[SH01] Korean apps

**Q1**: My phone is in Korean / not suited for europe

**A1**(Samsung):

Dear Backcare, please relay the following message to the customer. Here is a 30 seconds video instruction to remove the Korean apps. Please visit the link. https://www.youtube.com/watch?v=U4SYKrtvpuU

**A1**(Apple):

Dear Backcare, please relay the following message to the customer. We are sorry for the inconvenience caused. In alignment with our focus at BackMarket to give customers the best economical value for products in an environmentally friendly way, we source our products globally to ensure a competitive pricing. Rest assured that the device you received is 100% original. All of our phones sold at Backmarket are international models fit for use throughout the whole of Europe and the rest of the world. We are very sorry for the inconvenience caused and would like to politely offer you a commercial gesture of 30 euros. Thank you for doing your part to save the environment.

**Q2**: I don't care, I want a return.

**A2**: Dear Backcare, please relay the following message to the customer. We are truly sorry that we are still not able to provide you with a satisfactory outcome. This device is an international model 100% compatible with Europe. Rather than sending a return, would you consider a 60 euros commercial gesture instead? You could significantly reduce the harmful carbon dioxide emissions generated by logistics carriers in facilitating a return of a device without hardware issues. This would definitely be a big help to the improvement of our environment.

**Q3**: I don't need your money

**A3**: Return device back