

[REDACTED]

From: [REDACTED]
Sent: Thursday, 9 September 2021 2:22 PM
To: Digital Monitoring
Subject: Kogan.com - No phone contact or email address when the online platform is not working

Dear ACCC

I just purchased a product from Kogan website, the product arrived and when I open the pack, one of the leg of the desk is cracked, hence it could not support the desk on stand-up position.

I went onto kogan.com-customer care and follow the process to submit for a replacement. I filled in the required information and when click on Submit, it comes up with error ' We had trouble submitting your request. try again later'. I have been trying for 5 days and still no luck.

I google to find a contact phone number or an email address and found nothing, the only phone contact number is for Kogan mobile phone, I rang [REDACTED] and they could only help with mobile phone issues and confirmed that for other Kogan products, everything is on kogan.com website , and there is no phone contact or email address.




Technology is just another machine, and it bounds to have problems, it is possible that this is an error in the kogan.com program or it could a deliberate attempt to stop consumers from claims. If this is a programming error, then Kogan needs to provide a way for consumers to let them know so they can rectify their technical issue.

I understand that every business is aiming to lower cost, but a business is dealing with human, hence it must have a human interface avenue, otherwise the consumers are just dealing with robots or AI and this would be no difference to a scam where dysfunctional products are legally sold by unethical businesses.






Thank you for acting on behalf of the consumers and please consider that a support phone contact number is mandatory for business, otherwise ACCC will be flooded with consumer complaints.

Regards




[REDACTED]

-  Kogan First
-  Subscriptions and Alerts
-  Wishlist



Personal Information & Privacy

-  Contact Details
-  Delivery Addresses
-  Saved Credit Cards
-  Change Password
-  Linked Login Accounts

Coupons & Credits

-  Credits
-  Gift Cards
-  eVouchers

Reward Programs

-  Qantas Frequent Flyer
-  Card Rewards



Foldable Laptop Desk Adjuster

Sold by and ships from [REDACTED]
Ordered on 26 August 2021

What else do you want to tell [REDACTED]

when open the pack, one of the leg is broken in stand up position.

We are gladly to accept a replacement for [REDACTED]

Replacement/Repair Address



 ADD PHOTOS OR VIDEOS

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