
Need Advise - Issue with non-return of Computer

Posted by TracyTracy - 2008/05/06 17:26

I need your advice help. I gave my computer to a local company for repair (2 of them to be exact). We go one returned to use but the other he was having difficulty located the problem. We had person things arise. Long story short we contact him to have our computer returned (it was not repaired) he is telling us when he gets around to it he will 'find' it. I have emailed, called numerous times he now will not return any calls or emails. Of course in the day of Personal Identifiable Information this is a very bad situation. Not to mentioned it belongs to us! I am planning to file a lawsuit although I was hoping to get it returned. We have been documenting requests for 2 months now and I think my only recourse is a lawsuit.... thoughts?

:(All I want is my property back!

Re:Need Advise - Issue with non-return of Computer

Posted by aostapiej - 2008/05/07 13:03

I've had some trouble with a computer place in town also, so I'd love to know the name and see if it is the same. And I'm sorry you are going through this mess.

Re:Need Advise - Issue with non-return of Computer

Posted by TracyTracy - 2008/05/07 20:06

Well I want to be careful with what I say in a public forum because I am in the process of taking him to court. But I would be very very careful who you go see in town. There is one place I have found that is pretty good Z Computer Pro. Zeno is professional and runs a clean honest shop from my dealings with him. Do you feel comfortable posting who you had issues with and/or what the issue was?

Re:Need Advise - Issue with non-return of Computer

Posted by aostapiej - 2008/05/08 09:51

Actually, the store you named is the one who I feel kind of took me to the cleaners. Charged me twice and 3 times the amount of 8 other places I spoke to. And when I complained he and another employee ganged up on me, yelling and semi-name calling, saying that I was lying about the estimates I got from other places, that I did not get those estimates. Saying that I would complain even if the work were done for free. I left, with my brand new out of the box computer, (I had requested a data transfer, and specified exactly what I wanted transferred.) without the work being completely done. My misspelled name is in all of the data base, and I am now constantly trying to locate files and correct information. I ended up using the Geek Squad at Best Buy and for \$99 they did EXACTLY what I wanted, needed and asked for. Buyers remorse, I'll check around better before doing something like this again. It's funny, I didn't trust my gut. When I was walking in I overheard two men leaving, grousing about the service and lack of knowledge - I foolishly ignored that red flag....

Re:Need Advise - Issue with non-return of Computer

Posted by TracyTracy - 2008/05/08 15:17

Well it just proves I need to buy a MAC. Sorry you went through that! After my many trys to get my computer back he is no telling me well I can't find it, I can't find the memory card (or whatever) so I must have destroyed it. He never told me he could not fix my computer then when it became to long and I wanted it back he tried to tell me I abandoned it! He also told me he had it but now his story has changed again. Of course I have personal identifiable information on the computer which is now who knows where! My rule TRUST NONE OF THEM. Bad thing is I have heard horror stories about GEEKS too. I am going to buy a MAC.
