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NEWEGG.COM RECEIVES TOP CUSTOMER SATISFACTION RANKING

*-- American Customer Satisfaction Survey's Top Ranking Validates Newegg's
Customer-Centric Business Model --*

CITY OF INDUSTRY, CA, February 24, 2009 – Newegg.com Inc., the second largest online-only retailer in the United States, is pleased to announce that it has received the highest ranking in “Customer Satisfaction” in the annual American Customer Satisfaction Index survey by the University of Michigan and ForeSee Results, a company that measures satisfaction with websites. To receive the top ranking, Newegg.com, which specializes in computers, consumer electronics, and high-tech home entertainment gear, outperformed all online competitors.

Newegg's Vice President of Merchandising Bernard Luthi says that the top honors in the American Customer Satisfaction index validate the company's prime business directive. He noted: “We adhere to a no-nonsense business model that places our priority on customer service above all else. We deliver industry-leading prices on close to 40,000 IT and consumer electronics products, with exceptional customer service and lightning-fast shipping. This is how we're able to continue performing above and beyond the expectations of our customers.”

Since its launch in 2001, Newegg.com has continued to grow and expand, now boasting a customer following of over 11 million registered users. The company's commitment to customer service is paying off, even during the current economic downturn. Notably, while the past holiday season marked the first decline in holiday sales since 1995 according to the NRF (down 2.8 percent from \$460.2 billion in 2007 to \$447.5 billion in 2008), Newegg prevailed over the circumstances, posting a record \$2.1 billion in sales revenues, realizing a 13% year over year increase. For 2009, Newegg plans to continue exceeding customer expectations by offering a wide selection of products at prices that cater to any budget along with daily deals and tools enabling shoppers to make educated buying decisions: useful product suggestions, links to manufacturer websites, over 1 million informative customer product reviews, and flexible payment options.

About Newegg.com

Newegg.com Inc. is the second-largest online-only retailer in the United States. Founded in 2001, Newegg has more than 11 million registered users and regularly earns industry-leading customer service ratings. The award-winning website, www.newegg.com, offers customers a comprehensive selection of the latest high-tech products, detailed product descriptions and images, as well as how-to information and customer reviews. Using the site's online tech community, customers have the opportunity to interact with other computer, gaming and consumer electronics enthusiasts. Newegg.com Inc. is a wholly-owned subsidiary of Newegg Inc. and is headquartered in City of Industry, California.