

Tuesday, July 10, 2007

K-Mart sucks

The K-Mart shirt says \$7, not \$10 assholes

Do you know what K-Mart? Kiss my ass.

Here is a copy of my letter to K-Mart...

a few days ago I had a situation at one of your stores that forces me to write.

I was on a trip and had under packed so on Saturday (7/7/07) I stopped at a K-Mart to grab a couple dress shirts. I was at the K-Mart in Marshalltown, IA

I picked up one for \$21.99 and another one for \$7 that was on a rack labeled "SALE \$7-\$8".

When the shirts were rang up the first one correctly rang up for \$21.99 but I noticed the \$7 shirt rang up as \$10.

I told the clerk that I thought there was a mistake with the price of the shirt, pointing out that the price tag said \$7 and I had taken the shirt off of a rack that said "SALE \$7-\$8"

The clerk went and called back to Men's clothing dept. and after a minute she came back and said, "They said whatever it rang up as is what it costs."

I said, "Now wait a minute - The shirt says \$7, the rack said \$7-\$8, THERE ARE MORE, I WILL SHOW YOU!" I was willing to walk her back to the rack I got the shirt from to show her the 10-15 other IDENTICAL shirts on it with the same price.

She looked annoyed and walked over to phone to call the men's clothing dept. again. They obviously couldn't help her so she called to get the manager.

Once again I pleaded my case and advised her of the location of the shirt on the rack and the price tag on the shirt. She didn't want to look either. She took the price tag and ran her finger back and forth over it I'm assuming to check to see if I had CHANGED the price tag!!!!!! What in the World??? I paid full price for a \$21 shirt and they are giving me the riot act about a shirt that was not entered in your system correctly?

She finally relented and said that it didn't LOOK like I had changed the tag and told the checker to "go ahead and give it to him" referring to the \$3 markup on the shirt that should have never been there.

I don't know what the policy there is about discrepancy in price, but I have a hard time imaging that they followed it. I feel like I wasted time and frustration to purchase an item for what it was priced. I feel like I was treated suspiciously and unfairly and I hope that when I send my mother there to get something they wouldn't treat her like they treated me. I scanned a copy of the tag in question and I would love for the Marshalltown K-Mart employees to at least look at all the other shirts left on this rack and fix it in their barcode system. Maybe the next guy won't complain.

Posted by TK (Admin) at 23:54