

Changes Overview

Important note

All category-specific information has been moved to the respective Quality Charter. The Seller Guide now contains only provisions that apply to all sellers across all categories. Please refer to the CE Quality Charter and the Non-CE Quality Charter for category-specific obligations.

Seller Guide Content Changes 2026/08

Structure & Preamble	[Structural] Full chapter reorder: new Preamble (Ch. 1) and Definitions (Ch. 2) added at the front; Invoicing moved after Returns; Fraud moved before Take Over; General Obligations moved to end. [Structural] Wording updated throughout from "You" to "Seller". [New clause] Preamble (Ch. 1) explicitly states refurbished is not a contractual party to Seller–Customer contracts and that the Seller Guide constitutes standardised T&Cs.
Chapter 2 Definitions	[New clause] Comprehensive definitions section added covering: Consumer Electronics (CE), Non-CE Categories, Business Customers, Disputes, Post-Sale Risks, Warranty Case, fraud categories, Take Over types, Auto Return Label, B2B SEPA Mandate, Klarna Shipping Policy, and PayPal Seller Protection Requirements.
Chapter 3 Onboarding & Registration	[Structural] Section consolidated; "refurbed's offer" (Trade-in, Vouchers, refurbished business) moved to Ch. 16. This reflects the P2B information obligation. [Structural] Product safety information obligation moved here from QC CE as a universal listing requirement (§3.2), applying to all categories. No content change.
Chapter 4 Seller Obligations	§4.1.1 [Amended] Seller eligibility expanded from EU/EFTA to include "any market in which refurbished operates," accommodating Sellers outside EU/EFTA (e.g. UK Sellers). §4.2.2 [Amended] The 14-day trial period after repair or replacement now also applies when a product was returned due to wrong configuration or wrong product, not just defects. The customer gets 14 days from receipt of the replacement, or the rest of the original 30-day withdrawal period, whichever is longer. §4.3 [Removed] Statutory warranty detailed rules removed; replaced by one-line principle (§4.3.2): local statutory warranty laws apply irrespective of the contractual Seller warranty. §4.5.8 [Amended]

	"Zendesk Ticketing Tool" renamed "Customer Ticketing Tool" throughout; Zendesk-specific obligations consolidated from six sub-clauses into one paragraph.
Chapter 5 Product Criteria	§5.1.1 [Amended] "Except IP certifications" replaced with "except Ingress Protection (IP) rating" — more precise language.
Chapter 6 Shipping & Delivery	[Structural] Shipping issue handling simplified: nine specific shipment issue scenarios replaced by a general transport risk principle (§6.5.1–6.5.6). Detailed scenario descriptions moved to a dedicated Notion page. Shipping timetable was moved from the Quality Charter to the Seller Guide. §6.1.1 [Amended] Order notification broadened to "all required customer and order details" — email no longer specified as the channel for notifications about orders, accommodating API-integrated Sellers. §6.1.5 [New clause] Seller must ship exclusively to the checkout address. Narrow exception for typographical errors or missing details reported by the customer before shipment. §6.3.1 [Amended] Bikes added to the "Large" product category in the shipping timetable. §6.3.1 [Amended] wording clarified; no content change.
Chapter 7 Returns & Refunds	§7.1.3 [New clause] Where a Seller's return label is not accepted at the carrier's drop-off point, the Seller must reimburse the customer for shipping costs incurred, provided the customer shares the bill. §7.3.3 [Amended] Refund deadline simplified — if no refund and no valid explanation within 3 business days of return receipt, refurbished may issue the refund on the Seller's behalf. Seller now has a proactive obligation to justify delays. §7.3.4 [Moved] Contractual warranty clause about time value refund moved to Quality Charter CE §3.1.3
Chapter 8 Customer Invoicing & Tax	[Structural] Chapter renamed from "Invoicing and Tax Compliance" to "Customer Invoicing and Tax Compliance". §8.1.1 [Amended] Invoice upload deadline extended from 24 to 72 hours after purchase (excluding weekends and public holidays). The 24-hour deadline for invoices provided upon customer request remains unchanged.

	[Amended] Audit clause for business customers removed and added to General Obligations under Ch. 17.4 for Sellers in general.
Chapter 9 Payment Terms	[Amended] Section re-structured; commission rates and clauses that may not apply to all categories (Smart Pricing, Discount Codes, Kids' Launch Year Commission) moved to Annex 2. §9.3 [Amended] Dispute section rewritten for improved clarity. §9.8 Rolling Reserve [New clause] Clarification about calculation basis (12-month history, credit rating, refund/defect rates), review cadence (daily from November 2026, weekly until then), 12-month retention period, and offset rights. §9.8.1 [New clause] Reserve Notion Page linked in the Seller Guide for further information. §9.8 [Amended] 6.5% rolling reserve cap removed — reserve is now uncapped. §9.8.3 [New clause] Reserve may be forwarded and offset to affiliated refurbished entities (Refurbed Direct GmbH, Refurbed Plus GmbH); retained up to 12 months post-offboarding. Reserve may also be used to offset against third parties and affiliated companies.
Chapter 10 Fraud, Abuse and Security Policy	[Amended] Definitions for Fraud, Abuse and Security Policy moved to Ch. 2 Definitions.
Chapter 11 Take Over	[Structural] Chapter redrafted: Single Case Take Over and Full Account Take Over now defined and governed separately. Not a content change — the two scenarios are more clearly explained. §11.4 [New clause] Automatic transfer of device ownership to refurbished if Seller has a negative balance in case of full Account Takeover. §11.4 [New clause] Automatic transfer of device ownership to refurbished if Seller fails to provide return address within 5 days in case of full Account Takeover (previously 14 days).
Chapter 13 Liability & Indemnification	[Structural] Original enumerated list of 10 liability triggers replaced by three general categories: (a) breach of applicable law, (b) breach of Seller Guide, (c) breach of obligations towards customers. §13.3

