#80487 contact_request

Submitted	Received via	Requester
July 4, 2023 at 4:46 PM	Web Service	Patrick [redacted]

Status	Priority	Group	Assignee
Closed	-	Support	Tina

Company
GameRoomSolutions.com

Patrick [redacted] July 4, 2023 at 4:46 PM

I purchased the mid size virtual pin from you all and I'm liking it a lot. I'm very interested in the 55" vertical 4 player cabinet you have for sale with the full graphics wrap (link below) but I have some requests and I'd like to find out if they could be done. Could it be done with only 2 players and don't cut for player 3 and 4 on the classic style control panel? My other question is rather than the curved button layout, is it possible to do them straight across like the classic american street fighter 2 layout? Also, the artwork previews shown on the site are not for this cabinet. Is there anywhere that I can see the premade artwork choices for this cabinet? Thanks for dealing with all of my questions, I really appreciate it.

https://gameroomsolutions.com/shop/4-player-vertical-arcade-cabinet/

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36

Tina July 5, 2023 at 11:32 AM

Patrick
Yes I am happy to do this for you. I can send you an invoice for what ever you are wanting or you can order online and refer to this ticket so they know what you are wanting. We can do any theme you want. Just send me some ideas you are thinking. However my team will not send you a rendering unit there is an order. He is super talented. Let me know if there is anything else I can do for you.
Tina

Patrick [redacted] July 5, 2023 at 11:59 AM

Sounds good. Thank you so much!

Tina July 5, 2023 at 12:14 PM

Yup! Not a problem, have a good one.
Tina

#81060 Order #112005

Submitted	Received via	Requester
July 21, 2023 at 9:15 AM	Web Service	Patrick [redacted]

Status	Priority	Group	Assignee
Closed	-	Support	Tyler

Company
GameRoomSolutions.com

Patrick [redacted] July 21, 2023 at 9:15 AM

I placed an order for the full size "hero" cabinet. Order number 1[redacted] I wanted to be sure you all received the special instructions and also so we can follow up on the art. I've included the notes that I put on the order below.

I'd like the NEO GEO mvs style wrap but please send me a render, preview, or something first so I can see what it looks like before we agree upon it.

Also, on the 8 button control panel, I would like the R2 button omitted on the bottom row of each player so it's 4 on top and 3 on the bottom in the normal configuration shown, so I can do a 4 button neo geo layout while still having the usual 6 buttons for street fighter. If that needs clarification, please ask so we can be sure it's correct. I DO want the 4 admin buttons as well and I DO want 1 and 2 player start and coin buttons. Thank you!

Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/114.0.0.0 Safari/537.36

Tina July 21, 2023 at 9:50 AM

I need you to draw out what you are wanting Just so I do not assume. The art team is out until sunday but they will get to you with a rendering before anything is printed.

Tyler July 24, 2023 at 10:54 AM

Hey Patrick!

In addition to getting us that sketch of what you're wanting your CP layout to be, how is this for your graphics?

Patrick [redacted] July 24, 2023 at 11:06 AM

That works...as for the control panel I'd want the 4 admin buttons cut, the 1p and 2p start and coin buttons (hopefully in correct relation to the graphic where it says left and right player start) and for the layout, I've included a screenshot off my phone, from your site, edited to show what I mean. Basically it's the 8 button layout you have listed, but only 7 buttons. The r2 isn't cut. The top will be for the 4 neo geo color buttons and the bottom will be 3 additional for street fighter. I'll do top row as 1 2 3 4 and bottom row as 4 5 6 - if that makes any sense. this way i have a 4 button neo geo layout and a sf style layout all in one. So it's the just your 8 button layout minus the last button on the bottom. I'm terrible at explaining things, I hope you understand with the picture! Let me know if you have anymore questions or if you need anything else from me, please. I'm excited. Thank you!

Tyler July 24, 2023 at 11:18 AMInternal note Custom cut above! Will need CNC file for control panel

Cortney July 24, 2023 at 12:05 PM

Hi Patrick!

I just confirmed that the team saw your notes and were able to honor your cuts just like you requested. 😊 We'll get that file over to Tyler for your graphics.

Thank you!

Cortney July 24, 2023 at 12:07 PMInternal note
Cut last week per his order notes, and done correctly per his above layout. [redacted] has CNC file.

Tyler July 24, 2023 at 12:37 PMInternal note
waiting on CNC to print

Tyler July 24, 2023 at 3:40 PM

Hey Patrick!

