[SH03] Received with PIN code

**Q1**: My device came with a PIN code. I do not have the code.

**A1** :

Dear Backcare,

We are very sorry to hear that the customer is encountering such a problem with the device.

Please advise customer to use this link: https://ecotronique.com/reinitialiser

to resolve the issue. Please let us know if the issue persists. This link teaches the customer to force hard reset and enter recovery mode to wipe all contents of the device without entering the unknown PIN code. By doing this, the hard reset would restore the device to its factory default configuration with no pin code. Alternatively if in the event the link is not working, please inform the customer to enter recovery mode for the devices.

**Q2**: It is too difficult, I want to 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. Would you accept a commercial gesture of 20 euros for this inconvenience caused to avoid the hassle of returning the phone? As this issue could really be resolved on your end without necessitating a need to return. Did you know that everytime a return is made, harmful Carbon dioxide emissions are generated by logistics carriers to facilitate a return of a device without hardware issues? Let us do our part for a greener world.