

> Ivy L.'s 1 Star Review of Valley Roadrunner

Valley Roadrunner

29115 Valley Center Rd
Ste L
Valley Center, CA 92082

Valley Center, CA

 32 friends

 2 reviews

     11/15/2017

Very unprofessional and unacceptable service. I recommend anyone to think twice before doing business with them. I gave them almost \$600 for advertisements only to be treated as though I was a problem & irritation for them to do business with.

I contacted VR in August to discuss advertising for my business in the Valley Center Magazine. VP of advertising, Joshua, was helpful & everything went fine with the placement of my first ad. He recommended that I have their editor write an article about my business for their Valley Roadrunner paper. I contacted the editor, David, & set up an interview. When I arrived for the interview, David was short & curt with me & seemed irritated on this particular day. He brought me into his office-- if you want to call it an office-- it was cluttered with stacked items & half eaten food was in strange places. It certainly was not a professional work space. He proceeded to ask questions about my business and as I answered them, he began taking notes. After about 5 min, he told me the article would come out the following week. I heard nothing from him for the next week & I did not see a proof of the article. Before I had a chance to email David, I found the article had already posted online & was printed in the Valley Roadrunner-- it was an absolute disaster! Sentences that made no sense, spelling mistakes, wrong information. I researched his other articles & they were perfect... no mistakes, no spelling errors... it truly begged the question- what happened with my article & why is it written so poorly? Needless to say I was not happy & contacted Joshua the next day. Joshua was taken aback immediately that I would have a problem with David's writing. I asked that they remove the article from their website as there were things that needed to be fixed (i.e. they stated I had 2 years experience when I actually have 10! That makes a huge difference to a reader who might want to use your business). He said he "saw nothing wrong with the article" & he "couldn't understand why I didn't like it". I debated with him for about 30 min yet we could not come to a mutual understanding. He suggested that I write David an email with what needed to be fixed and they would have the article re-written. He even offered to place the article in the VC Magazine-- sounds great right? I agreed & offered to Joshua & David that I would write the article for them. They could use what they wanted, but to please let me see a proof before it printed. David agreed & said they would post a notice on their website that a revised article was being written for the following week. I spent 3 days writing the article, correcting all the misinformation. Sent it back to them & heard nothing again for about 4 days. I found out the new VR paper came out on Thursdays-- I had the article to them Wednesday morning, before their deadline, yet they did not post the promised notice, did not post the new article, nor did they print it as agreed upon. I contacted David about this-- he responded they never agreed to reprint the article in the Roadrunner, but they would be posting the revised article on the website. Not what I wanted to hear, but I was sort of ok since the article would be placed in the magazine. The next day I was sent the link to the new article they placed on their website-- oh but wait-- they posted it with the same date as the previous article! The first article had come out a week & a half ago-- so this placed the new article towards the bottom of their "business article" feed. I contacted Joshua as this had to be a mistake. Joshua was very short & unfriendly to me. He pawned me off to their publisher. I asked him to bring the article current so the community could see what was corrected. He responded he would not be bringing the revised article current-- that it would stay where it was & that was that. This is where things started to not make sense & I could tell I was getting the run around. I had paid for

a second ad a week before for \$260 and decided I wanted my money back. I called Joshua and asked nicely for a refund. Joshua became irate--yelling at me that I was "asking for too much" & he "couldn't give me my money back"(Why would you yell at your client?) He finally calmed down when I made it clear he had no reason to be treating me so poorly. He reassured me I would be happy where the article & ad would be placed in the magazine. He would meet with me for article & ad placement approval. I receive an email from Justin 3 days before the meeting, stating I will be sharing my article with another business like mine & my meeting with Joshua would not do any good as they place articles where they want. Unbelievable! I told them I wanted my \$260 back-- which they gave me-- so the 1 star counts. But not before they took down my revised article & placed the old one back on their site. Rude, inconsiderate, manipulative and just downright mean.

Provide great customer service and add a response within 24 hours.

- Yelp users are 33% more likely to upgrade their review if you write a personalized comment within a day.
- If the reviewer has a legitimate concern or a simple misunderstanding, take the opportunity to address their concerns, explain your policies, invite them back.
- If this review reads like a rant or seems false, we recommend responding with a direct message first. Send a polite note presenting your side of the story and remember you never go wrong taking the high road.

“We clean the jam jars daily and re-fill them with fresh blueberry preserves, which is one reason we received another 'A' health code grade in January 2009. I'm glad you told us the jars look messy though: we're going to start replacing them at least a second time every day now to make sure they look as clean as they are. Thanks for your feedback.”

Your public comment:

Language

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