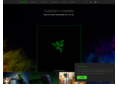




Hazer



★ ★ ★ ★ ★ 1.5 ⓘ

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🌐 [razer.com](#)

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ML **ML**
✎ 2 reviews

★ ★ ★ ★ ★

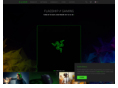
Updated 12 minutes ago

Razer does not deserve even 1 star

Razer does not deserve even 1 star. They are the #1 worst company I've ever had to deal with and unfortunately due to buying one of their Blade 15 lemon laptops. They are scamming thousands

around the world and seems to be working hard to hide it. I wish I found the numerous complaints and videos beforehand so we could have purchased a reliable well built laptop from a trust worthy

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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and class action taken for their unethical practices, horrible support and deceitful marketing. we deserve our money back so we can buy a new reliable replacement. I saved for years to get a high end quality laptop, which the Blade 15 is marketed as. We are owed restitution and compensatory damages, along with all those who have been wronged by this company. Any attorneys willing help explore a class action lawsuit please get hold of Razers database of customers and do a broadcast survey? I guarantee you'll have a huge response. Why hasn't one been filed to date? This has been going on at least since 2016, and only getting worse. Btw- don't bother reading their useless replies to each complaint, they're a joke. I contacted that email address and they did nothing but cause more stress, ignore us, our rights and requests, and actually even added another part to the original quote increasing the cost by another \$100. It's unbelievable and hope everyone who deserves it gets their money back.



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RW

R Willems

2 reviews NL



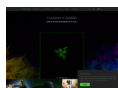
3 minutes ago

Razer and the support is beyond bad.

Dear Readers,

This is beyond not good,
After many days of support back and forward. This company refuses to offer support. They seem to be

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

In the [Computer and Accessories Store](#) category

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Write a review

with kind regards,

Ramon

Useful Share



NI **Nick**
 1 review US



2 hours ago

I just want a working laptop

Terrible customer service. I have been waiting weeks for a replacement for my defective Razer Blade 15 and customer service cant give me any information other than "were waiting for an update from our warehouse". I will probably never buy again its clear they don't stand behind their products or care about their customers at all.

Useful Share



Gabrielle Fransen
 1 review US

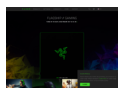


7 hours ago

Repair/Return

Return, repair, refund process is long and miserable if they ever even complete the process. Will not

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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LL

lavender lake

1 review CA



A day ago

What is wrong with you

Honestly, you guys suck so much.

My boyfriend bought a laptop and it was damaged, so he sent it back to be repaired in December 2021. Tell me why he's still fighting to get his damn laptop in February 2022. Two whole months he's been emailing and calling this company begging for his laptop that he paid a lot of money for. He just wants his laptop, that's all. Its ridiculous seeing him so stressed over this. Pretty sure the manager blocked his number. It's not that hard to send a replacement. I would never buy from these guys, just absolutely poor customer service. It's embarrassing. I've never seen anything this bad. Get your crap together. There is a reason your company has so many crap reviews.



Useful 1



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Reply from Razer

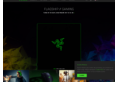
15 hours ago

Hello,

We can't apologize enough for the ordeal your boyfriend has been through, hence, we'd like properly investigate the issue and figure out what help we can offer. Would you mind sending us his case number at feedback@razer.com with the link to your review? We'll do what we can to assist you then.

Best regards,

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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RMA returns which is all done via email as they do not have a phone number to call. After 20 emails constantly telling me to wait 2-3 business days for a response and contacting Razer London to help me get a resolution for a return they strung me along and told me they are unable to offer me a return and I'm stuck with a faulty product and £70 down.

As you can expect I will never be buying another Razer product again. If you are on the fence just save the hassle and go for a more respectable company that treat you fairly.

Useful Share



Reply from Razer

A day ago

Hi Matthew,

Sorry to hear your thoughts on this matter. We're able to check your case in our end and it appears that our dedicated team have already raised your return request for a follow-up and further resolution. Just do keep an eye on your inbox for further updates from them. We appreciate your patience. If you have any other concern, you can also reach feedback@razer.com with a link to your review as a reference.

Best regards,

Razer Customer Advocacy

DL

Dirk Lester

1 review US



Don't recommend **Terrible**

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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understand your thoughts and we'd like to have this checked closely and see how can we help you further. You can email us at feedback@razer.com and include the link to this review as reference.

Best Regards,

Razer Customer Advocacy

ME

M El Adak

1 review NL



2 days ago

Greedy money hungry company

Greedy money hungry company. I bought a 150 euro keyboard just for the spacebar to break off after 1-2 months of usage. After I contact them for a replacement they tell me to buy an entirely new key set for 50 euros. When I ask them just to send me a spacebar they wouldn't do it. Never buying another razer product again, there are plenty of better ones on the market.



