[SH28] Device does not recognise sim card

**Q1**: Hello, My Galaxy S21+ 5G is experiencing the following problem: THE DEVICE DOES NOT RECOGNIZE MY SIM CARD

A1: Dear Backcare, Please inform the customer that there could be 2 possibilities in this situation. an issue arising from the device or an issue with an old sim card. Reusing the old sim card is not recommended usually as the gold contacts on the sim card could potentially be worn off due to wear and tear and long term use. We recommend the customer to restart the device to see if the issue persists. If it still persists, the customer may try to reinsert the sim card. All devices have been tested before we send it out. I’ve just checked the record and the device was able to receive calls during the pre-delivery check before the product was dispatched to the customer.