[SH13] My phone is unable to turn on / no power/ screen flash

**Q1:** My phone can't turn on. **A1:** Dear Backcare, please relay the following message to the customer. Dear customer, please charge the device with a known good charger/ cable. If they do not have another charger/cable we are willing to send a new one to them.

**Q2a:** I tried changing the charger and cable but the device is still not able to power on. **A2a:** Send return procedure

**Q2b:** I don’t have another charger/cable **A2b**: Dear Backcare, please relay the following message to the customer. We are sorry to hear about this. Could you please look for another charger/cable for us to confirm if the issue is with the device itself or the accessories. This is to prevent an unnecessary return.