

TIPS FOR HOME THEATER SHOPPERS

Lesson #2

Avoid customer service that's an 800 number

Push 1 to reach the wrong department

Push 3 - to set the new world record for "on hold" wait time

Push 5 - for a maze of never ending prompts

Push 7 to explain your problem for the ninth time

Push 0 - for the operator to return you to the maze of never ending prompts

At Genesis we take our craft seriously and service isn't a button on a keypad. Service is how we approach our business. Talk to any of us. We'll take the time necessary to get your problem solved. Talk to people who live, breathe and service home theater. One number is all you need.

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