



1/5/16

Dear Costco Member,

Our records indicate that you have purchased Item # 1027746 *A Walk in the Woods* Blu-ray between 12/29/15-1/4/2016.

Due to an issue with the authoring of this Blu-ray, you may have experienced a playability issue on select models of Blu-ray players that have not recently upgraded its firmware.

If you have updated your firmware or you are unable to update your firmware and are not able to get your copy of *A Walk in the Woods* to play, please follow one of the two below options:

1. Please return the item to your local Costco for a full refund.

OR

2. Email USHEConsumerRelations@visionmediamgmt.com or call 1-888-882-5779 to have a newly re-mastered Blu-ray sent to you at no cost.

Thank you,

A large, stylized handwritten signature in black ink, appearing to be "B. Green".

Broad Green Pictures
Home Entertainment Department

