



q comment:

WAS THE STRESS WORTH IT?



To skip ahead to the upcoming acquisition of what would turn out to be the first of three DELL laptops, I want to clarify that this is by no means a critique of DELL.

I began my search on Facebook Marketplace, and while the computer was quite sturdy and functioned flawlessly, it simply didn't meet my aesthetic preferences. While exploring other options, I sold my initial laptop at a fair price, which allowed me to increase my budget for the second laptop.

My thorough quest for a replacement led me to consider refurbished devices and various specialized retailers. I frequently shop at Kogan (and I commend them for their excellent service and products), which introduced me to a company based in Sydney (I believe in Manly).

Although I bought my DELL Precision 5540 through Kogan to earn QANTAS points and benefit from free delivery, it was the seller who communicated with me the most. Unfortunately, this turned into a complete disaster due to extremely poor service and a total lack of understanding of customer service principles. While the computer itself was generally fine, the fans were louder than the television, and the touchscreen had persistent ripples. A simple question about whether the business accepted trade-ins resulted in a major argument with one of the directors, who refused to honour a contract of sale via MyDeal for another laptop - one I had hoped would be a much better fit for me.

Eventually, I found a Brisbane-based company called TECH FACTORY, and Lindsay was incredibly helpful. Despite the approaching cyclone, he essentially finalised the deal with a great price and complete professionalism.

In short, my DELL Precision 5570 is outstanding and meets all my expectations for a 'Windows' laptop.

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