How is this?

Patrick [redacted] July 24, 2023 at 3:50 PM

Looks great! Just need the 4 admin buttons and 1 and 2 player start and coin but I guess those holes get drilled with the rest, right? I love it!!! Thank you!

Tyler July 24, 2023 at 4:04 PM

That is correct!

We'll get this going for you

Patrick [redacted] July 24, 2023 at 4:05 PM
I appreciate it. Thank you!!!

Support Software by Zendesk

#81304 Re: Your Game Room Solutions order has been received!

Submitted	Received via	Requester
July 26, 2023 at 11:18 PM	Mail	Patrick [redacted]

Status	Priority	Group	Assignee
Closed	-	Support	Tina

Company
GameRoomSolutions.com

Patrick [redacted] July 26, 2023 at 11:18 PM

I'm not rushing this at all, I'm just curious since we finalized the art and cuts and all with the team if there's any timeline or eta? Again, not rushing. I completely understand that things take time. I just want to make sure everything is good to go! Thank you!

On Fri, Jul 21, 2023, 10:10 AM Game Room Solutions <cs@gameroomsolutions.com> wrote:

GameRoomSolutions.com
INSPIRING AWESOME

Thank you for your order

Hi Patrick,

Just to let you know — we've received your order #112005, and it is now being processed:

[Order #112005] (July 21, 2023)

Product	Quantity	Price
Arcade Cabinet Kit - The Hero Cabinet Configuration: DIY Build Kit Wood Color:Black Player Action Button Cut: 8 Action Buttons Trackball Cut:No Front Panel Cut:No Installed Tmolding Color: Black Graphics Wrap: Full Wrap ($179.99) Bundles: No Bundles 4 Admin Button Cut: No Notes: I'd like the NEO GEO mvs style wrap but please send me a render, preview, or something first so I can see what it looks like before we agree upon it. Also, on the 8 button control panel, I would like the R2 button omitted on the bottom row of each player so it's 4 on top and 3 on the bottom in the normal configuration shown, so I can do a 4 button neo geo layout while still having the usual 6 buttons for street fighter. If that needs clarification, please ask so we can be sure it's correct. Thank you!	[redacted]	
Subtotal:		[redacted]
Discount:		
Shipping:		Free shipping over $50

Product	Quantity	Price
Payment method:		Credit Card
Total:		[redacted]

Billing address

[redacted]

Shipping address

[redacted]

Thanks for using gameroomsolutions.com!

Game Room Solutions

Tina July 26, 2023 at 11:44 PM

We are experiencing extreme heat in our area. Our office and shop hours are limited due to this. The unit will ship by Friday.

Patrick [redacted] July 26, 2023 at 11:48 PM

No worries! I hope everyone stays safe! Thank you!

Tina July 27, 2023 at 12:32 AM

I really appreciate that and your unit will be shipping very soon.

Patrick [redacted] July 28, 2023 at 9:25 PM

do we have tracking or did it not go out Friday?

Cortney August 2, 2023 at 11:56 AM

Hi Patrick!

You were sent two tracking numbers via email. Check your spam folder if not in your inbox.

I've attached a pdf of the instructions for cab. Let us know if you have any questions!

Patrick [redacted] August 2, 2023 at 11:57 AM

I saw those! Thank you so much for the instructions! I'm looking forward to getting it together!

Tina August 2, 2023 at 12:06 PM

np.

Support Software by Zendesk

#81672 Order issue

Submitted	Received via	Requester
August 5, 2023 at 10:32 PM	Mail	Patrick [redacted]

Status	Priority	Group	Assignee
Closed	-	Support	Tina

Company
GameRoomSolutions.com

Patrick [redacted] August 5, 2023 at 10:32 PM

I am livid. Order 112005. The plexi for the monitor had a stupid sticker on it that was not cut correctly for my monitor. The screws included were incorrect for my monitor as well. I removed the stupid sticker and discovered that someone had scratched my plexi all the way around for my monitor, probably when cutting the sticker, so I have large scratches on it all the way around. Now I have this huge cab in the middle of my floor that I can't finish putting together because installing the plexiglass requires the cabinet to be disassembled. I'm very tempted to challenge this and do a charge back because I've had to supply a lot of my own hardware for things like the monitor, speakers, mounting the PC, the amp, etc...the plexi put it over the top.

