[SH15] People cant hear me (Microphone)

**Q1:** People cant hear me when making a call

**A1:** Dear Backcare, please relay the following message to the customer. All our devices are tested prior to delivery. When people often complain that they can't be heard, it is highly likely due to dust/debris stuck near/covering the microphone or a poorly made case covering the holes of the microphones. Modern day smartphones have 3 microphones and each is on its own important to the function of the phone. By suggesting the customer to try to clean the device with alcohol first, we are effectively isolating the issue and resolving the issue on the customer end without necessitating a return. We are very sorry to hear that the customer is encountering such a problem with the device. Could you please try to brush the microphone with a toothbrush and alcohol to resolve the issue? Additionally, In appreciation of your time and efforts, we would like to offer a commercial gesture of 10 euros for a cup of coffee. Thank you and we hope to hear from you again. Please let us know if the issue persists.

**Q2:** I don't care, i want to return

**A2:** Dear Backcare, please relay the following message to the customer. Dear customer, we are sorry for this inconvenience caused. Would you accept a commercial gesture of 30 euros to avoid the hassle of returning the phone and to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device that could be easily repaired? With the commercial gesture, you may proceed to a neighbourhood shop to do a repair of the microphone.

**Q3:** No, I don't want your money

**A3:** Dear Backcare, We understand the inconvenience yet as a merchant here at BackMarket, it is our goal to be as eco-friendly as possible to reduce all environmental waste for the world we live in. I have spoken to my manager and we are able to offer a commercial gesture of 60 euros for this special case.