

<http://www.deanbower.com/GatewayShame.shtml> shows details of my ordeal to get Gateway to honor their 90-day warranty. I was prepared to give Buy.com grace to stay out of the situation until I noticed the similarity between Buy.com and Gateway incident identifiers - 20 characters long, begin with KMM and end with LOKM. Looks like Buy.com and Gateway work for the same entity and play in the same pool.

So Buy.com, kindly get your buddies at Gateway to get off their duffs and honor their warranty. Please do not respond to this message with boilerplate text. Call your Gateway buddies and get them moving.

GET MY GATEWAY LAPTOP FIXED!! NOW!!!!