### [SD04] Withdrawal AFTER Product Shipped (Product Received)

**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. Rather than sending a return, would you consider a <10% of order value> euros commercial gesture instead? You could save the harmful carbon dioxide emissions generated by logistics carriers in facilitating a return of a device which is perfectly functional and fit to use for many years ahead.

Thank you. Regards, XX