

Very disappointed with Lowe's. Here is my story at the [REDACTED] Florida.

I ordered a new refrigerator on January 21st. When I placed this order, I was told the delivery service for appliances through Lowe's was now done by a 3rd party service. Lowe's no longer delivers the appliances.

Being that Lowe's does not deliver the appliances they sell did not surprise me since most places no longer want to do much outside of just making sales. There is less liability, cost, and responsibility by having another service do the deliveries for them. Although this was something I have almost come to expect, having a 3rd party deliver my refrigerator was something an inner voice told me wasn't probably going to go well. It turns out I should have listened to my instinct.

The salesperson told me the delivery service would call the night before to provide a time frame of when the refrigerator would be delivered and then they would also call again a half-hour before delivery.

The night before the delivery I did get a call at about 7:30 pm letting me know the refrigerator would be delivered between 2 pm and 6 pm the following day. Typical no service 4-hour window as usual and I just accepted this and scheduled to be home for the day since 4 hours was half the day anyway.

I waited on the delivery day. 2 pm came and went. Then, it was 4 pm. Finally, it was about 5:40 pm and there had not been any delivery, phone call or update (I even signed up for text updates from the 3rd party delivery service).

Realizing that my refrigerator was likely not going to be delivered I called the 3rd party service that was handling the transport of my new refrigerator. The first number I called just told me the delivery was canceled and they would have to transfer my call. The second person I spoke to said Lowe's themselves rescheduled my order and I would need to talk to the store to see what was going on.

I tried calling Lowe's and no human ever picked up the phone. The call kept being transferred back to the robotic department shuffle so I decided to make the drive to Lowe's to see what was going on. After all, I just spent over \$1000 with them and no one could tell me what was occurring with my purchase.

When I got to Lowe's, I spoke with the same salesperson that sold me the refrigerator. I explained the delivery problem. She looked up the order and did not understand why the refrigerator was not delivered. A manager was then called over to explain the order was updated by Lowe's the day before stating delivery would be on Saturday, January 25th and not Thursday the 23rd. The manager then went on to tell me I should have been contacted with the update by Lowe's, but the person that usually does it was on vacation.

Being understandable I explained to the store manager I realize things happen, but I now waited a day for a refrigerator to arrive. This was time out of my day and schedule. There did not seem to be any consideration for Lowe's making a mistake. The communication from the manager was that a mistake was made and the refrigerator should be arriving on Saturday.

Since my time was wasted without any consideration I asked if there was any type of discount I could receive on the order. The manager told me that she would have to check into it. She did not have the authority to offer a concession on the purchase.

After getting hardly any consideration or respect for my time and being that my \$1100 purchase did not seem important to Lowe's, I told the manager I wanted to return the refrigerator and I would be making the purchase someplace else. It was just not worth the hassle any longer. There was no attempt to save me as a customer or the sale. I was just told the customer service counter was located upfront.

It seems that many companies no longer provide any type of quality customer service and Lowe's is no exception. There is a reason many of the big retail chains are no longer reliable for quality or service. Because Lowe's now seems to import everything they sell at a low-quality low cost to improve the bottom line and shareholder profits, their customer service is not far behind. It also is lacking in quality and service.

As a consumer and customer, I am very disappointed in Lowe's. For this reason, I will be looking to make any larger purchases in the future from businesses that provide both quality and service. This might even mean that I pay slightly more to be respected as a customer, which I don't mind.

What you have to know is that price is not everything. If you do not start treating your customers better, they will find another place to shop just like me.