### [SA01] No Case/Protector

**Q1**: I did not receive the case and screen protector indicated during the order purchase.

**A1** : Dear Backcare, please relay the following message to the customer. Please remember to close the case after relaying the message as this issue is not an issue by us. Thank you for your feedback. We would escalate this to the accessories team in BackMarket. Unfortunately, this situation is beyond our control as we are only contractually obligated by BackMarket to provide the device and the charging cable, The case and screen protector you’ve mentioned is an extra gift provided directly by the accessories department of BackMarket when you decided to take up the accidental damage or insurance protection.

You will need to contact the BackMarket service at the following coordinates, which will be able to analyse the case more deeply: Send a simple email to bonjour@backmarket.fr Call 01 70 77 24 93 (Monday to Friday from 9:30 a.m. to 6:30 p.m.) Thank you for your kind understanding. Thank you. Regards, XX

**Q2**: I don't understand what department/team you are talking about. Aren't you BackMarket?

**A2**: Dear Backcare, please relay the following message to the customer. Please remember to close the case after relaying the message as this issue is not an issue by us. Unfortunately, as mentioned above, this situation is beyond our control as we are only contractually obligated by BackMarket to provide the device and the charging cable, The case and screen protector you’ve mentioned is an extra gift provided directly by the accessories department of BackMarket when you decided to take up the accidental damage or insurance protection. You will need to contact the BackMarket service to analyse the case more deeply: Send a simple email to bonjour@backmarket.fr Call 01 70 77 24 93 (Monday to Friday from 9:30 a.m. to 6:30 p.m.) Thank you for your kind understanding.

Thank you. Regards, XX