[SH02] Aesthetic grade discrepancies

**Q1**: I bought the phone in a VG (Very Good) grade (because BackMarket bumped it to sell as a VG when it was a G (Good) grade phone), and it does not correspond to the grade

**A1**: Dear Backcare, please inform the following message to the customer. We are very sorry to hear that you feel that the appearance of the product does not conform to the grade purchased. Rather than sending a return, would you consider a <refer to [Scratches and Device Grade](file:///C:\Users\bismi\Downloads\ecomms%20notes%20(june%2028%20version)%20.docx#_ocov2xc6jcks) table> 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.

Note: Confirm if the discrepancy is due to a screen protector if photos are available.

**Q2**: I don't want money.

**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. Rather than sending a return, would you consider a <up to 10% of order value> euros commercial gesture instead to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device without hardware issues?