

Beware of Buying on the Web!

In the early stages of the Internet, it was almost like being part of a closely knit audio “club.” Businesses or individuals selling gear were mostly honorable hobbyists.

Today... it is a different world!

Whether you're hunting on Audiogon, eBay or elsewhere, the fraud is rampant.

Exhibit A: Product Arrives Not Working, Or Did It?

Recently a fellow brought in some B&W speakers he purchased through Audiogon for us to repair. The woofers were blown. The BUYER said the speakers were blown when he received them. The SELLER said they were sent out the door in proper working order, the buyer must have abused them when he received them.

We have sold B&W since 1977 and have never seen such scorched drivers. In your best Ricky Ricardo, “Someone has some ‘splaining to do!”

Both parties are staunch in regard to their stories. The repair ran \$400. The dispute is raging as we speak.

The above scenario is something you risk with every/any purchase you make.

ANY tube product you buy via the web- you can *virtually guaranty* some of the tubes will be defective.

COUNT ON IT! “They were fine when I shipped it!”

Exhibit B: Product Doesn't Arrive At All!

This type of behavior is expanding rapidly.

The clever “seller” knows enough about audio to list a desirable product at a bargain price.

He comes up with a story and a photo. You send your cashier's check across the country and wait for your product. But it never comes. Your cashier's check has been cashed. What do you do?

Even if you have purchased through a reputable web interface, the fight has just begun. It will require persistence and help from the service to get your money back. And guess what? You can wait in line behind a zillion other people who are ahead of you!