I thought this would be different than the mid size pinball I ordered that is all misaligned and coming apart at the corners now that I'm in the process of fixing because actual arcade cabs are the main product here, but nope.
I need a replacement undamaged monitor plexiglass ASAP so I can put this thing together without the pieces getting broken off by kids, dogs etc in the mean time while I'm waiting. I can't believe that this is what happens when you spend this kind of money. Please advise what the solution will be.
On Sat, Aug 5, 2023, 11:10 AM GameRoomSolutions.com <customerservice@gameroomsolutions.com> wrote:

GameRoomSolutions.com
INSPIRING AWESOME

Dear Patrick [redacted]

We wanted to let you know that your order (#112005) was delivered via FedEx, according to the tracking information below:

Delivered To:
Patrick [redacted]

Tracking Link: [redacted]

This shipment included the following items:

Item #	Description	Qty
	Arcade Cabinet Kit - The Hero	1

Thank you for your business. If there's anything we can do to improve your experience, please let us know!

GameRoomSolutions.com
Phone: (833) 464 2637
Email: customerservice@gameroomsolutions.com
Website: https://gameroomsolutions.com

Patrick [redacted] August 5, 2023 at 10:38 PM

Top left panel isn't matching up either and the graphic is coming off where the t molding meets. This is ridiculous.

Patrick [redacted] August 5, 2023 at 11:12 PM

I got it together after A LOT of adjusting the parts, but you can see where the molding has issues that I didn't notice before. You can also see where there's a cut where the sticker is peeling off that shouldnt be there. At this point if you send new plexi that isn't scratched up with that sticker, I could probably just slide it in from the rear. As for the rest of the stuff...I'm going to have to request a decent refund for the issues shown. At least on the tmolding install and a partial refund on the graphics because of the peeling. These issues require a teardown of the cab to fix which is not really acceptable figuring I spent half my Saturday doing this.

I'm sorry that I approached this in the way I did at first, I'm sure you could sense my frustration and you probably got a bit angry yourself. Now it's not looking AS bad but I would still like to request new plexi that doesn't have the black stickerand a rectangle razor knife cut and the refund for molding and partial graphics. Please let me know if you're able to do this before I discuss other options. I appreciate it.

Tina August 6, 2023 at 1:26 PM

Patrick,

I am sorry we missed your message yesterday. Our business hours are Monday thru Friday 9-4pm.

So it looks like fed ex did a number on your unit! I am so sorry about that. Here's what we can do. I can send the right side again, not a problem at all. I will get to work on that now.

We will send extra tmolding for sure just in case there are other areas you need it for.

On the monitor plexi we do cut the unused area out so our customers do not have to. Can you let me know what monitor or TV you are using so we can make sure our bezel is correct this next time. You can send me a link if that would be easiest for you. I can have our art team customize it the best we can. Could you send me a photo of how the monitor or TV looks now?

Could you tell me how you had to make adjustments for this cabinet all weekend? Sorry I feel this is information I can pass over to the team as helpful information.

My supervisor is telling me the marquee piece is also damaged. Just so I know exactly what I need to send can you send me a photo?

Patrick [redacted] August 6, 2023 at 1:28 PM

I'm asking for a refund for the art and molding and the proper plexi needed. Are you able to do this as a solution or no?

Patrick [redacted] August 6, 2023 at 1:31 PM

FedEx insures the first $100 of a package free, so it shouldn't be an issue to get the correct plexi and a refund.

Patrick [redacted] August 6, 2023 at 1:52 PM

You can see the piece under the marquee. About every piece is rough in some way. I'm not wanting to go through the hassle of taking it all down again. Even the tmolding is off center on the piece above the speakers you can see the wood on the left side of the pic. Like I said, it's really rough. I put the glaring issues in my earlier email and on Reddit but it's really rough and not all FedEx's fault, they didn't route the molding wrong or cut the cab wrong making the side art peel. There's even a spot on the back right panel. It's just shoddy all around. I'd like the correct plexi And a sizeable refund for all the issues. At some point I'll probably have to peel it all off and just spray it black and go from there but I really don't want it put even more labor into this thing.

Patrick [redacted] August 6, 2023 at 5:38 PM

Here is another picture of the monitor

Patrick [redacted] August 7, 2023 at 1:56 PM

Look how misaligned the control panel art is. Completely off center. Just discovered this today. Everything is off about the quality of the work. You can't tell me that's FedEx damage too?

