### [SD01] Items missing / wrong item received

1. Make sure theBackMarket CND form is both **signed** and fully completed [**Handwritten**, **IMEI filled**]. **Photographs of all four sides** of the parcel along with the shipping label must also be provided by the customer.

2. According to Axe’s policy, an investigation may take up to 45 days. In the meantime, **the customer can be refunded once Axe confirms that the documents are up to their standards (claim open).**

**IF CARRIER IS UPS, REMIND CUSTOMER TO KEEP PARCEL FOR UPS TO PICK UP**

**IF CARRIER IS DPD, PROVIDE CND OF DPD IN CORRECT LANGUAGE FOR CUSTOMER TO FILL UP (LINK:** [**https://www.dpd.com/nl/en/verklaring/**](https://www.dpd.com/nl/en/verklaring/)**)**

**Q1:** My package came empty **A1**: Dear Backcare, kindly forward the following instructions to the customer: We're working with our logistics partner to resolve this issue. They have requested the following documentation: 1. Handwritten, signed, and completed BackMarket CND form. 2. Photograph of the shipping label on the parcel. 3. Photographs of all four sides of the parcel. 4. Photographs of all four sides of its contents. Can I check if the customer wrote any comments on the delivery note regarding this issue as well? Regards, XX

**Q2**: Attached are all the documents required  
**A2:**

1. Verify all submitted documents and notify Axe via procedure **E002**.

2. If any documents are missing or incomplete, respond as follows:

Dear XXX, We appreciate your cooperation. Our team is working diligently to resolve your issue, but it appears that some documents are either missing or incomplete. Please resubmit the following: 1. (INSERT MISSING DOCUMENT). Thank you for your understanding. Regards, XX

**Note**: **Repeat A2 until all documents are satisfactory**. If the 7-day deadline is approaching, inform the customer that the required documents must be submitted within 7 days to proceed with the claim.