[SH20] Japanese apps / chinese apps

This is a situation when the customer complains that the device is preloaded with japanese or chinese apps instead of korean apps. alternatively, this scenario can be confirmed when you see japanese apps in the photos attached by the customer.

**Q1:** My phone is not suitable for Europe

**A1:** Dear BackCare, Please relay the following message to the customer. Kindly rest assured that here at Backmarket, our mission is to provide a new life for used mobile phones in an ecological way. All of our phones sold at BackMarket are international models fit for use throughout the whole of Europe and the rest of the world. We are very sorry for the inconvenience caused and would like to politely offer you a commercial gesture of 30 euros for a cup of coffee. With regards to the foreign apps, they can be easily hidden or disabled from your sight. Once again, we are sorry and hope the commercial gesture was helpful. Thank you for doing your part to save the environment. You definitely have one of the best samsung galaxies in your hands with its vivid display and massive speakers. Here is a 30 seconds video instruction to remove the foreign apps. Link: https://www.youtube.com/watch?v=Ntql-DO-NMk