

From: mfl260789@gmail.com

To: customerservice@acer.com

Date Sent: 04-11-2024

Complaint about the state of delivery of the Laptop

Greetings,

This last Friday I received the laptop I had ordered the 29th of last month and 2 days later unboxed it. Just 2 days after that I've found a few critical problems. The first one is that the battery of the laptop doesn't last the 12h it's supposed to as advertised in your website and in the laptop stickers, instead it only lasts 6h at best. The second one is that the fans of the laptop tend to go full speed even when I'm simply browsing the internet and trying to tone them down manually with your proprietary app Nitrosense. The third and last complaint is that the laptop charger doesn't connect properly some of the time, meaning it physically connects but it's not functional (approx. every 2h I have to disconnect and reconnect it again for it to work properly).

I hope we can find a solution to this problem, that either being a refund, a fix of the laptop itself, the substitution of the product for a new one or any other option you came up with that satisfies me.

Relevant info:

- Phone: 675820239
- Order n°: 868930374612374
- Serial n°: 992F3-GH974-3I90P
- Product ID: 230824-GLF

Best regards,

Marcos.