

# Forum:[Hack Forums](#)

Thread: [USPS makes me sad](#)

**bunny.tar.gz** - May 22, 2017, 7:38 am

Earlier this month I had sent out a laptop to my boyfriend in Encino California, up until it reached the Bell Gardens Sorting Facility it chugged along fine and dandy.

I got curious of the locations so naturally, I set off to google and searched away. To my horror I found countless stories about tampered goods, lost, and stolen, etc. I got on the phone with the Facility and it's nearby office, there was no answer at all.

I called their complaint number and finally got someone to talk to. I filed a claim and all that and the next day it suddenly headed for another facility, I had momentary relief... Many hours later to my horror the Laptop was back in this hellish facility people refer to as the Bell Gardens Black Hole or Hellgardens.

Spoiler ([Click to View](#))

**ProfessorSpace** - May 22, 2017, 7:46 am

Ive had several packages transit through hellgardens without an issue. I dont see why so many how people have issues with the facility.

**bunny.tar.gz** - May 22, 2017, 7:48 am

(May 22, 2017 07:46 AM)ProfessorSpace Wrote: ([CITE](#)) Ive had several packages transit through hellgardens without an issue. I dont see why so many how people have issues with the facility. Mine sat there from the 14th to the 19th, moved to City of Industry, to Anihiem and then back to hell gardens. I'm not sure why they can't just move it 25 minutes away to it's delivery area.

**ProfessorSpace** - May 22, 2017, 7:51 am

(May 22, 2017 07:48 AM)Zuthus Wrote: ([CITE](#)) Mine sat there from the 14th to the 19th, moved to City of Industry, to Anihiem and then back to hell gardens. I'm not sure why they can't just move it 25 minutes away to it's delivery area.  
How late is the delivery?

**bunny.tar.gz** - May 22, 2017, 7:52 am

(May 22, 2017 07:51 AM)ProfessorSpace Wrote: ([CITE](#)) How late is the delivery?  
7 days now, probably going to be more.

**Nutricional** - May 22, 2017, 7:55 am

I hacked their database, your package is here: 30°30'38.44''S115°22'56.03''E, thank me later.

**bunny.tar.gz** - May 22, 2017, 7:57 am

(May 22, 2017 07:55 AM)Nutricional Wrote: ([CITE](#)) I hacked their database, your package is here: 30°30'38.44''S115°22'56.03''E, thank me later.  
BAHAHAHAHA xD I literally died.

**ProfessorSpace** - May 22, 2017, 7:58 am

(May 22, 2017 07:55 AM)Nutricional Wrote: ([CITE](#)) I hacked their database, your package is here:

30°30'38.44''S115°22'56.03''E, thank me later.  
Much LQ post, back onto topic...

Call their complaint line again and this time request to speak to a supervisor then do it again once you get to the supervisor's supervisor then explain your issue, they typically will get it done in fear of a huge complaint. if you need more help pm me and ill give you more details

**bunny.tar.gz** - May 22, 2017, 7:58 am

(May 22, 2017 07:58 AM)ProfessorSpace Wrote: [\[CITE\]](#) Much LQ post, back onto topic...

Call their complaint line again and this time request to speak to a supervisor then do it again once you get to the supervisor's supervisor then explain your issue, they typically will get it done in fear of a huge complaint. if you need more help pm me and ill give you more details

I'm still waiting for the callback from the complaint line it said 17 to 26 minutes.

**ProfessorSpace** - May 22, 2017, 8:04 am

(May 22, 2017 07:58 AM)Zuthus Wrote: [\[CITE\]](#) I'm still waiting for the callback from the complaint line it said 17 to 26 minutes.

How long have you been waiting for the call back

**bunny.tar.gz** - May 22, 2017, 8:25 am

Since my last post. Hoping I can get this resolved.

**ProfessorSpace** - May 22, 2017, 8:36 am

Well tell me what they say when you actually get connected i deal with customer support alot so i might beable to help you :)

**bunny.tar.gz** - May 26, 2017, 4:07 am

So after a lot of calling, the package was finally delivered. The package was tampered with and some of the contents missing. The 2 most important parts made it however but... I no longer feel comfortable utilizing USPS to send electronics to california.

**Cornel** - May 26, 2017, 4:58 am

Why not just use a trusted provider? This is what happens when you try to take the easy option.

**bunny.tar.gz** - May 26, 2017, 5:09 am

(May 26, 2017 04:58 AM)Cornel Wrote: [\[CITE\]](#) Why not just use a trusted provider? This is what happens when you try to take the easy option.

USPS, UPS, and FedEx are all "trusted" providers. Your opinion is heavily uneducated. This is also something that can happen with all providers and is not common to happen.

Additional to me being discouraged, I had also found out that most of the hell gardens victims had received their items 3-5 days after their complaints rendering their complaints invalid. I don't feel like sending Laptops that way because of the slowness of Retail Ground and the fact it sits in a warehouse for someone to gawk at.

**Unravel** - May 26, 2017, 5:43 am

They take so long lol they irritate me too