

to charge it on the credit card

call center agent mumbled, murmured

hotline promised 24/7

payment

cash-on-delivery

give me an invoice (I'll pay later)

online-banking

purchase on account

phishing (password fishing)

contact

in reality: the line was busy

they just took down my complaint,

didn't solve the problem

didn't keep their promise

Online shopping

(being a shopping addict)

(in)correct address

wrong edition: large

print

delivery

What do you expect the company to do?

remote locations

late

give a proposal

post box

damages

books were damaged

had already been read

- backs were torn
- pages smeared
- red-wine stains
- dog-eared

- finger prints and smears