

Reply Reply to all Forward Mark Move Pin More

Re: Re:Acemagic Mini PC

恶意病毒

scottonnee 2024-03-04 21:34
Recipient: Me Details

Print Reply Forward Share More

Good Morning,

I took a screenshot this morning. (See below) Please advise of next steps.

Thanks in advance.

Scott Lonnee

Backdoor:Win32/Bladabindi!ml

Alert Level: Severe

Status: Active

Date: 3/4/2024 8:16 AM

Category: Backdoor

Details: This program provides remote access to the computer it is installed on.

[Learn more](#)

Affected items:

File: C:\Recovery\OEM\OsVer\ENDIDEV.exe

OK

On Monday, March 4, 2024 at 04:17:04 AM EST, Acemagic Service <service@acemagic.com> wrote:

Thank you for your reply

We recommend that you use the windows defender that comes with the Windows system to detect whether it exists. If it exists, could you provide us your screenshot?

I will send you the latest system and apply for the compensation for you, is that okay?

Acemagic Service

service@acemagic.com

Reply Reply to all Forward Mark Move Pin More

- To: Acemagic Service <service@acemagic.com>
- Cc:
- Subject: Re: Re:Acemagic Mini PC

Yes that is fine. How do we proceed.

On Saturday, March 2, 2024 at 12:56:58 AM EST, Acemagic Service <service@acemagic.com> wrote:

Thank you for your reply

Regarding the virus problem, not all PCs have this problem. We recommend that you use the windows defender that comes with the Windows system to detect whether it exists. If it exists, I will send you the latest system.

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 15% compensation for you, is that okay?

Acemagic Service

service@acemagic.com



Reply Reply to all Forward Mark Move Pin More

- To: Acemagic Service <service@acemagic.com>
- Cc:
- Subject: Re: Re:Acemagic Mini PC

ACEUS4624 is my order number

On Friday, March 1, 2024 at 04:22:44 AM EST, Acemagic Service <service@acemagic.com> 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

service@acemagic.com

Reply Reply to all Forward Mark Move Pin More

Greetings,

I have one of the devices affected by your Virus Incident. I am willing to keep the device. How do I process your 2nd option of keeping the device and getting 25% back? (Screenshot below of my AMR5 device)

2. ****Product Retention Policy:****

As the detected files do not pose inherent risks, customers retain the choice of deleting the files or opting for a clean installation of the operating system. ACEMAGIC will provide the necessary operating system and detailed instructions. Additionally, affected customers opting to retain their products will receive compensation of up to 25% of the original order price.