Useful



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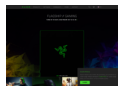


Reply from Razer

A day ago

Hi M El Adak,

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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DO NOT BUY

I've never been more disappointed in a company as I am with razer.

Bought a computer in october, the screen started acting out and I reached support (a process that takes at least two weeks since they only send an email a day), it went for repair, came back after 2 days same problem, two more weeks passed, a lot of back and forth with the costumer service, and there I go and send my computer once again for repairs. Comes back and guess what, the same problem persists!~

I then ask for a replacement because clearly I have a faulty device, after 2 more weeks of talking to the internal team to get the approval they send me the tag to send the faulty device to keep going with the replacement.

After the 3 days they told me it would take to process the replacement, they send me an email saying they're out of stock and don't know when they'll have the computer back.

This service is a joke, I want a refund. 2800€ for a useless computer that's been back and forth with repairs since october and now I'm left with no money and no computer.

DO NOT RECOMMEND

P.S.: They deliver this bad news in such a cheery way is borderline disrespectfull.



Useful 1



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Reply from Razer

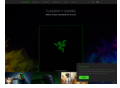
2 days ago

Hi there,

Sorry to hear of what an ordeal this RMA issue that you have. Our sincere apologies for any inconvenience as this is definitely not the kind of experience we'd like you to have with Razer. Allow us to check closely on your case so we can review the exact status and see how we can help you further. Please send us an

email with your case number at feedback@razer.com and do include the link to your review for our reference.

Razer




★ ★ ★ ★ ★ 1.5 ⓘ

In the [Computer and Accessories Store](#) category

 razer.com

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I bought a Razer Wolverine games controller from Amazon, but before I opened the box, I wanted to find out if I could buy a second *dome* thumb-stick as the controller only came with one (seems illogical to only supply one). Anyhow, I immediately contacted them on their website, but 5 days and 5 replies later, I am still waiting to get an answer.

Mostly every reply is from a different person, and they do their best to avoid actually assisting you. Instead, they seem to intentionally frustrate you by not only needlessly asking for serial numbers and a load of other information, but they also ask you to make a video! I thought something was wrong when they could not answer a simple question. I don't even think they know anything about the controller (or any game controllers!), and this is their "technical support".

The controller itself sounds decent according to reviews, at least compared to its competitor, but with customer service as bad as this, I recommend you avoid them. Perhaps take out insurance cover from the seller so you don't have to suffer their overly-friendly and useless "support".

It's a shame. I was a first-time customer, and now I am returning the controller to Amazon UK and my memory of Razer will always be negative.

 Useful  Share



 **Reply from Razer**

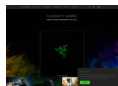
2 days ago

Hi Nick,

We truly regret to hear your sentiments on this matter. Our sincere apologies for the all the trouble and inconvenience you've been through as that's definitely not the kind of experience we'd like you to have

with our support. Anyhow, we appreciate your honest feedback and we'd like to review on your case to check its status and see where can we help further. You can email us at feedback@razer.com and include

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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Useful Share



Reply from Razer

4 days ago

Hi Lee,

It is very concerning to hear that your experience with your earbuds had not been as seamless as we intended it to be. We will diligently note your feedback as we continue to improve our products. By the way, if it's not a hassle for you, we'd like to investigate the issue with your Razer Blade. Please send us your device details along with the link to your review at feedback@razer.com. We will assist you in troubleshooting the issue then.

Best Regards,
Razer Customer Advocacy

Jonathan Urman

6 reviews CA

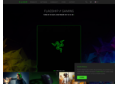
★ ★ ★ ★ ★

Updated 6 days ago

Razer Is Junk

I own 3 razer products, a mouse, a keyboard and a wrist rest.. All of them have problems. The mouse needs to be calibrated every time i reboot, the keyboard came with a dead numlock led and the wrist rest started shrivelling after a week of use. Buy Corsair or Logitech instead.

Razer




 1.5 

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6 days ago

Bad customer service

Bad customer service. Don't buy expensive product from Razer like laptop if you want to have peace of mind.

 
Useful 2 Share



 **Reply from Razer**

6 days ago

Hi Ken,

We regret to to hear this sentiment and feel kinda disheartened with your thoughts. Experiencing bad service is totally not the kind of thing we'd like you to have with us. We acknowledge your honest feedback though and we appreciate you raising this. EWe respect your opinion and we'll discuss this with the team for improvements. Should you have any specific concern, email us at feedback@razer.com and include a link to your review as reference. We'll take things from there.

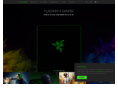
Best Regards,

Razer Customer Advocacy

Advertisement

Snowcone Guy

Razer



1.5 (i)

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But just know how anti-consumer they are, and that all the "luxury pro gaming gear" image they have is just marketing.

