[SH11] NFC / Samsung Pay

**Q1:** The NFC function / Samsung Pay does not work. I need it.

**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. For this inconvenience caused, would the customer accept a commercial gesture of 20 euros? Rest assured. The phone is an original phone from Korea as with the origin of the brand Samsung. It is an international phone but Samsung has blocked the Samsung Pay function to be limited only to Korea. However, together with the backmarket with our eco passion, we have found a solution to use it with Google Pay instead. You would be able to download Google pay from the app store. Here is the link: https://apkpure.com/fr/google-pay-save-and-pay/com.google.android.apps.nbu.paisa.user

***Tip: PLEASE change the “fr” of the link accordingly to the customer origin and ensure the link is working before sending to the customer***

*For example, use 'es' for Spain and 'de' for Germany.*

*For other countries, you can find the correct Internet country code by searching on Google.*

**Q2**: I don't need your money, I really want NFC / Samsung Pay working.

**A2**: Dear Backcare, please relay the following message to the customer. Dear Customer, we completely understand your frustration. However, let us all do our part to save the planet and to be honest this phone is completely working. As mentioned it is because Samsung didn't want phones to be exported globally to control prices. However, here at backmarket, we believe in delivering good prices and thus we suggest you to install Google Pay. Trust us that google pay is the same as samsung pay if not even better as the google ecosystem is bigger. I’ve spoken to my manager and they have decided to provide you with a commercial gesture for this inconvenience. Rather than sending a return, would you consider a 20 euros commercial gesture instead to save the harmful carbon dioxide emissions generated by logistics carriers to facilitate a return of a device without hardware issues?