Tina August 7, 2023 at 5:46 PM

Patrick,
I am working very hard to get this out the door tomorrow. Can you please just email me instead? I am getting half info from you then you are telling Ryan other things. I am the one who needs to resolve this. I appreciate all the info. Ryan is telling me something about the control panel now. Can you please tell me what the issue is with that. Looks like you requested something special and looks like that was done and you approved the art is that correct?

Patrick [redacted] August 7, 2023 at 5:49 PM

I did email you with a picture of the control panel and explained that there is too much black space on the left and the red/white graphic needs to be centered on the panel and the controls themselves need to be moved slightly left to be even in the red/white area. Maybe it went to your spam folder? Reddit is just where I am sharing my experience as it goes along and has nothing to do with me asking for customer support as I am going through here, which is the proper channel for customer support.

Patrick [redacted] August 7, 2023 at 5:52 PM

Here is my reddit response to whoever runs the grs account there so everyone is on the same page.

Yes, I did look at it on my phone while I was at work and it did look fine to me then. I do see it now, that doesn't mean it's good and we both know any artist would/should notice things like this. The panel, artwork, and plexi would need to be replaced because the art needs to be moved over to the left as well as the controls themselves so that they are appropriately centered within the red/white graphic. I didn't see any tracking from all the other pieces that needed replacing yet. Are you holding those until this is resolved and shipping them all at once?

Tina August 7, 2023 at 6:02 PM

I think the person who is responding is just trying to help and I understand the frustration. From my stand point yes I do want us to be on the same page and do not want to miss anything. I am sending the parts tomorrow. I have addressed all the other issues and have everything ready to go I just now learned of the cp. I will get with the art team and the lady that installs the art on the control panel. I would prefer to send it all right this time. Which will be tomorrow. Are there any more issues?

Patrick [redacted] August 7, 2023 at 6:06 PM

No other issues. I made sure to look hard after discovering the CP. I do appreciate you trying to fix this thing. Honestly, I feel like it's a real turd in its current state.

Patrick [redacted] August 7, 2023 at 6:51 PM

They asked me questions again on Reddit. I responded.

Tina August 7, 2023 at 7:23 PM

Ok not a problem. This art is complicated and to not overcharge we try and make sure we can accommodate every possible cut. I can see how we all landing in the mud over this very particular art. This is probably one of a thousands sets where the art work has to be so so to the panel and knowing you had custom cuts on the panel I think the design team just didnt realize how wide that black would be on one side. I am really sorry and I am working late today to get this resolved.

Patrick [redacted] August 7, 2023 at 7:24 PM

I do appreciate that. Thank you for trying to come up with a solution to the issue.

Tina August 7, 2023 at 7:52 PM

I'm only here to help and make sure it is right. Believe it or not I do send these units off to trusted few people before we post them and even the few we have sold people were just like this is so cool so I was taken back by all the issues. FED EX...its a love hate relationship and I hate them at the moment but have to have them. Their grand contribution really set me back but that does happen from time to time. Hate that it happened to you. I went and got the tv you have to make sure it was going to go right where it should and I am testing it even. I want it right because it is such a cool unit. You will get tracking on all this tomorrow as well as an outline of what I have solved. Thank you for your time and I hope you have a good evening.

Patrick [redacted] August 7, 2023 at 8:16 PM

I appreciate it. I'll update reddit when it's said and done and taken care of so it accurately shows the solution and final product.

Tina August 7, 2023 at 8:19 PM

I really appreciate that. Thanks.

Patrick [redacted] August 7, 2023 at 10:30 PM

Red/white graphic needs moved to the left so there is an even black space on either side. Left player controls need moved more to the left side of the graphic so the stick and buttons are closer to the edge of the graphic as it is like that on the right side of the panel. Look how close the blue button is to the edge of the right side of the graphic, the left stick should also be that close to the left edge of the graphic and of course the buttons move left in relation to that stick, if that makes sense. The red/white graphic has to shift left along with the left player controls. I assume the graphics are in Photoshop layers and that shouldn't be too difficult. Because the sticks and buttons need moved, it'll require a new control panel, control panel graphic, and plexi.

Patrick [redacted] August 8, 2023 at 1:37 PM

Any news on this?

Tina August 8, 2023 at 2:52 PM Internal note --- Content of #81784 ---

Thank you for ~~the upd~~ate.

