### [SD03] Withdrawal AFTER Product Shipped (Product in Transit)

**Q1:** I would like to withdraw **A1** :Dear Backcare, please relay the following message to the customer. We are so sorry that you are unhappy with our product, as your product is still in transit, our logistics partner has suggested that you do the following. 1. Refuse the parcel when a delivery attempt is made. 2. If unable to refuse a parcel, do not open the product packaging. Use the return label provided by BackMarket and send the device back immediately. By doing the following, you would be sure to receive a much **FASTER REFUND** for this order. However, if we may interrupt, if this change of mind is due to a cheaper alternative found, we are able to offer you a commercial gesture of 20 euros instead. Thank you. Regards, XX

**Q2**: I don't care about money, I still want to return. **A2**: Dear Backcare, please relay the following message to the customer. Dear XXXX, We are truly sorry that we are still not able to provide you with a satisfactory outcome. Rather than sending a return, would you consider a 40 euros commercial gesture instead to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device without hardware issues? Thank you. Regards, XX