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How can I know I can trust these reviews about Barnes and Noble? How can I know I can trust these reviews about Barnes and Noble? Verified 2,459,326 reviews on ConsumerAffairs. We need contact information to make sure our reviewers are real. We use intelligent software that helps us maintain the integrity of feedback. Our moderators read all the reviews to check the quality and helpfulness. For more information on reviews on ConsumerAffairs.com please visit our frequently asked questions. Karen Citrus Heights, CA Verified Reviewer Original Review: August 18, 2020If you want to buy a book Barnes and Noble is good. If, however, you need to return the item, as we did with the corner, because we can't use it without WiFi, think again. All I wanted to do was bring back this item, just like I do on Amazon, and it was a nightmare. It took three days and I don't know how many phone calls. After all, we pay for postage and delivery of his registered mail. This experience was like trying to steal gold from Fort Knox. It's not people so much and it's a system. Stick with Amazon.Lily Albany, or Verified Reviewer Verified Buyer Original Review: August 13, 2020 As many people, I've been waiting for the midnight sun years to be written and sold. So on May 6, 2020, I pre-ordered the book as soon as I found out that it had finished it. Today is August 12, 2020, and I was supposed to get a masterpiece 3 days ago. I go online to check the status and he said the book was sold out and I would get mine after they got more. I pre-ordered it! Months ago! I was so upset I emailed the company and a few hours later I get to check the status again and now he says I can't see it because I never ordered a book. I have been checking my bank account since May and it turns out that they never charged me (although I checked right after the purchase, it is under consideration and I had a lot in the account). Now it was definitely partly my fault as I'm not sure what it went through, but I never had a problem like this and I didn't feel the need to check my bank more than once because the barns and noble sent me a confirmation email that said I had bought it! They didn't send me an email canceling, or anything like that. So I had no idea they canceled my order. So I ordered a new book from Amazon for half the price. That's why Barnes and Noble are going out of business, I've tried to support them, but what a waste of time. Oh, and I never heard from the company from my email and I tried to call several times and spent a long time on hold before I gave up. I'm not going to sit on 30 minutes to talk to someone that's just ridiculous. Read the full review of Derek Martinsville, VA Verified Reviewer Original Review: July 31, 2020If you order any book from them and give an honest review on it, they don't seem to like it. What happened to freedom of speech? My review of what the book was by a medical professional who tells people in this book that it is ok to shower without soap. I totally disagree with this medical professional advice (and I'm also in medicine too, I'm LPN) and even asks which person will tell other people that, especially at this age Covid-19. So I expressed my concern about their review section on their website and they sent me an email saying they didn't publish my review because I was in violation of their terms of reference for posting comments on their website although I have never said anything demeaning about the author of the book (except they get a medical license from the back of the cereal box, which is a harmless statement). I basically compared this book to telling people not to use soap when they take a shower to tell kids to go ahead and eat these laundry detergent pods. Apparently, Barnes and Noble hated that, but WELCOMED me to write other reviews on their website. I think as long as you don't tell the truth, they will publish it. Read the full review of Arthur Sweetwater, TN Verified Reviewer Verified Buyer Original Review: July 24, 2020I ordered the book on July 2nd. They did not arrive until July 24. I got the order numbers from the receipt and dialed the order numbers on my account. They're not on my order list anymore. They lost orders. I can get the same books from Amazon within a week, no problem, because Amazon doesn't lose orders. I can see why Bzon goes out of business. Bzon should stand behind BROKE and not good. I have had a lot of bad experiences with BROKE and not good in the past of a similar kind. I'll never order from them again. Jamie New York, NY Verified Reviewer Verified Buyer Original Review: July 9, 2020 Don't Subscribe to Automatic Renewal! If you don't use your membership, you'll still be charged without a reminder or email. LOL - were put on hold 25 minutes ago by the supervisor ... Guess what the Barnes brand is and Noble customer service! Orhan Newport Coast, Cay.p.m. Original Review: June 23, 2020I made the mistake of buying three corner books online. When the books arrived two of them were in German. I tried very hard last week to fix the problem. It didn't work out to go to their store. I tried to call them many times, but to no avail. They hide under the colida-19 for not being able to keep enough staff. Now I understand why they go under. That is why such enterprises fail. They are super quick to get their money, but when it comes to giving you a service they can't be achieved. I highly recommend against those who deal with them. Kristen Norwalk, CT Verified Reviewer Verified Shopper Original Review: June 11, 2020This in degree of my last straw. Look, I'm a forgiving person. Delays 1, 2,3,4,5,6,7 days... Ok. But when the company company late and has no right to cancel the order, they must be sued. Unethical and disgusting greedy mucus. The chat is off. Emails bounce back as u deliverable. Broken links in letters leading to endless loops on the website. Call? Ha! I waited 30 minutes on hold just to get someone who didn't speak English contradicted myself and ended up saying it was a bad connection. Click. I'm going to fight greedy corporate pigs for every penny you charge me for goods I never got, because you do it every time. Spencer Cape Canaveral, FL Verified Reviewer Original Review: June 10, 2020My 86-year-old mother was 2 previous NOOK readers from Barnes Noble. In April, #2 NUC died. I went online and bought an early Mother's Day gift for nook's newest product. My mother had a hard time passing information from the old unit to the new one. The 19th local store was closed due to COVID. She waited patiently for almost two months to get help from her partner. Today, June 8, 2020, she