On Tue, Aug 8, 2023, 3:29 PM GameRoomSolutions.com customerservice@gameroomsolutions.com wrote:

Dear Patrick [redacted]

Thank you for your order from GameRoomSolutions Sales! We wanted to let you know that your order (#852411) was shipped via FedEx, FedEx Home Delivery® on 8/8/2023. You can track your package at any time using the link below.

Shipped To:

Patrick [redacted]

[redacted]

Track Your Shipment: [redacted]

This shipment includes the following items:

Item # Description Qty
reship parts- monitor plex and bezel, control panel with art, tmolding and plex, bottom side part, top left and right, marquee support and plex support 1

Thank you for your business and we look forward to serving you in the future!

GameRoomSolutions.com
Phone: (833) 464 2637
Email: customerservice@gameroomsolutions.com
Website: https://gameroomsolutions.com

Tina August 8, 2023 at 2:52 PM Internal note

Merge successful!

Tina August 8, 2023 at 2:52 PM

I am packing it up as we speak. I am sending photos

Patrick Corrigan August 8, 2023 at 2:53 PM

I saw the tracking. Thanks!

Tina August 13, 2023 at 2:40 PM Internal note

Closing in favor of #81919

Support Software by Zendesk

#81919 Re: Your order has been delivered!

Submitted	Received via	Requester
August 12, 2023 at 11:01 AM	Mail	Patrick [redacted]

Status	Priority	Group	Assignee
Closed	-	Support	Tina

Company
GameRoomSolutions.com

Patrick [redacted] August 12, 2023 at 11:01 AM

This one is even worse, gouged down to the wood. I was really hoping that things could be worked out but it doesn't appear to be so. I'm pretty upset, this is a big purchase for me. I want to inform you that I've filed a charge back with my bank and I hope that you are compliant with it. I'm not going to post on Reddit with anything more negative, but this is a terrible experience and it's a shame because I was looking into saving up for the full size pinball but I'm going to take that one elsewhere when it's time. You probably wouldn't want to deal with me either after all these issues. Hopefully we can amicably walk away from this. I'm sure neither one of us is happy at this point. Sorry it has to end this way but sometimes things don't work out.

On Sat, Aug 12, 2023, 11:09 AM GameRoomSolutions.com <customerservice@gameroomsolutions.com> wrote:

> GameRoomSolutions.com
> INSPIRING AWESOME
>
> Dear Patrick [redacted]
>
> We wanted to let you know that your order (#852411) was delivered via FedEx, according to the tracking information below:
>
> Delivered To:
> Patrick [redacted]
>
> Tracking Link: [redacted]
>
> This shipment included the following items:

Item #	Description	Qty
	reship parts- monitor plex and bezel, control panel with art, tmolding and plex, bottom side part, top left and right, marquee support and plex support	1

Thank you for your business. If there's anything we can do to improve your experience, please let us know!

GameRoomSolutions.com
Phone: (833) 464 2637
Email: customerservice@gameroomsolutions.com
Website: https://gameroomsolutions.com

Patrick [redacted] August 1[redacted] 2:44 PM

The joystick bolts are also too short to mount. The ongoing problems seem to never end.

Tina August 13, 2023 at 2:40 PM Internal note --- Content of #81672 ---

I am livid. Order ~~112~~005. The plexi for the monitor had a stupid sticker on it that was not cut correctly for my monitor. The screws included were incorrect for my monitor as well. I removed the stupid sticker and discovered that someone had scratched my plexi all the way around for my monitor, probably when cutting the sticker, so I have large scratches on it all the way around. Now I have this huge cab in the middle of my floor that I can't finish putting together because installing the plexiglass requires the cabinet to be disassembled. I'm very tempted to challenge this and do a charge back because I've had to supply a lot of my own hardware for things like the monitor, speakers, mounting the PC, the amp, etc...the plexi put it over the top.

I thought this would be different than the mid size pinball I ordered that is all misaligned and coming apart at the corners now that I'm in the process of fixing because actual arcade cabs are the main product here, but nope.

I need a replacement undamaged monitor plexiglass ASAP so I can put this thing together without the pieces getting broken off by kids, dogs etc in the mean time while I'm waiting. I can't believe that this is what happens when you spend this kind of money. Please advise what the solution will be.

On Sat, Aug 5, 2023, 11:10 AM GameRoomSolutions.com customerservice@gameroomsolutions.com wrote:

Dear Patrick [redacted]

We wanted to let you know that your order (#112005) was delivered via FedEx, according to the tracking information below:

Delivered To:
Patrick [redacted]

Tracking Link: [redacted]

This shipment included the following items:

Item # Description Qty
Arcade Cabinet Kit - The Hero 1

Thank you for your business. If there's anything we can do to improve your experience, please let us know!