Useful Share



Reply from Razer

6 days ago

Hi there,

We are saddened to hear your feedback and our apologies for the inconvenience this may have caused you. Rest assured that this has been forwarded to the team to further improve our products and services. We would like to know more about the issue you have had experience with your Razer devices. Send us an email at feedback@razer.com along with the link to this post for our reference. Also, we would appreciate it if you would communicate with us in English so we can assist you better.

Best Regards,

Razer Customer Advocacy

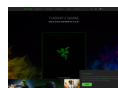
JA Jackson
 2 reviews US

Feb 2, 2022

Poor Reliability and Poor Customer Service

My latest mouse from them (Basilisk x Hyperspeed) is less reliable than a \$10 e-waste Dell mouse. I

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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BR

BRIANC73

2 reviews US



Feb 2, 2022

Worthless Warranty!

Purchased gaming headphones for my son for Christmas. Price was in the right range, and they worked well for a few weeks, then the mic jack failed. No abuse; no young kids using them. Experienced gamers who value their gear. I contacted Razer to initiate a warranty claim, submitting photos and proof of purchase as specified. Without ever actually seeing the product, the warranty claim was rejected within 24 hours, stating that “after careful inspection” the failure wasn’t covered. They lasted a solid 4 weeks before failing. Worthless warranty. I’ll look to other brands in the future.



Useful 1



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Reply from Razer

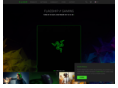
Feb 3, 2022

Hi Brian,

We are concerned to hear about your feedback and would like to investigate what happened during your communication with our support. Would you mind sharing your case number with us at feedback@razer.com? We'd like to offer our assistance regarding the issue. Also, please include the link to your review for our quick reference to your concern then.

Best regards,
Razer Customer Advocacy

Razer



★ ★ ★ ★ ★ 1.5 ⓘ

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... reputation, charging a arm and a leg, and not living up to the expectation. poor design and engineering

EDIT: No! I don't want to be jerked around contacting your "customer care" department. I want to blast you publicly!

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Reply from Razer

Feb 3, 2022

Hello,

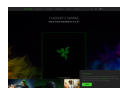
We sincerely respect your sentiments and are truly saddened to hear about your experience with your Razer devices. Please know we are constantly working to improve our products, hence, your feedback is very valuable to us. Anyhow, please don't hesitate to message us at feedback@razer.com should you ever need our assistance in the future.

Best regards,
Razer Customer Advocacy

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LO **Louis O'Driscoll**
 1 review GB

Razer



1.5

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Reply from Razer

Feb 3, 2022

Hi Louis,

We do regret to hear how your concern was addressed by our support. We'll make sure to help you however we can regarding your code request. For starters, please send us your device details to feedback@razer.com with the link to your review so we can assist you.

Best regards,
Razer Customer Advocacy

Kevin Mc Donald

3 reviews DE



Updated Feb 2, 2022

So for all of you who wonder if the...

So for all of you who wonder if the standard answer "send feedback" is helping in any way : ==> No .
Save your time.

Edit: I did keep an eye on it and it didnt change a thing.

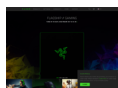
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 Reply from Razer

Hi Kevin

Razer



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The customer service is on par with the...

The customer service is on par with the only other bad service that I have experienced before. My case was tossed around among different people. Almost each email response was from a different associate. Most of them did not even bother to read earlier exchanges, and asked me to perform the same troubleshooting procedures, as well as answer the same questions over and over again. The case was so prolonged that it became more and more tedious to deal with. Even after sending me to their so called "higher ups," I was asked the same questions. In the end, after not solving my case, they offered me a discount that I thought was a special discount. It turns out that the supposed discount was the \$10 you receive when you subscribe to their newsletter. So they literally just offered me a discount that anyone can get as a consolation for not solving my case. I replied and pleaded my case for the last time, but as mentioned above they did not even bother to read it. They just responded with a scripted email saying they apologize and they will be closing my case unsolved. I have never written a review before, but I felt I needed to write this one out.



Useful 1



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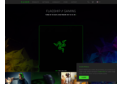
 Reply from Razer

Feb 1, 2022

Hi Clarence,

We can't express enough how we regret to hear about how your case was handled by our support. Please allow us to look into the issue by sending us your case number at feedback@razer.com with the link to your review. We hope to communicate your feedback with the team and provide a way to help them.


Best Regards,
Razer Customer Advocacy



Razer

★ ★ ★ ★ ★ 1.5 ⓘ

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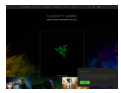
Razer is the world leader in high-performance gaming hardware, software and systems. We live by our motto: For Gamers. By Gamers.

Contact

 9 Pasteur, Suite 100

92618

Irvine



Razer

★ ★ ★ ★ ★ 1.5 ⓘ

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