[SH05] Battery depletes fast

**Q1**: The battery discharges quickly in XXX hours (ONLY for Samsung)

**A1**: Dear Backcare, We are very sorry to hear that the customer is encountering such a problem with the device. Please advise the customer to follow the procedures below and provide the battery health % of the device:

1. Download the AccuBattery app from Google PlayStore and launch the application 2. Discharge the device until 0% with the FastDischarge app. 3. Charge the device back till 80%. 4. Repeat this process TWICE. 5. Provide a screenshot of the "Health" tab (3RD TAB) of the AccuBattery app to show the battery health % of the device.

We wish to remind customers that batteries are oftenly 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> Please use a brand new charger to charge the phone. This issue is common among the latest phone models such as the one you purchased. This is due to the amount of power needed to operate the phone. A brand new charger will have the capacity to fully charge the phone and allow it to last longer throughout the day. We would like to offer a commercial gesture of 20 euros for you to purchase a new charger at your local phone store. Please let me know if there are still persisting issues.

**Q2a**: Screenshot of battery health shows >85%

**A2** Samsung: Dear Backcare, please relay the following message to the customer. Based on the BackMarket Quality Charter, the product is required to have a minimum battery health of 85%, which is compliant with the product which you have received. However, we would like to offer a commercial gesture of 20 euros for this inconvenience caused. With the 20 euros, the customer can use this amount to fund the next battery replacement at their neighbourhood 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>

**A2** iPhone: Dear Backcare, please relay the following message to the customer. “ Unfortunately, Based on the BackMarket Quality Charter, the product is required to have a minimum battery health of 85%, which is compliant with the product which you have received. However, we would like to offer a commercial gesture of 20 euros for this inconvenience caused. With the 20 euros, the customer can use this amount to fund the next battery replacement at their neighbourhood mobile repair shop. We wish to remind customers that batteries are oftenly 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. However, again, please note that according to the backmarket quality charter the battery health is only required to be above 85%, to be marked as compliant for each order. There is no guarantee for it to be a minimum <CUSTOMER CURRENT REPORTED %> .”

**Q2b**: Screenshot of battery health shows less than 85%

**A2b**: Dear Backcare, We are truly sorry that we are still not able to provide you with a satisfactory outcome. Would the customer accept a commercial gesture for this shortfall. It was an honest mistake during diagnostics. Rather than sending a return, would the customer consider a 40 euros commercial gesture instead to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device. Most neighbourhood shops would be able to replace the battery of the device.

**Q3a**: Uncooperative customer and getting angry and proceeding to return already

**A3**: 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(Samsung)/60(iPhone) euros for this inconvenience caused?