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Topic Title Poor Adobe Customer Service

Date Posted:

10/09/2007 01:45:16 PM

Posted By: Mark7190 (Junior Member)



I apologize in advance for the length of this post....

Please allow me to express my recent experiences with Adobe. I hope that this summary, if anything, will convince future buyers to use caution when purchasing new products from Adobe. The following comes from emails I've submitted to Adobe Customer Service, all of which remains unanswered...

I am extremely frustrated with the support and response I've gotten with my recent attempt to order the new PSE6/PE4 bundle. On September 24 I was happy to see that the new version was "Now Available" so I decided to order the product. Although I typically order the boxed versions of software, I decided to download this one because I knew there were a few new features that could make an up-coming weekend project much easier. So, I ordered the bundle as a download on September 24. Like many others who have recently posted here (and on other sites), I too was misled by the availability of the product. Apparently in Adobe's world, "NOW AVAILABLE" means sometime in the next few weeks. Only after completing the order for the download version was I told that it wouldn't be available until October 8. A misleading and rather untruthful statement on Adobe's part as far as I'm concerned...

Since the product wasn't really available, the urgency of getting the new version wasn't so important, so I called Adobe CS on 9-25 to request that the order be changed from the download version to the boxed version. They acted like I was asking for the moon! After talking to SIX different individuals (in part due to 3 disconnects), I was told that there was nothing they could do. If I wanted the boxed version I would need to place a new order. I would have to return the product from the original order AFTER I was billed because they had no way to cancel or change a pending order. WHAT??!!

The case sat in an open, "pending" mode until I called back again on October 4. After explaining my frustration with the process, and the fact that no one responded to my open case as well, the CSR told me that she could cancel the order for me. Great! She told me that the order would still show up as pending, but that the order would be cancelled. She followed up by emailing me an Order Cancellation notice. Things were looking up!

I then proceeded to place a new order for the boxed set (which I have already received and installed). I thought the original issue was taken care of, but apparently I was LIED TO AGAIN, because today I received another email that said I could download the PSE6/PE4 bundle from my original order. Apparently the order was never cancelled, AND now my credit card was billed for two orders: download and boxed!

So I tried to return my original order online, BUT THE STORE WON'T LET ME RETURN THE UNWANTED, NON-DOWNLOADED PRODUCT! So I called CS again and after another 45 minutes

on the phone was told that I needed to complete a Letter of Destruction form (FOR A PRODUCT I NEVER DOWNLOADED!) and fax it back to Adobe. I was told that the letter would be reviewed and if everything was in order Adobe would issue my money back in approximately 3-4 business days!

WHY SHOULD ADOBE BE HOLDING MY MONEY BECAUSE OF AN ANTIQUATED, POORLY CONFIGURED CUSTOMER SERVICE SYSTEM? I WAS TOLD THE ORDER WAS CANCELLED, IT WASN'T, AND NOW ADOBE HAS MY MONEY AND I'VE GOT TO WASTE MORE TIME FILLING OUT DOCUMENTATION STATING THAT I WILL DESTROY PRODUCT I DON'T HAVE!!!????

I asked how I will know the money was credited back to my account, and I was told that I don't have a way! After all the lies and misleading information I have received up to this point, I don't trust what I've been told.

Does this process seem ethical to you? Is this how Adobe now operates? Does management know about this?

I have been a loyal customer of PSE since V1 and have purchased every version since then. I have also recommended the software to many friends and family members. I don't think I will be able to do that anymore. I have tried every course of action - opening cases, placing calls, sending feedback, responding to surveys, sending emails, etc. all of which remain unanswered.

Date Posted:

10/09/2007 03:00:31 PM

Posted By: Newsgroup User (Senior Member)

Call your credit card company and see if they will do a charge-back for non-delivery of product. Good luck.

"Mark7190" <webforumsuser@macromedia.com> wrote in message news:fegp8s\$08b\$1@forums.macromedia.com...

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> I apologize in advance for the length of this post....

Date Posted:

10/15/2007 11:48:24 AM

Posted By: Mark7190 (Junior Member)

I did just that. Thanks! It's sad that I have to go that route to stop payment!
It now been one week since I've submitted the required Letter of Destruction and they have yet to approve the return (or refund the money).

Date Posted:

10/15/2007 02:38:17 PM

Posted By: fluxon (Junior Member)

I feel your anguish.

I am now waiting for Serial Numbers so I can actually use the products I purchased.

I would simply like to know why I have to wait 72 hours for a serial number?? I have bought countless software products and have gotten activations instantaneously. Not to mention being put on hold to India to try and get answers.

Anyone going the new volume licensing route beware:

If you are gonna download your stuff, get an FTP client. Regular browser downloads will not cut it, Adobe cuts off and on, you will lose your place.

Be prepared to wait for your software to run while they circle the globe looking for the mystic who devines your serial numbers for you.

Don't call looking for help, they have no answers for you, that is assuming you can get through the accent and they can actually figure out what you are telling them.

Don't believe the salesperson on the phone. They speak fast and they also have no answers for you, just more anguish until the Serial Number Department actually get's of their asses and posts your stuff on your very own website for administering adobe software. All I wanted to do was call up and buy the product registration, but got funneled into a cyclical world of bull. So here I wait.

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