



**Note for the Attention of
Mr Mefaredj, General Manager
Carrefour Ltd, Kenya**

**Subject: Complaint regarding after sale service by the personnel at
Carrefour Hypermarket at the Junction Mall in Nairobi on 25 February 2021**

Dear Sir,

I regret to have to call your attention to the way my hosts and I were treated by your service personnel at your Hypermarket at the Junction Mall in Nairobi yesterday 25 February.

On Saturday 30 January 2021 we bought an HP-laser-printer model 107A for use at our residence here in Nairobi, c.f. the attached invoice.
It was the last printer of this model in the shop; the sales staff checked that the printer worked with the installed cartridge which we assumed was as new as the printer itself.
At the same time we bought a package with 500 sheets of 'A4 multipurpose quality paper'.

During the first two weeks the printer worked fine printing inter alia, several versions of a note for the Tanzanian government that I am currently working on; but at the end of the second week the toner started weakening; there were and are still about half or some 250 sheets of paper left of the package of 500 sheets referred to.

In other words, the cartridge we bought as an integral part of the printer cannot have been 100% full or in order when we bought the printer in your computer department of your Hypermarket;

At the end of the following week brought the cartridge back to your service desk at the entrance of the Hypermarket. The attendant checked the cartridge and explained that the particular cartridge was not the correct type for the HP-printer we had bought on 30 January; she told us she would order the correct type for us and asked us to come back the following week;

As stated above we came back yesterday 25 February ... and were then told by your 'manager' of the service desk that Carrefour does not accept complaints about used printer cartridges; We were simply told to go elsewhere and buy a new cartridge, since your Hypermarket did currently not have that type of cartridge in stock.

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Svend Kræmer
Githunguri Road, Virai Millenium
P.O. Box 19432, 00202 Nairobi, Kenya
tel. +254-748-985133 +255-766130071
svend@nortreks.net <http://nortreks.net>



In summary, your staff sold us a new printer on 30 January with a used or defect printer cartridge which your service staff state is our problem, and that Carrefour cannot take any responsibility to supply us and our now four week old printer with a proper printer cartridge.

We look forward to hearing your opinion about this way of being treated by your service staff, and we suggest that you act in favour of your, so far, dedicated clients;

During my more than 30 years residence in Belgium where I have enjoyed excellent service from your local Carrefour store in Waterloo south of Brussels, I have never experienced being treated like here in Nairobi.

... Au cours de mes plus de 30 ans de vie en Belgique où j'ai reçu un excellent service de votre magasin Carrefour à Waterloo, je n'ai jamais été traité comme ici à Nairobi.

Nairobi, 26 February 2021

Svend Kræmer

Svend Kræmer

Subsequent correspondence with Mr Mefaredj via LinkedIn.com

Friday 26 February 2021 Svend Kræmer sent the following message at 12:19 PM

Dear Hichem, I already sent the complaint via the contact form available at:=

<https://www.carrefourkenya.com/contact-us>

But previous attempts for getting feedback from Carrefour via the form have not been successful;

The complaint is posted on the internet via this link:= <http://nortreks.net/carrefour-complaint>

Some time ago I proposed that your liquor department at the Hypermarket would benefit by marketing wine from Tanzania; Why don't you follow this up via <http://cetawico.com/> or directly by calling Eric Schnultz (+255-768-555915) their South-African wine-master in Dodoma, who has made the quality of TZ wine au par with South African wines, selling at half price of the South African. Best regards Svend

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- Hichem Mefaredj sent the following message at 3:31 PM

Dear Sir, thank you for sharing this and I will transmit the same to the concerned persons and they will contact you shortly. Kind regards

- Svend Kræmer sent the following messages at 6:46 PM

Most appreciated, merci beaucoup!!

Tuesday 2 March 2021
Svend Kræmer 6:47 PM

Dear Sir, It seems not possible to find a new cartridge anywhere in Nairobi for the HP printer we bought about a month ago in your Junction store; will it be possible to have in replaced if we bring the 'defect' printer back to the store?

- Hichem Mefaredj sent the following message at 8:06 PM

Dear Sir, I don't know but please contact the person that was on the phone with you (or in contact with); if you need any assistance please let me know, thanks.

Tuesday 9 March 2021
Svend Kræmer 9:05 AM

Good morning! Your Junction Mall service desk refunded us yesterday the full amount for the printer without comment; Your assistance remains most appreciated!

Any news about the www.cetawico.com wines? I would be please to invite you to come to www.archotel-tz.com in Morogoro and enjoy a glass;

You may also want to visit the CETAWICO winery in Hombolo where Eric, their South African wine master, surely will be pleased to receive you:=





Attachment:= Copy of invoice No. 019301550637



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