### [SA04] No earphones

**Q1:** The order doesn’t come with the earphones. I need it. 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. As part of an eco-friendly effort, Backmarket does not provide earphones anymore with every purchase to align itself with it. According to industry experts, ditching the earphone is supposed to reduce carbon emissions and preserve raw materials. Experts have stated that earphones use large amounts of materials such as plastic, copper, and zinc for manufacturing. I inform you that the phones on Back Market are delivered without earphones or wall plug as specified on the technical sheet of the product page. It is indeed a specificity of refurbished products which aims to reduce the electronic waste based on the observation that most customers already have these accessories from their old devices. This also reduces the selling price. For more information on the subject, we also invite you to read the following article: [https://help.backmarket.com/hc/fr-fr/articles/360033669473-Accessoires-sont-ils-inclus-sont- vos-d-origine-](https://help.backmarket.com/hc/fr-fr/articles/360033669473-Accessoires-sont-ils-inclus-sont-ils-d-origine-) Finally, if you don't have any accessories, know that you will find some in our Accessories section: <https://www.backmarket.fr/accessoires-certifies-par-le-lab-reconditioned.html> We thank you for your understanding and don't forget, we are here if you need us! Your happiness is our top priority. Regards, XX

**Q2:** I don't care, i want an earphone or similar **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, Accessories such as the earphones are not included. We are really sorry and deeply empathise with your situation. Thank you. Regards, XX