




 Josh Polito 3:17:41 PM
Initial Question/Comment: RMA


 System 3:17:46 PM
Stacy has joined this session!


 System 3:17:46 PM
Connected with Stacy


 System 3:17:46 PM
Hello my name is Stacy. How may I help you today?


 Josh Polito 3:18:07 PM
Greetings, I have a question about sending back a USB drive


 Josh Polito 3:18:55 PM
Unfortunately the original packaging has been disposed of after I tested the drive (it was one of those plastic things that can't be resealed)


 Josh Polito 3:19:09 PM
It was working fine initially, but then it stopped working correctly and I decided to RMA it


 Josh Polito 3:19:17 PM
But I no longer have the aforementioned packaging


 Josh Polito 3:19:29 PM
Is that required in the RMA process?


 Stacy 3:21:56 PM
Please kindly note that the retail box and all accessories that were included with the item should be returned to us for processing an RMA. Since you no longer have the retail packing for this item you will need to take advantage of your end user warranty by contacting the manufacturer for further assistance, their phone number is 1-886-2-8226-5000.


 Josh Polito 3:22:19 PM
Awesome.


 Josh Polito 3:22:22 PM
Well then, thanks.


 Stacy 3:23:01 PM
Welcome.


 Stacy 3:23:36 PM
Was I able to resolve your issue or answer all your questions today?


 Josh Polito 3:23:49 PM
Just a second


 Josh Polito 3:23:53 PM
Trying to get the phone number to work


 Josh Polito 3:24:42 PM
It doesn't seem to be working


 Josh Polito 3:24:50 PM
With or without the 1

 Josh Polito 3:27:47 PM
Am I still connected?

 Stacy 3:28:53 PM
Checking on their website, the phone is 886-2-82265000.

 Josh Polito 3:29:38 PM
Any attempt at dialing '886' into a phone does not work

 Josh Polito 3:29:43 PM
An error is sent back immediately

 Stacy 3:30:58 PM

I see.

 Stacy 3:31:18 PM

Would you like a refund or replacement?

 Josh Polito 3:31:36 PM

A refund would be nice

 Stacy 3:32:13 PM

Okay.

 Stacy 3:33:03 PM

I would like to make an exception to issue the refund \$16.99 back to your original payment method, you can simply keep the item.

 Stacy 3:33:17 PM

Please allow 3-5 business days for the funds to become available.

 Josh Polito 3:33:21 PM

That would be fantastic

 Josh Polito 3:33:25 PM


Thank you very much

 Stacy 3:33:53 PM


You are welcome.

 Josh Polito 3:34:08 PM

I suppose that will be all then

 Josh Polito 3:34:37 PM

Your assistance in the matter was greatly appreciated

 Josh Polito 3:34:48 PM

Goodbye

 Stacy 3:35:18 PM

Bye for now:)

 Stacy 3:35:23 PM

Thank you for contacting Newegg. I hope you have an eggcellent day!