[SH19] Phone cracked / water damaged

Customer sends a picture or informs via text that the phone is **cracked or water damaged.**

**A1:** Dear Backcare, Please relay the following to the customer: Unfortunately, after consulting with my manager, we can't offer support for devices that are out of warranty. We do understand the inconvenience this may cause.

**Q2:** Any helps on where to fix or how can i rectify <whatever issue they say>

**A2:** Dear Backcare, Please relay the following to the customer: We empathize with your situation, but unfortunately, we're unable to assist with issues on devices that are out of warranty. Thank you for your understanding.