[SH07] Phone not charging / slow charging

**Q1**: My phone is not charging

**A1**: Dear Backcare, please relay the following message to the customer. We regret to hear about the charging issue you're experiencing. We generally recommend a 2-step troubleshooting process:

1. Check for any debris in the charging port and remove it if possible. 2. Try using a different charger to see if that resolves the issue.

If the issue still persists, a return to repair might be required.

**Q2**: Changing the charger/cable does not work.

**A2**: Dear Backcare, We are sorry for this inconvenience caused. Would the customer accept a commercial gesture of 30 euros to avoid the hassle of returning the phone? With this commercial gesture the customer can use this amount to fund and offset the cost of repairing the charging port at their neighbourhood mobile repair shop. It also avoids the hassle of deleting all personal data when returning the phone and saves the harmful carbon dioxide emissions generated by logistics carriers when transporting the device back to our facility.