### [SD08] Parcel marked delivered, Customer say did not receive

**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:** Tracking link says **DELIVERED** but the customer says they did not receive it. **A1:** Dear Backcare, I have informed my logistics partner regarding this issue and they request the following: Day 1: BackMarket CND to refuse parcel if it is ever delivered back (We require it to be handwritten) Day 2: Customer ID Day 3: Carrier CND (for DPD and chronopost)

\* We will request for the next document when the current document is completed Thank you.

Regards, XX

**Note:** Immediately perform E010

**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 the customer's understanding for this inconvenience caused. Rest assured our team is working round the clock to seek a conclusion for the customer’s issue. However, the following documents seem to be missing/ incomplete. Could you please request the customer to 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.