my Best Buy store credit card. I also had a Store credit for \$184.05 that I used to bring the price down to \$624.00. The young man who wrote up the order, took all the information, and arranged for the delivery and installation to be on Friday the 21st. It was originally supposed to be delivered and installed after 12 noon. They showed up between 9:30 and 10. I am just glad that I had not left to do some errands that I had planned to do. When the delivery and installation was done on the 21st I immediately noticed a problem. There is a drawer that is at a 90 degree angle to the face of the dishwasher. The drawer on the right side will not open because of the protruding handle on the dishwasher.

So I contacted Martha the next day. At that point she told me that the young man that had taken the order was inexperienced and wrote the order up for the wrong washer. She stated that she would reorder a new washer to replace it with a recessed pull. She then told me that I would get it at the same price. I said "Ok, write it up." This morning I got an email confirming the new order. I immediately noticed a problem. The model number that was on the confirmation was the same exact model that I already have in my kitchen. So, I looked up the correct model number and skew #. At 10 a.m. this morning I called the store to ask for Martha. I was told that she would be in at 2 p.m. So I waited until after 2 to go to the store. When I got there I was told that she would not be in today.

I then started explaining the whole situation all over again to her. On the email that I got this morning I noticed that the same unit was now on sale for \$749.99. I told her that I wanted the store to match that price minus the \$184.05 store credit. The store manager Eva, or so she said, was standing there listening to the whole conversation. She refused to give me credit for the \$184.05. That is when things went downhill in a hurry. While another employee was doing the paperwork for the exchange I started telling Eva about another situation where I had tried to help the people in the computer dept. to know how to sell more higher dollar computers to customers who were buying one to run a business with. At one point Eva said to me "If you worked here selling computers we would lose customers because you are rude and condescending." She then said "I am about this close (Indicated a small space with her fingers) to canceling this order and telling you to take your business elsewhere. I told her that if she could not handle a condescending customer she was in the wrong business. I finally because disgusted with her and told her to cancel it all together and I would go to a different Best Buy. She did so, but not before giving me some more lip about my attitude.

I then went to the Plano store where I dealt with ED. I had absolutely no problem and got everything taken care of. But I had to pay \$799.99 instead of the \$750.00 that Eva had promised. It appears that Eva has trouble with basic math. She could not seem to understand why I would ask for the price that she promised of \$750.00 plus the \$184.05 store credit that I had. All I expected was to be treated fairly, and I do not feel that I was. I got the distinct impression that Eva feels like the world owes her something. I do not know that to be a fact. But that is the impression that I got.

The purpose of this email is not to cause trouble. But I believe that you have a problem in that store

and I know from experience that you cannot deal with a problem if you do not know about it. I am well aware of what it takes to run a business. I have been self employed for more than 30 years. Now that you are aware of the situation I feel like it is up to you to handle it the best way you see fit.

I am also a member of the total Tech support. But I have definite concerns about whether I should ever call that store for help about anything from now on.

Regards,

Markus L Horner
469-323-7815