

# The saga of buying an Ubuntu Dell with Complete Care (tm)

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On Friday, my laptop died. It was an Acer. The screen was damaged. Replacement cost of cracked screen is more than halfway to the cost of a new laptop. So I decide I will support the new Ubuntu Dell Laptops.

I go online to Dell's Website and go to the Ubuntu page. I choose the E1505n. I upgrade to a GB of Ram, I get the Nvidia 256 MB graphics card, I get the DVD burner optical drive. So far so good. I am happy with the default processor and the screen. Now, another driving factor is that Dell has the nifty cool complete care (tm) plan. With this bad boy, a random brick can fly through the air, hit my laptop, shatter it to threads, and Dell will cover it. Think of it more as an insurance plan than a service plan. I have a friend with 3 kids who has had to take advantage of it not once, but twice. Both times Dell took care of them no questions asked. Now, the first time the Dell laptop had XP on it...the second time..gentoo. Still, no problems here.

So, I decide to get it....just in case I get burned twice.

On June 2, I get an email telling me my order has been acknowledged and I will get another email shortly giving me a order number (I also paid for next day shipping). Well, the rest of June 2 and all of June 3 goes by. No new email.

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