[SH04] Battery health less than 85%

**Q1**: The battery health is in a bad state, \*provides screenshot of the battery health %\*

**Note on battery warranty:** Battery warranty only lasts for 1 month unless it goes below 80% within 6 months (battery warranty included in phone warranty)

**A1**: Dear Backcare, please relay the following message to the customer. We are sorry for this inconvenience caused. Would you accept a commercial gesture of 30 euros to avoid the hassle of returning the phone? In the event that you decide to seek a third-party to repair this issue, this commercial gesture could be used to offset the cost. It also avoids the hassle of deleting all personal data just for a battery repair when returning the phone and saves the world from harmful carbon dioxide emissions generated by logistics carriers when transporting the device back to our facility. A battery is easy to replace and most shops would be able to do it so you can protect the data within your device instead of a return.

**Q2**: Uncooperative customer

**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 40 euros for this inconvenience caused to avoid the hassle of returning the phone? With the 40 euros, the customer can use this amount to fund the next battery replacement at their neighborhood mobile repair shop. We wish to remind customers that batteries are often discharging fast during the first week of use as the device is actively indexing new information. After the first week, the battery life should generally improve. Please refer to this link for more information. https://ecotronique.com/battery

**Q3**: I dont need money **A3:** \*repeat answer a2 and offer 60 euros.