[SH12] Audio Jack Not working

**Q1**: The audio jack is not working

**A1**: Dear Backcare, Please pass along the following message to the customer: We are sorry to hear you're experiencing difficulties with your device's audio jack. Could you please attempt to clean the jack using a toothbrush and some alcohol? Kindly let us know if the problem continues.

**Q2**: This method is not working

**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? With this commercial gesture the customer can use this amount to fund and offset the cost of repairing the audio jack at their neighbourhood mobile repair shop. Alternatively, they may use the amount to fund the purchase of a bluetooth handsfree device that cost around 30 euros in backmarket. Not only does the customer upgrade to a bluetooth technology through this unfortunate incident, It also avoids the hassle of deleting all personal data when returning the phone and saves the harmful carbon dioxide emissions generated by logistics carriers when transporting the device back to our facility.