

American Sovereignty in Customer Service and Quality

sgm, 2018/AUG/04

Forty years ago, the milk-man delivered milk to your doorstep. Doctors did a thing when you were sick called "doctor visits". American consumer products were built-to-last; engineers **never even thought of** "planned obsolescence". What happened in forty years? The exact opposite: iPhones that go obsolete in **ONE** year, American doctors laugh if you request a visit, and we go to the grocery store for milk loaded with harmful hormones.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC4524299/>

Notice that article is from the Iranian Journal of Public Health and realize that **Americans would NEVER say anything bad about an American product we give our children!**

There's more. Today, I just got reminded what good customer service is: **by a Chinese company!** O.O Please read the following copy-pasted letters from an ebay Chinese seller with name [chineseelements](#).

Hi Salvatore,

The Ge disc sent via China Post and will be delivered via USPS in USA, we will not cancel the order, you will receive it within 2 weeks.

Sorry for our mistake again, we have not noticed that you chose DHL Global Mail Parcel Direct shipping service, but it is not standard DHL, the shipping time of DHL from China to USA is within 4 working days at longest depend on your post code, and DHL shipping will be charged USD 25 for this disc. The shipping time of DHL Global Mail Parcel Direct you chose is around 10 working days.

If you would like to shorten the shipping time in the future, please choose expedited shipping.

Some technical problems on PayPal at this time so we cannot refund you the payment back right now, will try again later.

Kind regards,
Wei

Hi Salvatore,

Still cannot refund the payment through PayPal due to its problems, so we transfer the total-\$26 to your PayPal account.

If you still need the Ge disk urgently, please place an order again with expedited shipping, we could send it our via DHL and the shipping time is 4 working days at longest.

Or, please wait for the previous parcel, the estimate time of arrival would be around August 15.

Kind regards,
Wei

I have not altered these letters; they are exactly as received by them in my ebay-email-box. I had written them originally worried about my Ge-disk; I had not seen any shipping update in about one week. Their first response, not shown above, was like "don't worry, we'll refund your money". I responded thinking they were going to cancel my order: "please don't cancel!" And they responded above and I'm now typing this *very important article*.

Oh wait; *one more very important detail. I knew in my heart they had refunded the money and gave me a free Ge-disk so, **BEFORE** VERIFYING THE REFUND IN PAYPAL, I gave them all 5-stars and made the comment "the BEST ebay seller in China! :)" .. Now .. **Americans need to regain our international reputation for quality and best customer service, and we need to do this NOW.***