Carlos: Good morning, Carlos is here for you, what is your problem?

Unai: Hello, I have a problem with the keyboard, the control key does not work and the keyboard arrived today.

Carlos: Have you tried using other USB ports?

Unai: let me check.... no, it doesn't work.

Carlos: received, we will proceed with the return of the product, in these days you will receive an email with the instructions for the return.

Unai: thank you.