### [SD02] Withdrawal / change my mind BEFORE Product Shipped

**Q1**: I would like to withdraw **A1** : Dear Backcare, please relay the following message to the customer. We have informed our logistics partner of the customer request. Please standby for updates from the carrier. Regards, XX

**Note**: Execute procedure **E003** immediately and send an email to **La Boisse** to cancel the order.

**Upon Successful Cancellation on SBO:**

1. **Refund the customer.**

2. Notify Backcare to close the case with the following message:

Dear Backcare, The order has been successfully cancelled and the customer has been refunded. Please close the case. Regards, XX

**If Cancellation Fails:**

Dear Backcare, Unfortunately, the order has been shipped. The tracking number is XXXXXXX. Regards, XX

**Also** use the **A1** response from **S004**.