



Amal Graafstra <ishmell@gmail.com>

Re: New RMA Request

15 messages

RMA Dept <rma@documentio.com>
To: rma@documentio.com, ishmell@gmail.com

Tue, Mar 2, 2010 at 8:51 AM

Dear Customer,
Has this product been opened or still sealed?

Thanks

Document IO RMA
Serena

On Mon, Mar 1, 2010 at 3:12 PM, Document IO <rma@documentio.com> wrote:

Date send: 03/01/10 15:12:27
IP: 67.158.219.10

Sender
RMA Request sent by amal graafstra

E-mail: ishmell@gmail.com

Company:

Address: [REDACTED]

Zip: [REDACTED]

City: [REDACTED]

State: Washington

Country: US

Phone: [REDACTED]

Cell phone: [REDACTED]

Fax:

Products

Purchase date: 2010-02-08

Invoice #: 619227383773130

Order #: 619227383773130

Product Part #1: 0232-084

Serial #1: 00408C8F1FF7

Product Part #2:

Serial #2:

Defect's description: Wrong product shipped. What was shipped was part number 0232-084 but I ordered 0232-024. Need RMA # to ship wrong product back and would like correct product to be cross shipped ASAP.

**FIRST SHIPPING
MISTAKE. THEY
ACCEPT RMA.**



ThatGuy <ishmell@gmail.com>
To: RMA Dept <rma@documentio.com>

Tue, Mar 2, 2010 at 11:49 AM

I opened the cardboard box the product came in to confirm it was in fact a blade server as was indicated by the label on this shipping box. The blade server card inside was just sitting in an open top plastic bag with no adhesive or anything holding the bag closed, so there was no seal to break.

I'm in a very large rush now since it's taken so long to get this RMA processed. Could you just call me if you have any questions? I need to get the proper video server on its way to me ASAP. My cell phone is [REDACTED]

Amal

[Quoted text hidden]

RMA Dept <rma@documentio.com>

Tue, Mar 2, 2010 at 12:44 PM

To: ThatGuy <ishmell@gmail.com>, RMA Dept <rma@documentio.com>

Dear Customer,
Sorry for the mistake and we are shipping out the correct item to you today and I will email you the call tag information later.

Thanks

Document IO RMA
Serena

[Quoted text hidden]

ThatGuy <ishmell@gmail.com>

Tue, Mar 2, 2010 at 2:59 PM

To: RMA Dept <rma@documentio.com>

Thanks :) Once I receive the call tag, I just affix the call tag to the sealed box and call for pickup?

Amal

[Quoted text hidden]

ThatGuy <ishmell@gmail.com>

Sun, Mar 14, 2010 at 3:56 PM

To: RMA Dept <rma@documentio.com>

Hello. I received the new box (load # 023376, ship date 03/04/10, container ID 015144628104732) and this is also a blade server, which is not what I wanted. After searching your site and cross referencing the specs on the page with the part number listed, the problem is that your product page (http://www.documentio.com/product/489/axis_communications_0232_024_axis_240q_video.0232-024.html) is showing the wrong device for part # 0232-024. It shows the image and specs for a stand-alone video server, but the part number listed shows up on other vendor sites as a blade card.

So, what I need now is a new RMA number for this new blade card that was shipped and a refund. My project is past deadline and has been cancelled. I will not be purchasing this item through DocumentIO.

Thank you,
Amal Graafstra

[Quoted text hidden]

wrong-product.jpg
269K

FULLY EXPLAINED THE PROBLEM ↗



THEIR SITE LISTS
WRONG SPECS FOR
PART #!
←

RMA Dept <rma@documentio.com>

Fri, Mar 19, 2010 at 11:58 AM

To: ThatGuy <ishmell@gmail.com>, RMA Dept <rma@documentio.com>

Dear Customer,
Have you opened this package?

Thanks

Document IO RMA
Serena

On Mon, Mar 15, 2010 at 9:43 AM, RMA Dept <rma@documentio.com> wrote:
[Quoted text hidden]

ThatGuy <ishmell@gmail.com>

Fri, Mar 19, 2010 at 4:29 PM

To: RMA Dept <rma@documentio.com>

Yes.
[Quoted text hidden]

--
Sent from my mobile device

RMA Dept <rma@documentio.com>

Tue, Mar 23, 2010 at 7:53 AM

To: ThatGuy <ishmell@gmail.com>, RMA Dept <rma@documentio.com>

Dear Customer,
This item is not returnable If this item is opened so I cannot take it back. Sorry for any inconvenience.

Thanks

Document IO RMA
Serena

[Quoted text hidden]

↑ ALREADY TOOK BACK
OPENED PACKAGE ONCE!

