I bought a laptop at FPT shop 3 month ago. Recently, my laptop is slow and I cannot access Microsoft office software like Word, Excel and PowerPoint so I think it is infected with virus. I have got this problem for 1 week. When I had the problem, I contacted my friends and seniors to ask how it could be fixed. After I heard the advice from my seniors I downloaded some anti-virus software. But that didn’t work so I went to that shop and asked them to fix this error for me and they fixed my laptop by reinstalling windows.