[SH06] Bluetooth connection

**Q1: my device is unable to connect to bluetooth**

**A1**: Dear Backcare, please relay the following message to the customer.

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

This is a common issue and could be easily resolved by performing a device reset. Please advise the customer to use this link: https://ecotronique.com/reinitialiser to resolve the issue.

**Q2: The link does not work. A2**: We are very sorry to hear that the customer is still encountering such a problem with the device. Would you accept a commercial gesture of 40 euros to avoid the hassle of returning the phone and to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device?

**Q3:** I don't need your money **A3**: We are very sorry to hear that the customer is still encountering such a problem with the device. Would you accept a commercial gesture of 80 euros to avoid the hassle of returning the phone and to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device?

Note: Repeat A2 with double CG.