GameRoomSolutions.com
Phone: (833) 464 2637
Email: customerservice@gameroomsolutions.com
Website: https://gameroomsolutions.com

Tina August 13, 2023 at 2:41 PM Internal note

Merge successful!

Tina August 13, 2023 at 2:48 PM

Patrick,
The tmolding got damaged again I see. Ok I will send more tomorrow am. The joystick mounting screws are what we have used for years. We send with every order and never hear of the issue you are referring to. If you are using a different joysticks then sanwa or generic sanwa you might have to get different screws. You didn't buy my joysticks and there is no way for me to source everyone individual joystick screws. I am sending another 12 feet of black tmolding. I am happy to look at the joystick and give suggestions. However if you need a longer screw the joystick screw is a #8-32 5/16 just source a longer one and you should be good.

Patrick [redacted] August 13, 2023 at 3:02 PM

I paid for the tmolding install and will probably damage it upon install. I clearly ordered this because I'm more handy with electronics than wood. I'm using IL sticks, which are the good version of happ comps. Was the most common stick in the US in the 90s. This cab is honestly a pile of junk and it's really disappointing.

Patrick [redacted] August 13, 2023 at 7:17 PM

What is the return process?

Tina August 14, 2023 at 12:21 PM

Patrick,
I have worked with you this entire time sending you parts and no the cabinet isn't junk. One part of the tmolding has a knick. Its no big deal and easy to fix. The IL are not the same as happ which are compatible. Like you said they are thicker than the happ. It will require you sourcing a longer screw or I am happy to try.

Going back and looking at all the information here in the email and online you fail to give complete information. Like the monitor/tv bezel...That monitor didn't come from us and there are no notes or messages about that model number to my staff. Once I had the tv model I went and bought one even to make sure the bezel was right. I feel like the joystick situation is right on par with that situation. You want to give me only bits and pieces of the information when I am shipping you items. I have been more than happy to help and still am.

Do you want me to source you a screw for the joystick? I am more than happy to give it a try but honestly I will not accept fault in something I am not responsible for at all. Again, you could have asked me and I would have given you that information. The order selection was DIY. Same thing from the beginning with the monitor/tv bezel. That information wasn't shared yet I went out of my way to make sure the bezel would fit your tv.

If you want to return the unit feel free to do so. My staff and I have been extremely attentive to you and this order and have replaced every part you have asked for and provided you with the on demand support. The tmolding was sent out today. Clearly this was damage done at the hands of fed ex. Regardless of the fault I solved the problem and my offer still stands on the joystick screws. Return address is listed below.

Have a good one,
Tina

GRS
[redacted]

Patrick [redacted] August 14, 2023 at 12:26 PM

IL made happ to begin with before happ moved to Chinese production! The only difference is the materials used, dimensions are the same. Can you send a return shipping label so I can get it out? Sure it 3as diy but that doesn't excuse that it's supposed to come with things that did not work and/or were broken.

Patrick [redacted] August 14, 2023 at 10:02 PM

The IL aren't thicker than happ. The only difference is happ has outsourced them to China and a few parts are made cheaper on happs but they're the same dimensions and essentially the same sticks. You should know this selling arcade products. I actually own real machines and have since the late 90s. Can you provide a shipping label for the return? You probably didn't see my last message. Thanks.

Tina August 15, 2023 at 11:38 AM

Patrick,

You excepted fixed parts and that obligation has been met. We have fixed every issue you have had. It is not my responsibility to source joystick screws for you if you did not purchase the joysticks from me. And that is no a valid reason to return the item.

Again from the beginning you never asked for a return label. I will assume by some of your comments on reddit that your goal was never to resolve any real issues. Which is sad because I have worked very hard to make sure every issue was address no matter the time of day or day of the week. I would never refund someone for the art or understand that request unless the goal was to expose and extort money from my business. Regardless a return was on the table until you agreed to accept the fixed parts. All the items were resent and were all fixed that was the resolution you agreed to.

As far as customer support, service and everything in between we have fulfilled this order. You have the return address if you choose to return the item. Also the return policy is listed online. Once the item is returned you will receive the refund minus the restocking fee.

Have a good day,

Tina

Support Software by Zendesk