ThatGuy <ishmell@gmail.com>

Tue, Mar 23, 2010 at 8:15 AM

To: RMA Dept <rma@documentio.com>

Hello Serena,

I EXPLAIN AGAIN 2

I could understand your position if I had made the mistake in ordering the wrong part, however your website misrepresented the product. The item purchase page shows both the wrong image AND the wrong description and specs for the part number in question (see attached image). Please issue an RMA number

and call tag for this product. My only other option will be to issue a dispute with my credit card company.

Thank you,
Amal Graafstra

[Quoted text hidden]



wrong-product.jpg
269K

RMA Dept <rma@documentio.com>
To: ishmell@gmail.com, rma@documentio.com

Tue, Mar 23, 2010 at 11:28 AM

Dear Customer,
Please do not dispute charge yet we need to find out the problem and we will resolve the issue first of all we need you to send us the picture of the product that you received because this item was a drop ship by our vendor that's why we need to see what you receive from them.

Thanks

STALL TACTIC?

Document IO RMA
Serena

On Tue, Mar 23, 2010 at 12:54 PM, RMA Dept <rma@documentio.com> wrote:

----- Forwarded message -----
From: **ThatGuy** <ishmell@gmail.com>
Date: Tue, Mar 23, 2010 at 11:15 AM
Subject: Re: New RMA Request
[Quoted text hidden]

ThatGuy <ishmell@gmail.com>
To: RMA Dept <rma@documentio.com>

Tue, Mar 23, 2010 at 12:13 PM

EXPLAIN 3RD TIME

Hi Serena,

Ok, I will take a picture to send to you this evening. After much research, this appears to be the problem: on the documentio.com page you list part number 0232-024, however you display the image and specs for 0232-004. They are both 240Q video servers, but the 0232-004 version is the stand alone box shown on your site with the Ethernet and RS232 ports that are listed in the specs on the page, and the 0232-024 model is the same 240Q Video Server but in a blade configuration which can only be used in a special rack enclosure. I was able to figure this information out using the Axis website; http://www.axis.com/products/cam_240q/



So, even though my video project has been canceled and I no longer need the 240Q, I would still be willing to simply exchange the 0232-024 for a 0232-004, rather than get a refund.

Amal Graafstra

[Quoted text hidden]

ThatGuy <ishmell@gmail.com>
To: RMA Dept <rma@documentio.com>

Wed, Mar 24, 2010 at 10:06 AM

Here are the photos I took last night of the product I was sent.

Amal

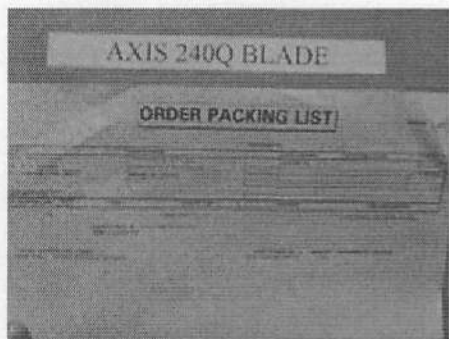
[Quoted text hidden]

**JUMPING
THROUGH
HOOPS**
↙

2 attachments



IMG01290-20100323-2256.jpg
541K



IMG01291-20100323-2257.jpg
499K

RMA Dept <rma@documentio.com>
To: ThatGuy <ishmell@gmail.com>, RMA Dept <rma@documentio.com>

Thu, Mar 25, 2010 at 10:26 AM

Dear Customer,
Would you please take another picture for the first one because it is very blurry?

Thanks

Document IO RMA
Serena

On Thu, Mar 25, 2010 at 11:13 AM, RMA Dept <rma@documentio.com> wrote:

----- Forwarded message -----
From: **RMA Dept <rma@documentio.com>**
Date: Wed, Mar 24, 2010 at 3:09 PM
Subject: Fwd: New RMA Request
To: Irene Liu <irene@documentio.com>

----- Forwarded message -----
From: **ThatGuy** <ishmell@gmail.com>
[Quoted text hidden]

ThatGuy <ishmell@gmail.com>
To: RMA Dept <rma@documentio.com>

Thu, Mar 25, 2010 at 5:13 PM

Hello Serena,

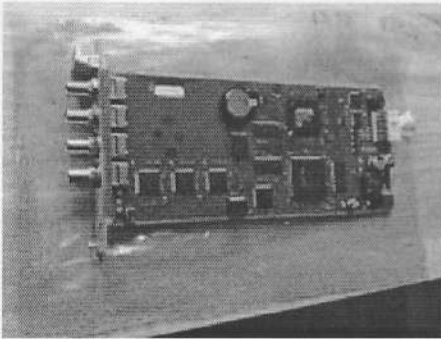
I received your voicemail and took a nice clear picture of what it is I have received. It is a video blade server card, which is nothing like the product described on your website for this particular part number.

As I said in previous emails, the problem is that your website shows the wrong product image AND specifications for the part number I ordered; http://www.documentio.com/product/489/axis_communications_0232_024_axis_240q_video.0232-024.html

Please ship me part number 0232-004 or refund my purchase.

