clear instructions for ACEMAGIC mini PC owners to download and install the update.

anthony 2024-02-22 03:09
Recipient: Me   Details

↩ The email has been replyed   View Details

I do not see anything on your web site?   link?   how to collect the 25%,
if we choose to keep the PC?

malware

anthony 2024-02-24 00:33
Recipient: Me   Details

how you I get my 25% refund?   You do not have any instructions how t
remove malware on your website?   I was able to remove using defender

Re: clear instructions for ACEMAGIC mini PC owners to download and install the update. ⇱

A anthony 2024-03-01 00:59
Recipient: Me Details

Attachment 1 (📄 Ashampoo_Snap_2024.02.29_10h38m43s_001_.pdf) View attachment

↩ The email has been replyed View Details

Order #ACEUS3189 See attached pdf of order form.
I have removed the malware, how do I receive my 25%.
Thanks!

On 2/29/2024 4:36 AM, Acemagic Service wrote:

Hello,

I'm very sorry for bringing you a bad shopping experience.

Would you like to provide the order number? So that I can better provide you with solutions after querying product information.

Looking forward to your reply.

Acemagic Service

Re: clear instructions for ACEMAGIC mini PC owners to download and install the update. ⇱

A anthony 2024-03-05 21:06
Recipient: Me Details

↩ The email has been replyed View Details

The computer had the 2 malware viruses according to the scan, I removed both. Please issue whatever credit you think is due. Thanks

On Mar 4, 2024 9:05 PM, Acemagic Service <service@acemagic.com> wrote:

Hi there
Regarding the compensation issue, let me explain to you: 25% compensation is the highest compensation, because there was a problem with the pre-installed browser before, so if your PC has a virus and a problem with the previous browser at the same time, we can apply for it 25% compensation. But if it is just a problem of false positives of viruses, I cannot apply for this compensation. But I am willing to apply for 10% compensation for you, is that okay?

Acemagic Service
service@acemagic.com

Reply   Reply to all ∨   Forward ∨   Mark ∨   Move   Pin   More ∨

Re: clear instructions for ACEMAGIC mini PC owners to download and install the update. ⤴

A   anthony   2024-03-06 21:16   ⚑ 🔖 ⤺ ⤻ ⋯
     Recipient： Me   Details

↩ The email has been replyed   View Details

Ok, that's fine

　　On 03/06/2024 2:04 AM CST Acemagic Service <service@acemagic.com> wrote:

　　Yes, you can also delete it and I will apply for 10% compensation for you, okay?

Acemagic Service
service@acemagic.com