### [SD10] Customer return device to us but parcel lost

Email Axe using [E006] to get the CND from them. Reply to BM using template below:

Q1: Customer return device to us but parcel lost A1: Dear Backcare, We have contacted our logistics partner about this issue. Please open a Backship investigation and we will provide you with the CND soon. Thank you. Regards, XX

Once the CND is given to us, send it to BM.