

Hallo,

Ich besitze den Acemagic AMR5 und habe mich entschlossen ihn zu behalten. Ich möchte gerne eine saubere Neuinstallation des Betriebssystems vornehmen. Bitte informieren Sie mich über das weitere vorgehen.

MfG
Marcel Stuchlik

Dear Customer,
We sincerely apologize for any inconvenience caused to you regarding the pre-installed backdoor and trojan horse on your mini PC.

In response to your concern, we have taken immediate action. Please give us a chance to explain to you:
Due to system failures, the machines we produced in November 2023 experienced the system false positives you saw, but please rest assured that this file will not steal any of your information or cause any harm. We are sorry for the inconvenience caused to you.

We recommend that you use Windows Defender that comes with Windows system to detect the presence of viruses.

While the files themselves are not harmful, to ensure you're satisfied, you have the option of deleting the files or reinstalling a fresh, clean system. We will provide an operating system and detailed guidance. And we will provide the key to you for free.

- For users who choose to keep the product, we will provide compensation of up to 25% of the order price

-If you want to replace the product or get a full refund, of course we are also willing to arrange the exchange for you free of charge or issue a full refund to you.

Your satisfaction is our priority, and we hope this demonstrates our commitment to resolving the issue promptly.

Please let us know if you would like to proceed with a clean system or if there are any further steps we can take to assist you. We are here to ensure your satisfaction and look forward to hearing from you soon.

Best regards,
ACEMAGIC miniPC

Acemagic Service
service@acemagic.com

I would like to proceed with a clean System.

MfG
Marcel Stuchlik

Gesendet von [Mail](#) für Windows

Von: [Acemagic Service](#)

Gesendet: Montag, 26. Februar 2024 10:47

An: [Marcel Stuchlik](#)

Betreff: Re:Mini-PC Virusvorfall Order #ACEEU1323

Hi there

We recommend that you use Windows Defender that comes with Windows system to detect the presence of viruses. would you mind trying it ?

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

Hallo,

this is okay for me!

MFG
Marcel Stuchlik

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Acemagic Service
service@acemagic.com

Hallo,

the compensation of 10% it's okay.
I made a new Installation.

MFG
Marcel Stuchlik

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Hi there

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Acemagic Service
service@acemagic.com

Okay, we have processed it, did you receive it?

Acemagic Service
service@acemagic.com

Re:AW: Mini-PC Virusvorfall Order #ACEEU1323



Marcel Stuchlik 2024-03-16 23:41

Recipient: Me [Details](#)

Hallo,
i receive it!
Thank you!

MfG
Marcel Stuchlik

Gesendet von [Mail](#) für Windows

Okay, we have processed it, did you receive it?

Acemagic Service
service@acemagic.com