親愛的好市多會員您好:　　2022 年12月30日

根據好市多的購買記錄，您在 2022年9月12日至 2022年12月18日這段期間，曾購買下列商品:

| Costco Item # | Tree Description |
|---|---|
| 1487755 | 12' PRE-LIT ASPEN Micro Dot LED TREE<br>12呎 PRE-LIT LED TREE 360公分 LED 聖誕樹附無線遙控器 |
| 2006176 | 6.5' PRE-LIT ASPEN Micro Dot TREE<br>6.5 呎 PRE-LIT LED TREE 198公分 LED 聖誕樹附無線遙控器 |

我們發現少部分商品所附的白色無線遙控器(圖二) 可能在使用數天後停止運作。請注意這個狀況並不會造成安全上的疑慮，您仍然可以使用本商品電源線上的綠色控制器(圖一)來操控聖誕樹的所有功能。

如果您的無線遙控器符合上述情形需要更換，請在2023年2月15日前致電台灣好市多客服中心 449-9909 (市話請直撥不加區碼，手機撥打請加 02，服務時間: 週一至週日，上午 9:30 ~晚上 9:30)，進行申請，替換的無線遙控器將在2023年2月15日後以郵寄方式提供給您。

造成您的不便，我們深感抱歉，並且感謝您的耐心與體諒。

Dear Valued Costco Member,　　December 30, 2022

Costco records indicate that you have purchased one of the above artificial Christmas trees between September 12th – December 18th 2022.

Please note there is **NOT a safety issue**. Your tree will continue to perform all functions with the inline controller located on the power cable (green), but we have discovered a performance issue with some of the remotes causing the remote to stop functioning after a few days of use.

If you need a remote control replacement, please contact Costco Taiwan Customer Service at 449-9909 (For local calls, please dial directly without area code; for mobile phones, please add area code 02 as prefix. Service hours: Monday to Sunday, 9:30 am ~ 9:30 pm) before February 15th, 2023. Please note that replacement remote control will be mailed to you and will arrive after February 15th , 2023.

We apologize for any inconvenience caused and thank you for your patience in this matter.




圖一: 電源線上(綠色)控制器




圖二: 無線遙控器(白色)

Polygroup Customer Service Team