[SH17] Camera has a black spot

**Q1:** The camera has a black spot

**A1:** Dear Backcare, please relay the following message to the customer. Dear customer, we are sorry for this inconvenience caused. Would you accept a commercial gesture of 50 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 the device?

**Q2:** No, I don't want your money

**A2**: Dear backcare, please relay the following message to the customer. We understand the inconvenience yet as a merchant here at BackMarket, it is our goal to be as eco-friendly as possible to reduce all environmental waste for the world we live in. I have spoken to my manager and we are able to offer a commercial gesture of 100 euros for this special case.