### [SD07] Parcel stuck in transit

Q1: Parcel stuck in transit

A1: Dear Backcare, I have informed my logistics partner regarding this issue and they request the following: **(Day 1):** BackMarket CND (we require it to be handwritten) **(Day 2):** Customer ID **(Day 3):** Carrier CND **(only for chronopost and DPD)** Thank you. XX

**Note:** We will request for the next document when the current document is completed

**Q2:** Attached are all the documents required **A2:** Check all information is satisfactory and inform Axe accordingly through procedure **E001**. If documents 1 and 2 are not satisfactory or present, reply the following: Dear Backcare, Thank you for your reply. We appreciate your understanding for this inconvenience caused. rest assured our team is working round the clock to seek a conclusion for your issue. However, the following documents seem to be missing/ incomplete. Could you please submit it again? 1. (INSERT MISSING DOCUMENT) Thank you. Regards, XX

**Note:** Repeat A2 until satisfactory replies are given, when approaching the end of the 7 days, reply firmly that we need these documents within 7 days else we will not be able to proceed with the claim.

**A3:** (Holding)

Dear Backcare, please relay this to the customer. I understand completely that it is not normal that packages are delayed, but we are doing our best with the carrier to ensure that the delivery goes smoothly. If the packages are lost, the carrier will reimburse us for the goods. In this case we will refund you as soon as possible, without any problem. Regards, XX