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Confessions Of A Negative Reviewer; And How Two Different Companies Handled Me

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Confessions Of A Negative Reviewer; And How Two Different Companies Handled Me

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I don't post a lot of reviews, but after a recent Amazon shopping spree, and after receiving a few prompts, I felt compelled to comment on what I thought were *meh* products.

For both the products, I left three star reviews, primarily because I thought they weren't exactly like they appeared online. It turns out I was *gasp* wrong, about both, but each one handled my reviews very differently and one came down much faster because of it.

The first review was for a lamp. I thought I had ordered a bedside lamp with the option of attaching it to a headboard. It had the option, but it didn't stand as a bedside lamp. It was a lamp, it worked, I figured out a temporary solution, and at \$20, I didn't feel an urgent need to return it, so I gave the product a three-star review.

The second product was a pillow. One selling point was that it was customizable, and that I could remove the stuffing as I saw fit. The problem, though, was that it didn't have enough stuffing. It was reasonably comfortable, but it just needed more. Again, a three-star review.

Both companies sent me private messages in response, but that's where the similarities ended. The lamp company became defensive. They said I didn't read the description and that I could return it if I didn't like it. They were right, sort of. I did misread the description. I said it was okay and that I would keep the lamp. They sent me another email demanding I remove the review.


I thought about it. It had been a difficult day/week/month/year. I may have been in the wrong, but that was the last thing I wanted to admit. The company wasn't exactly rude, but they weren't exactly warm either. I thought about leaving the three-star review, even with the demand that I take it down.


The second company took a slightly different tack. Their email said that they would send me extra filling. They didn't ask me to remove the review.


Ultimately I ended up removing both reviews, because honestly, to leave it up, even for the lamp, would be nothing but petulance on my part. There is a lesson to be learned here, though. Focus on the service, not on having the review removed. You'd be amazed at how forgiving a petulant customer can be if they are treated right.

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