Thank you,
Amal Graafstra
[Quoted text hidden]

*← MORE HOOPS!
EXPLAIN 4TH
TIME! →*



IMG01292-20100325-1708.jpg
598K

RMA Dept <rma@documentio.com>
To: ThatGuy <ishmell@gmail.com>, RMA Dept <rma@documentio.com>

Fri, Mar 26, 2010 at 10:02 AM

Dear Customer,
We are unable to issue rma number to you because the product has been opened and we also checked our website the information of the product is correct sorry for any inconvenience.

Thanks

Document IO RMA
Serena
On Fri, Mar 26, 2010 at 11:37 AM, RMA Dept <rma@documentio.com> wrote:

WTF!?

----- Forwarded message -----

- Four-channel video server
- Multi-window video motion detection
- Advanced event management
- Support for PTZ and dome cameras
- Standalone and blade versions available

Digital benefits for analog surveillance systems



The AXIS 240Q Video Server provides easy integration with traditional analog systems, ensuring a smooth migration toward an IP solution. The AXIS 240Q digitizes analog video into

crisp, real-time Motion JPEG video streams at a maximum frame rate of 6/5 frames per second on each channel independent of resolution. The AXIS 240Q can connect up to four analog cameras and transmit digital video from all four channels simultaneously via an Ethernet connection.

How to buy

- [30-day buy & try](#)
- [Where to buy](#)
- [Buy online](#)

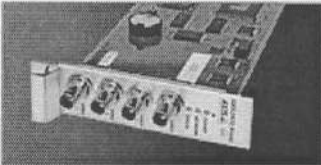
Region	Part number
Standalone version:	
EUR	0232-002
UK	0232-003
US	0232-004
JP	Not available
AUS	0232-006
KOREA	0232-007
CN	0232-009
Blade version:	
EUR	0232-021
UK	0232-021
US	0232-024
JP	0232-021
AUS	0232-021
CN	0232-021

[Become an Axis reseller](#)

THEY LIST WITH THESE SPECS.

Flexibility and scalability

Large installations using blades



See [AXIS Rack Solution](#)

Combining your analog camera investments with a network video solution gives you a flexible and cost-effective solution with plenty of room for growth. With an open standard interface, the AXIS 240Q supports a large base of existing applications and integrate easily with new ones.

Easy joystick control



Read more: [AXIS 295](#)

Advanced event handling

The AXIS 240Q offers advanced event handling with video motion detection, I/O control and alarm

notification. Pan/tilt/zoom cameras may be connected to the unit's serial port and are easily controlled from a user interface.

FOR THIS PART #



Axis Communications - 0232-024 - Axis 240Q Video Server

IN STOCK: YES

Part Number: 0232-024

Shipping Cost

Condition: New

FREE ELIGIBLE FOR FREE GROUND SHIPPING

Compare

Buy Now

Price:

\$374.94

The AXIS 240Q Video Server utilizes analog signals, which makes it ideal for networking existing analog systems. System integrators and installers can help customers with existing installations cross over to IP-based surveillance systems. The AXIS 240Q Video Server provides easy integration with traditional analog systems. The AXIS 240Q can connect up to four analog cameras and transmit digital vid from all four channels simultaneously via an Ethernet connection.

WRONG

Specification Tell a friend Questions

Manufacturer Website Address	www.axis.com
Manufacturer	Axis Communications
Manufacturer Part Number	0232-024
Product Type	Video Server
Product Name	240Q Video Server
Product Model	240Q
Ports	RJ-45 Network
Ports	DB-9 RS-232 Serial
Protocols	UDP
Protocols	TCP/IP
Protocols	DynDNS
Protocols	DNS
Protocols	SNMP
Protocols	UPnP
Protocols	SMTP
Protocols	FTP
Protocols	HTTPS
Protocols	HTTP
Management	<ul style="list-style-type: none"> File upload via FTP, HTTP and email Notification via email, HTTP and TCP External output activation
Protocols	ICMP
Protocols	DHCP
Protocols	ARP
Protocols	SOCKS
Memory	8MB Flash Memory
Memory	32MB RAM
Additional Information	<ul style="list-style-type: none"> Controllable frame rate and bandwidth Flexibility and scalability Advanced event handling Advanced network security Support for PTZ and dome cameras Resolutions: 160x120 to 704x576
Package Contents	<ul style="list-style-type: none"> 240Q Video Server Power supply Mounting and screws Installation Guide CD with installation and management tools User's Manual 1 x Windows decoder user license
Network	10Base-T/100Base-TX Fast Ethernet
Weight	19.05 oz - Excluding Power Supply
Processor	ETRAX 100LX 100MHz



WHAT THEY!

SOLD!



WHAT I
ORDERED!

