

親愛的好市多會員您好：

2021 年 08 月 12 日

根據好市多購買紀錄，您在 2021/06/15 至 2021/08/09 這段期間，於好市多購買 #125510 歐司朗 LED 晶幻智能檯燈，部分商品(製造號碼:2221)因安裝了錯誤的觸控開關面板，導致開關按鍵及色溫調整按鍵無法在正確的位置使用。此商品安全並無疑慮，可安心使用。若您發現購買的商品有觸控按鍵錯料的問題，請攜帶您的會員卡及商品至鄰近的好市多賣場辦理退貨；或可至台灣好市多線上購物平台 (<https://www.costco.com.tw>) 申請辦理退貨作業。

造成各位會員的不便，凌騰科技股份有限公司 深感抱歉，敬請見諒。

若您對購買到的產品有相關疑問，請洽凌騰科技股份有限公司 0800-035-128
(服務時間：周一至周五 09:00 am ~ 06:00 pm)

凌騰科技股份有限公司 敬上

Dear Valued Costco Member,

Aug 12, 2021

Costco's records indicate that you have purchased item #125510 OSRAM LEDVANCE LED LAMP PANEL SENESOR SWITCH between 2021/06/15 to 2021/08/09. We would like to inform you that some products from the production batch (MFG No. 2221) were installed with wrong touch panel so that it could not work properly. Please note that this does not affect the product safety.

If your lamp has wrong touch panel issue, please return the product to your nearest Costco wholesale warehouse or utilize refund function in Costco E-commerce website (<https://www.costco.com.tw/>) for a full refund.

We apologize for any inconvenience caused.

If you have any questions, please contact **Neutron Inc.** at 0800-035-128
(Service time: Monday to Friday 09:00 am ~ 06:00 pm)

Neutron Inc.



錯誤的觸控開關面板
Incorrect touch panel



正確的觸控開關面板
Correct touch panel