*Welcome to Philips Chat, you're chatting with Shawn. How may I help you?*

**Shawn:** Hello Luyao.

**Shawn:** How may I assist you?

**Luyao:** Hi Shawn

**Luyao:** The diamond clean brush I bought around this time last year is having a loose metal shaft and making loud noise when it's turned on

**Luyao:** What should I do about it?

**Shawn:**  I apologize for your recent experience and will be glad to assist you.

**Shawn:** What I’d like to do is gather some product information from you and will check available options.

**Luyao:** Sure

**Shawn:** May I please have the model number, serial number and the exact date of purchase of your unit? The model and serial numbers are located on the bottom of the toothbrush handle. The model number should begin with HX.

**Luyao:** Serial #: 150108; Model #: HX9340

**Luyao:** I ordered it from Macy's on Sept 30, 2015

**Shawn:** Thank you for the information.

**Shawn:** Has the unit been drop by any chance?

**Luyao:** I don't think so

**Luyao:** It stays in the glass for charging when I'm not using it

**Shawn:** We've been able to determine your unit is covered under warranty. Since the unit is within warranty, I can process a replacement of the toothbrush handle.

**Shawn:** To process the replacement request for you, may I please have your full name, complete mailing address with phone number, and email address?

**Luyao:** Name: Luyao Zhang;   
address: 1359 N LINCOLN AVE APT 3076, URBANA, IL, 61801; phone: 217-778-9761;   
email: [l.y.zhang@hotmail.com](mailto:l.y.zhang@hotmail.com)

**Shawn:** Thank you for the information.

**Luyao:** No problem.

**Shawn:** You should receive your replacement within 7-10 business days. Also, here's our chat session ID 51610050309261807 for your reference. Please keep your brush head and all accessories, as only the handle will be replaced. You will receive a pre-paid return shipping label to return your current handle. The mailing label has an expiration date, so please send us your unit within 20 business days from receipt of the label.

**Shawn:** I appreciate your patience and understanding.  
Is there anything else that I can help you with today?

**Shawn:** You may receive a satisfaction survey in your email to rate your overall experience today. The survey will ask you to rate my performance on a scale of 0 to 10 with 10 being the best. If you feel I provided you with excellent service today, I would appreciate you rating the chat as a 10.

**Shawn:** We may contact you in the future about our products or send you exclusive offers and product updates. Is that OK?

**Shawn:** Thank you for contacting Philips North America.

*Chat has ended*