



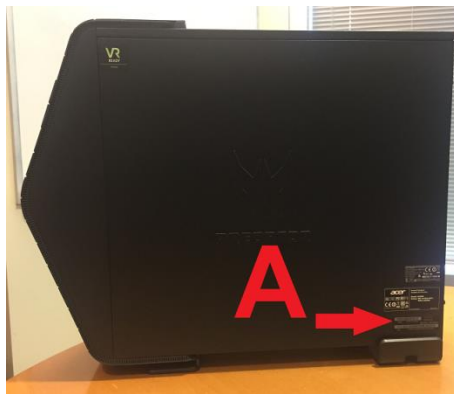
June 8, 2017

Dear Costco Wholesale Member,

Costco's records indicate that you purchased an Acer Predator G3 desktop computer (Model G3-710-UC11, Costco item #1135751) between March 25, 2017 and May 18, 2017. Acer has learned that a limited number of these units may have a BIOS issue which impacts the computer's ability to boot-up.

To determine whether your unit is impacted:

- Option 1: Check your unit's SNID number to determine if it was manufactured during the affected date range.
 - A. Locate the serial plate on the side of the unit.



- B. If the first three digits of SNID number are 703, 704, 705, 706, 707 or 708, your unit may be affected.



- Option 2: Call the dedicated Acer Predator Support line at (866) 517-2237.

- Option 3: Visit Acer's Predator Online Chat Support at <http://go.acer.com/predatorchat>.

If Acer determines that your unit is impacted, you may select one of the three options below:

- Option 1: Acer will provide you with a prepaid return shipping label to assist you with the return of your impacted unit. Acer will then ship a replacement unit directly to you via expedited shipping.
- Option 2: Acer will provide you with a prepaid return shipping label so that Acer Customer Care can perform a BIOS update on your impacted unit. Acer will then return your unit to you via expedited shipping.
- Option 3: You may return your unit to your local Costco for a full refund.

Please note that not all units are impacted. If you believe that your unit is affected, or have any questions or concerns, please contact Acer Customer Care at (866) 517-2237 or visit <http://go.acer.com/predatorchat> for more information.

Sincerely,

Acer Customer Care