

Kalahari.net: deceit or incompetence?

Non-delivery of Harry VII. Next stop Exclusive Books

I've used Kalahari.net for years, so thought it was a safe bet to place an order for 'H.P. and the Deathly Hollows'. But guess what? No delivery. I called the helpline at 1.30pm on Saturday 21 June to see if there was a problem and was assured that, no, it would be at my house by 2pm. A deliberate lie, or total incompetence? What the chirpy little call centre person failed to tell was that 2pm Saturday was actually the closing time of Kalahari's office, so there was nothing I could do if it didn't arrive. Which it didn't. So now I have one unhappy teenage daughter and Kalahari has one very dissatisfied customer. Anyone else out there have the same experience?

Forum created by **Shelley**

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