### [SA02] Cable/ Charger not working

First step: Isolate issue and narrow down to identify if it is charger or cable not working. suggest customer to use another known good charger or cable

**Q1**: The cable is not working properly. **A1**: Dear Backcare, please relay the following message to the customer. We are very sorry to hear that the customer is encountering such a problem with the device. Could you please identify if the issue lies with the cable or the charger? Could you please try to charge the device with a known good charger or cable to see if the issue is resolved. Please let us know if the issue persists. Thank you Regards, XX

**Q2**: I confirm it is the cable not working **A2**: Dear BackCare,We are willing to offer a commercial gesture for this inconvenience with respect to the amount stated at the Quality Charter [10 euros]. Thank you. Regards, XX

**Q2**: I confirm it is the charger instead that is not working **A2**: Dear Backcare, Please convey the following message to the customer: We are sorry for any inconvenience caused. As per our contract with BackMarket, we are obligated to provide only the device and a charging cable. BackMarket has adopted an eco-friendly approach by not including a charger with purchases. According to industry experts, this helps to reduce carbon emissions and save raw materials such as plastic, copper, and zinc that would otherwise be used in the manufacturing of power adapters. We appreciate your understanding on this matter. Thank you. Regards, XX