takes a new unit, in the original box, to the store. An employee at a Pensacola, Florida location refused to touch the block because of the virus. It's a hard coating. The CDC said that COVID 19 does not live well in hard surfaces. If you are concerned to destroy it. Don't give an 86-year-old woman a phone number and sorry. The unit cost me almost \$200 and all my mother has is a phone number and nothing to read. She will need to get someone to help her with the call and tweak things. Shame on your partner and shame at managing not training your employees to show a bit of compassion. Barnes and Noble got their last dollar from me. Spencer Cape Canaveral, STATE Florida Read the full review of Andrea Englewood, CO Verified Reviewer Original Review: May 22, 2020 We enjoy bookstores, but whenever we have ordered or pre-ordered books or goods we have a problem. We ordered Christmas presents and received letters about delay, delay, delay - then sharp we cancelled your order. We didn't get a full refund for items they cancelled! We pre-ordered a new book Of Hunger Games because someone gave us gift cards. The same story: delay, delivery delay, shipper gave up, but no one fixed the problem, did not try to start a new batch, or returned the order - 5 business days after the date it was to ARRIVED (8 days after the start of delivery - it is lost). I've been on the phone for over 30 minutes without help, and probably won't get it solved AGAIN (or they'll forget to give us all our refunds like last time, and since you have to wait for an email, it takes a new phone call - an hour or more - to get the rest of the money). Please don't buy your friends and gift cards if you think they will go to the store and leave with groceries in hand. If you can't leave with a item in your hands, then I hope you get all your items sent to you, you, Otherwise it is part-time to get customer service from this company. While other businesses have tried to do a better job with COVID-19, BNN has used it as an excuse to conduct the same, poor, slow, sloppy, incomplete customer service that they have always had. Now they can brandish the virus excuse around and pretend that this is the reason. No! I can't wait to reset those gift cards and shop elsewhere where I don't get a workaround and incomplete refunds. Mistakes are ok, but lies on delays (when in fact they never had a product), the lack of trying to help without me spending 1-2 hours on the phone for my mistakes, and incomplete refunds after I spent a couple of hours on the phone just not ok. Please don't buy gift cards and torture someone you care about! Read the full review of Carol Edina, MN Verified Reviewer Original Review: May 14, 2020Do do these people know what they are doing? I recently tried to buy a BSB gift card. Two weeks later, he still hasn't arrived. I tried again. After ten minutes on the phone, Bzon still does not have all the necessary information. I gave up. The following opinions expressed by entrepreneurs of depositors are their own. Barnes Noble announced Wednesday that its board has approved a move to split the company's Corner and retail units into two publicly owned companies. Nook spin-off will be completed by the end of the first quarter of next year, the company said. We have determined that these businesses will have the best chance of optimizing shareholder value if they are capitalized and managed separately by Barnes Noble Chief Executive Michael. Huseby said in a statement. We fully expect that our retail and Nook Media businesses will continue to have long-term, successful business relationships with each other after the separation. This is not so much a plot twist as an expected development - the New York company has been thinking about the plan for more than two years. However, a lot has changed in these two years. Back in 2012, when Barnes Noble first announced plans to spin off the corner, his future still looked bright. Despite the loss, we see significant value in what we have built with our Nook business in just two years, and we believe it is the right time to explore our options to unlock this value, William J. Lynch Jr., Barnes Noble, than chief executive officer, said at the time. Related: Tablet Wars: Barnes and Noble to stop producing The Corner, but Corner fell short of Lynch's high expectations, lagging behind tablet competitors like Apple and Amazon. To try to revive Nook's division, Barnes Noble recently scaled back its spending structure, focusing instead on media sales and partnerships with manufacturers, including Samsung. Instead of matured into a formidable weapon, the Noke Division is now dragging down Barnes and Noble's bottom line. Wednesday posted its fourth-quarter profit. While Nook's revenue fell to \$87 million, down 22% from the same time last year, the retail segment reported revenue of \$955.6 million, up 0.8% from the fourth quarter of last year. (Same-store sales, excluding Nook products, fell 1.9 percent.) So why break up now? We expect that the latest steps to reduce the cost structure of Nook (The Samsung Partnership and the Elimination of Tablet Research Institutes) has put the Corner on the path to profitability, financial services analyst Stifel said in a note. The decision to spin-off Nook shows confidence in the sustainability of Nook's standalone business. Other analysts are not so optimistic. Related: Mary Meeker: Tablet shipments are growing faster than PCs have ever done Many investors on Wall Street have been pushing for a breakup for some time because of Nook's performance, said Will McKitterick, an analyst at IBIS World in New York. While the company has already made an effort to distinguish between the two divisions in the eyes of investors - placing Nook's earnings as separate from the earnings of its retail division - the net break helps further diminish the perception that the rest of Barnes Noble is failing, he says. While McKitterick did point out that he believes the separation gives Nook more flexibility to forge partnerships and develop new approaches to the market, the move is not without risks, he says. Brand growth will take time, which may be too much to ask some investors. Nevertheless, the stock market has so far reacted positively to the news, which is a good sign. (Barnes Noble shares rose about 5 percent to \$21.58 around 4pm ET the day the news was announced.) If Noke is unable to generate a turnaround, McKitterick added that the split makes it easier for Barnes Noble to try to sell the business. Only time will tell what this next chapter brings for the company, but we will read on. 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