

VJ Traveler

From: ProductSupport [ProductSupport@harborfreight.com]
Sent: Tuesday, January 28, 2014 12:30 PM
To: vjtraveler@comcast.net
Subject: RE: Request for missing parts for Engine Stand Part # 69886 purchased at Apopka, FL store

Dear Vance,

Thank you for your recent inquiry.

We apologize for the trouble you have had with this item and with getting in touch with us.

The missing parts would need to be purchased since the item is far beyond the warranty period. If this problem would have been identified during the 90 day satisfaction warranty, we could have provided these parts free of charge.

The part you are requesting can be ordered by contacting our Inbound Sales department at 1-800-423-2567. They are available 24 hours a day 7 days a week. This part is in stock and ready for immediate shipment. Please allow 8-10 days for delivery.

<u>SKU#</u>	<u>Part#</u>	<u>Description</u>	<u>Price (plus tax & shipping)</u>
21961	20	32916 HOLDER 1 PK	18.99

Please include all previous correspondences when replying.

Thank you,

Tommy

Product Support
Harbor Freight Tools
P. O. Box 6010
Camarillo, CA 93011
1-888-866-5797

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From: VJ Traveler [<mailto:vjtraveler@comcast.net>]
Sent: Saturday, January 25, 2014 12:10 PM
To: Customer Service Parts
Subject: Request for missing parts for Engine Stand Part # 69886 purchased at Apopka, FL store
Importance: High

I purchased the engine stand part number 69886 on March 13, 2013 at your Apopka store.

I did not open it up to assemble it until last week to use on a new engine project.

I found that all four "Mounting Arms" for the unit were missing, thus it cannot be used at all.

I have attached the receipt and the scan of the assembly annual page showing the missing "mounting arms".

<<...>> <<...>>

Please send the missing "mounting arms" to me at:

Vance Jochim

12619 Milwaukee Ave.

Tavares, FL 32778

Note: I tried your customer service website and your customer support phone lines and they SUCK and do not work.

Here is what I posted on your Facebook page – you need to be more responsive to customers. I cannot work on my engine until I get the missing parts.

Your customer service SUCKS. Today, Jan. 25, 2014, Your website would not allow me to submit this complaint about missing engine stand parts (see below - it said "Sorry, message could not be sent"). My first call to your customer support number of 800-444-3353 got "Dennis" and then the connection dropped. A second call again to 800-444-3353 connected with "Marie" who put me on hold and the line AGAIN dropped dead. (about 2:50 pm. She was in California.)

Here is the issue...(see scanned attachment of manual showing missing parts)

I purchased engine stand # 69886 at the Apopka store and when I went to assemble it last week, I found it is missing the four "mounting arms" that connect the engine to the stand. Thus the engine stand is useless until I get the missing mounting arms. I need you to send them to me: Vance Jochim, 12619 Milwaukee Ave., Tavares, FL 32778. I have the receipt and a scan of the manual page that shows the missing parts.

The website would not let me submit the message:

Thank you for your message! We will respond soon.

Sorry, message could not be sent!

vj

Vance Jochim

Lake County Fiscal Rangers

Chief Fiscal Watchdog

Volunteers Searching for Ways to Improve Local Government Fiscal Management, Efficiency & Effectiveness

Tavares, FL 32778 (Lake County)

Mobile: 352-638-3578

FiscalRangers@comcast.net

www.FiscalRangers.com

TWITTER: @FiscalRangers

"FiscalRangers" page on [Facebook](#)

YouTube: NEW 6/2012 - Videos of local political candidate forums and other meetings, like North Lake County Hospital District & Lake County Legislators' Delegation annual forums - visit the youtube channel "FiscalRangersFlorida"

[CLICK HERE to see recommended internet links](#) related to Local Lake County government fiscal issues.