[SH09] Speaker clogged/ fuzzy

**Q1**:The speaker is clogged/ fuzzy

**A1**: Dear Backcare, please relay the following message to the customer. We are very sorry to hear that the customer is encountering such a problem with the device. Could you please try to brush the device with a toothbrush and alcohol to resolve the issue in hopes to resolve the issue on your end? Please let us know if the issue persists.

**Q2**: I tried and it did not work

A2: Dear Backcare, We are sorry for this inconvenience caused. Would the customer accept a commercial gesture of 30 euros to avoid the hassle of returning the phone? In the event that the customer decides to seek a 3rd party to repair this issue, this commercial gesture could be used to offset the cost. It also avoids the hassle of deleting all personal data just for a simple speaker repair when returning the phone and saves the world from harmful carbon dioxide emissions generated by logistics carriers when transporting the device back to our facility.