


Support center >> ask a question >> Wrong AC adapter, GPS not working
[questions list](#)
Ticket: T12703655606

Message type: Other Issues

Subject: Wrong AC adapter, GPS not working
Content: First, the AC adapter enclosed is for China and cannot plug in the USA.
 Second, the GPS is not working.

State: Processing

Full Name: Robert Lo

Attachment : [Attachment 1](#) [Attachment 2](#)
Administrator(shiela) At :07/12/2013 11:48:11 PM

Dear Robert ,

Thanks for your message ,

We are sorry for the problem , we can resend you the right AC adapter.

For the GPS , you need to download the GPS software first .

If any problem ,please do not hesitate to contact us.

Best regards,

Shiela

Robert Lo At :07/13/2013 08:12:30 AM

Yes, please send me the correct AC adapter for USA market. Thanks.

Where and how to download the GPS software? Please give me more details.

Administrator(shiela) At :07/14/2013 10:38:20 PM

Dear Robert ,

Thanks for your message ,

Please tell me the order number and the sku number for the device.

Please try the following steps to download and install apps on your Android device: Click the MENU button, go to SETTINGS, click on APPLICATIONS, and make sure that "UNKNOWN SOURCES" is checked. Finally, read the warning message and acknowledge if you are OK to proceed with the changes.

This will enable you to install non-Market applications. Please try to download and install the apps again.

For Android applications and games for your device, we are happy to recommend the following websites: <https://play.google.com/store> <http://www.getjar.com/mobile/16914/getjar-apps-for-google-nexus-one> <http://www.appbrain.com/> Please note that the customer is responsible for any and all applications they download and install on their device; we are not responsible or liable in any way for issues caused by customers downloading and using software.

For these issues, we advise customers to contact the software developer for technical support and help.

Best regards,

Shiela

Robert Lo At :07/15/2013 05:18:53 AM

Order Number DD1307082101157611
SKU Number SX9-0349688 (see photo.JPG)

Please see the screenshot. GPS on, color yellow. But it never received any GPS signal. How can you test and prove your GPS is working properly?

I am an experienced computer user and used Google Maps for navigation frequently. When running Google Maps on your device, it cannot receive any GPS signal. I believe the problem is on your device, not on the application.

I am very regretful to purchase this immature product. The browser speed test scores 250 that is even slower than iPhone 4. The CPU cannot run the online streaming videos and fail to open the web pages frequently unless you have great patience to wait.

I want to return this product and get a full refund. Otherwise, I will post the true and negative reviews/comments to this product on the internet.

[attachment 1](#) [attachment 2](#)

Administrator(shiela) At :07/15/2013 08:00:35 PM

Dear Robert ,

Thanks for your reply ,

We are sorry to hear that , the problem is that it may not up to your expectation but we did offer you working one.

And the returning will cost you returning fee, we can only offer you the cost you paid for the item.

All in all, we really sorry for the problem,And we can offer you a discount for your next order.

If any problem,please do not hesitate to contact us.

Best regards,

Shiela

Robert Lo At :07/15/2013 09:14:38 PM

First, the AC plug is not the WORKING one. I am in the USA and you gave me the plug in China. Is it working?

Second, the GPS is dead at all and cannot receive any signal. The GPS is not WORKING at all.

I will file the dispute to PayPal and ask them to get money back for me.

Robert Lo At :07/15/2013 11:44:59 PM

Please click <http://robertlo.weebly.com/product-review.html>

I already filed the dispute through PayPal.

I do not have much patience to wait for your response. If I am not satisfied, I am ready to post the above link in many web sites as I can. Also, I will file a lawsuit against you for your imitation of the MacBook shipping box.

Because you ignore my humble requests from the beginning, you will face a load of burden if you still ignore this my last warning.

Stop shipping immature (craps) products to USA. You can cheat in China market. You will pay big price if you cheat the USA consumers.

Administrator(shiela) At :07/16/2013 10:43:15 PM

Dear Robert ,

Thanks for your reply and sorry for all ,

I am just trying to offer you some advice, if you are still not satisfied,
Please return the device, and we will offer you the Commodity price : 151.29

You can get the information about the Warranty & Return on:
<http://www.ahappydeal.com/m-article-id-102.html>

Please note our address: Junling Li

Room 201, 2rd Floor, Building 8, Zhongxing Industrial City, Chuangye road, Nanshan District, Shenzhen, 518054.China

1.please you send it back by flat rate shipping, just by post office.

Note : Do not send by fast shipping : DHL,Fedex,UPS since the customs will ask for high tax or detain the package .

2.please download the attach RETURN MERCHANISE AUTHORIZATION (R.M.A) ,fill in the blanks , print this page and send it back together .

3.please send all the accessories .

Please do remember to tell me the Tracking Number or Customs Form right after you ship back .

So we could track the return .

If any problem ,please do not hesitate to contact us.

Best regards,

Shiela

[attachment 1](#)

Robert Lo At :07/17/2013 04:38:03 AM

You are a dishonest vendor. You supplied me a defective netbook with (1) wrong AC plug and (2) non-working GPS receiver but you still claimed the netbook is working one!

What if I returned the defective device to you and then you claimed you never received the package or you received an empty package or you received a wrong package or whatever you can claim for. At the end, I still cannot get my refund.

Because the record showed that you are dishonest and even can allege a defective product as a working one without feeling and guilty and embarrassment, I can not and will not trust you.

Therefore, I insist the following:

- 1 a 100% full refund of \$185.27 credit back to my PayPal account
- 2 an RMA number (Return Material Authorization)
- 3 a PAID DHL shipping label with all return information printed for me simply pack and ship

I reserve my right to take any or all of the following actions:

I will post the link below on the internet to alert people learning from my experience before purchasing any items from a dishonest company or an immature netbook.

<http://robertlo.weebly.com/product-review.html>

Also, I will file a lawsuit and ask for \$10,000 penalty charge for your imitation of MacBook picture on your product packaging box.

Or, I simply report the attached photo to Apple, Inc. and let their legal department dealing with you.

Attached is the proof photo of your product packaging box which imitates a MacBook inside.

All of our correspondences will end here and will be kept as a proofing document for court use in the future. Your immediate and unconditional fully compliance to my three requests above is a must.

Please also take this as an demanding letter before filing the lawsuit against you. Thanks for your attention and caring on this matter.

[attachment 1](#)

Leave a reply

*Full Name:

*Reply:

Attachment 1(option): No file chosen

Attachment 2(option): No file chosen

Attachment 3(option): No file chosen

Submit

If you would like to show us some files , please upload them here.

Each file must be below 2MB. The following file formats are supported: gif, jpg, png, bmp, doc, xls, txt, rar, ppt, pdf

Close this question

We have response to your question ,please close your question and rate our service if you are satisfied with our answers and services .please leave us a reply if you have more question about this issue.

Service Assessment:

Tell Us What You Think about our response.

Service rating: ★★★★★ 5 stars

close question.

Note: You will not be able to leave a reply to this Issue if this question is closed.

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