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What are the pitfalls in this picture? by Dinesh

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A reputed DVD rental service that offers its customer a selection of over 15,000 titles, panning across Indian and international languages with a free pick-up and drop option for the DVDs that are ordered online does seem like a great deal. If you are also a customer with a complaint against Big Flix then you will know that it should be but sadly it is not. Though Big Flix promises that you can request for pick-up and drop services through a message, email or the telephone, usually all of them are unreachable. Though you can always send an e-mail these seldom receive a reply.

A major Big Flix complaint is about the loss of viewing time. Customers can take up subscriptions for yearly, half yearly or quarterly memberships. If the customer wishes to renew the membership he can extend the period of membership by paying the required amount. The only problem is that due to late pickups and drop off of the DVDs customers can lose days of viewing which cannot be made up for. This can lead to customer dissatisfaction.

In November 2011 Big flix shut down its DVD rental division and is now offering only streaming movies. The customers were informed that they can get a refund of their membership fees but the exact date was not announced. Some customers were offered a set of 25 DVDs. This would have been well appreciated if most of the DVDs were not scratched and useless.

The call centres that handled a part of the customer care division was also shut down but the online Big Flix customer care site is available to the customers. Most of your queries about your account can be cleared at this site. Checking the status of your account can be done on the site. You also have the option of viewing the history of your account so you can keep a track of all the movies that you have watched and all the DVDs that you have ordered.

The site also offers contact details of the firm. Since Big Flix is owned by the reliance group you can find the address of the reliance offices and the phone numbers that you can use to contact them. They have also given the e-mail address of the firm. For the customers who are not very tech savvy and still prefer the snail mail , they have given their postal address too.

With so many contact details you should not have any trouble getting a responsible representative of the company to talk to you and help you out if you are facing a problem, but the customers claim that ,ost telephone numbers do not work and the e-mail never receive a reply. The snail mail version is also not very useful unless you plan on sending a complaint as a registered post. Even this can disappear without a trace. So finally it is best to pray that you get your DVDs on time and you can watch movies as planned.

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Dinesh - About Author:
Author has been writing articles of consumerâ€™s interest for a long time. This article is being written to target quality of services of Big Flix . Dedicated a Big Flix customer care always works hard to make their customers happy. Main motto of this article is to get a online customer forum introduced

to customers.

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