

## **BUYING ON THE NET FROM EVUSA.**

### **A cautionary tale.**

Members who are building their own EVs are often tempted to buy from overseas websites. The products are often cheaper, and availability is easier. HOWEVER! There are risks, and I publish the following story as a warning.

The following story is true and unembroidered. I have copies of nearly all the emails and correspondence.

In February 2008, I ordered a Curtis Controller (1231C-8601) from *Electric Vehicles USA* who have a quite impressive website.

The transaction went smoothly enough, although there was about a month's delay due, I was told, to supply problems with Curtis.

The purchase price was US\$1400 plus US\$124.65 for shipping.

The controller arrived in Melbourne about 6 May, and I had to arrange customs clearance as the value was over \$1000. This involved payment of Customs clearance, GST, Agent's fees to a total of close to \$500. This brought the total price up to about AUD2500. Not quite so cheap!

The controller was installed soon after, and failed almost immediately (after less than 2 hours of erratic running).

I checked my circuits, and obtained another controller locally. Everything worked perfectly.

I then had the dud controller checked by a specialist firm (another \$70!) to be told that the controller was indeed faulty.

Emails to EVUSA were not answered promptly, but they did state that there had been problems with that specific model. In the end, it took an overseas phone call to raise a return authority number.

The controller was shipped about 23 July together with a note about the failure. I received no notification from EVUSA that it had arrived, but had to email to enquire about progress.

After several emails, I eventually received a reply on 5 November (about 3 ½ months after sending the controller back). It told me that they were awaiting a response from Curtis, and that these things “just take time”.

An email in January got no reply, nor one in February! By now, I was becoming concerned. They had my money and my controller, and apparently had no intention of following up on the warranty.

My last email on 10 April also got no reply. In this email, I politely observed that I needed a reply, or else I would make enquiries about my rights under US law.

I was advised to contact Curtis direct, and they claim that EVUSA is not one of their agents and never has been!

I thought it was about time that I posted a warning to all members who might be considering using EVUSA. My advice is, **DON'T**. If there is a problem with the goods, do not expect any backup.

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