

Title: Video Update: GamersNexus Confronts Newegg VP's Face-to-Face Re: RMA Scandal --- Newegg Proceeds To: 1) Demonstrate 0 Understanding of Revenue as a Byproduct of Customer Delight, 2) Continues Begging to be Deleted by GameStop, 3) Won't Commit to Basic Dedicated Returns Inbox bc SEC rEguLaTiOnS

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Here's the most recent (4th) video update on the situation: <https://youtu.be/d1R4wbuXFII>

Newegg is writing the book on how to giftwrap a \$2 BILLION in revenue & market share opportunity, in 1 month, give or take, for GameStop, a voracious competitor that just so happens to already be on its way to taking over the world.

Steve Burke has been incredible- for anyone who's not aware, here's the background:

* PART 1, DISCOVERING THE ISSUE:

[<https://www.youtube.com/watch?v=2fnXs...>](<https://www.youtube.com/watch?v=2fnXsmXzphI&t=0s>)

* PART 2, IT GETS WORSE:

[<https://www.youtube.com/watch?v=CL-eB...>](https://www.youtube.com/watch?v=CL-eB_Bv5Ik&t=0s)

* PART 3, NEWEGG RESPONDS:

[<https://www.youtube.com/watch?v=-wECJ...>](<https://www.youtube.com/watch?v=-wECJJveifw&t=0s>)

* PART 4 (most recent), NEWEGG "PULLS A NEWEGG":

[<https://youtu.be/d1R4wbuXFII...>](<https://youtu.be/d1R4wbuXFII>)

Line 1 of GamersNexus' video description: "We flew out to Newegg's HQ to meet with the company about its egregious customer service shortcomings and to give the company a chance to fix itself -- or dig the hole deeper."

Guess what Newegg did? ■

ABSOLUTE GEM HERE: ACTIONS VS. WORDS:

* Here's Newegg's VP of Customer Service

(<https://youtu.be/d1R4wbuXFII?t=3297>) cluelessly asking "What could we do, or have done, to exceed those \[your/customer\] expectations, so I can put that on my radar?"

* GamersNexus' Steve Burke (after giving them chance after chance after chance) responds: "The big thing that people will be looking for is, beyond \[isolated product line issues\], there almost has to be a concrete, really well defined, really low-word-count list, of "here are the changes we have made" and not a multi-paragraph PR statement that's mostly just words."

BONUS:

* Here's UFD Tech's "Newegg tried to bribe me not to make this video":

[https://youtu.be/-c_rKnK-uAM](https://youtu.be/-c_rKnK-uAM)