	[New clause] refurbished liable to Sellers for intent or gross negligence; slight negligence, indirect/consequential damages, loss of profit, and loss of data excluded.
Chapter 14 Term, Termination & Amendment	[Structural] Term and Termination is now unified under one section with Amendment. §14.3 [Amended] Amendment clause now covers the Quality Charter and all Annexes in addition to the Seller Guide (was Seller Guide only).
Chapter 15 Data	§15.4.1 [Amended] Monitoring conversations of Sellers (e.g. via AI tools) added as a permitted purpose for data sharing.
Chapter 17 General Obligations	§17.4 [New clause] General cooperation and audit clause — Seller must cooperate with refurbished, competent authorities, and third parties in investigations; must notify refurbished of any authority communications. §17.7 [Amended] IP license now expires 3 months after termination of the Seller Guide.
New Annexes	Annex 2 Commissions and Pricing [New] Commission rates, payment commission (CE), and Smart Pricing parameters extracted from the core guide. [New] SDA was renamed to “Home and Garden”. Power Tools & Garden equipment added as its own category. The Commission stays the same.

Structural Changes Seller Guide

Structural Changes	Ch. 1 Onboarding → Ch. 3 Onboarding and Registration refurbished's offer moved to Ch. 16; Company Location (§2.1) integrated into §3.1.4. Ch. 2 Seller Criteria → Ch. 4 Seller Obligations Renamed; statutory warranty explanation removed Ch. 3 Product Criteria → Ch. 5 Product Criteria Restructured from 5 to 3 sections; §5.2 renamed "Legal and Compliance". Ch. 4 Order-Shipment-Process & Packaging → Ch. 6 Shipping and Delivery Operations 9 shipment issue scenarios replaced by transport risk principle; new §6.1.5 on shipping address obligation added. Ch. 5 Invoicing and Tax Compliance → Ch. 8 Customer Invoicing and Tax Compliance
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	Moved after Returns (Ch. 7); Cooperation section (§5.4) removed. Ch. 6 Payment Terms → Ch. 9 Payment Terms Renumbered; §9.2 renamed "Keep Commission"; Daily Pay-Out restored as §9.6; Discount codes added as §9.7; Rolling reserve significantly revised. Ch. 7 Return Process → Ch. 7 Returns and Refunds Merged with Ch. 8 (Partial Refund); section numbering adjusted. Ch. 8 (Partial) Refund of Purchases → Merged into Ch. 7 Dissolved. Ch. 9 Liability and Indemnification → Ch. 13 Liability and Indemnification Significantly rewritten; refurbished's liability cap added as §13.4. Ch. 10 Take Over → Ch. 11 Take Over Single Case and Full Account Take Over separated; 14-day address deadline changed to 5 days. Ch. 11 Fraud, Abuse & Security Policy → Ch. 10 Fraud, Abuse and Security Policy Moved forward; scope/definitions and fraud categories moved to Ch. 2 Definitions. Ch. 12 General Rules → Ch. 17 General Obligations and Provisions Moved to end; cooperation/audit clause added (§17.4); applicable law moved as §17.9; IP licence modified. Ch. 13 Data → Ch. 15 Data Renumbered. Ch. 14 Dispute Resolution → Ch. 16 P2B Information and Complaint Management Renamed; refurbished's offer integrated; applicable law moved to Ch. 17. Ch. 15 Term, Termination and Penalties → Ch. 12 + Ch. 14 Split: Seller Guide Infringement (Ch. 12) + Term, Termination and Amendment (Ch. 14). Ch. 16 Amendment → Merged into Ch. 14.3 Dissolved; now covers Seller Guide, Quality Charter, and Annexes. Ch. 17 Links → Ch. 18 Links Renumbered; PayPal Seller Protection URL updated. Ch. 18 Signing → Ch. 19 Signing Updated to include Home & Garden and Kids' QCs. — → Ch. 1 Preamble
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	New — explains refurbished's role as intermediary, Seller's role, and nature of Seller Guide as standardised T&Cs. — → Ch. 2 Definitions New — comprehensive glossary including fraud categories, Take Over types, Auto Return Label, B2B SEPA, Warranty Case, Disputes, Klarna/PayPal policy links.
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Quality Charter CE Changes 2026/08

Structure	[Structural] Shipping time table (previously Ch. 4 of the QC CE) removed and incorporated into Ch. 6 of the Seller Guide. [Structural] Wording updated from "You" to "Seller". [Structural] Numbering aligned with Seller Guide.
Chapter 2 Pre-Sales / Product Quality Guidelines	§2.1.13 [New clause] Reference to Packaging Guide now links to a Notion page (previously via Annex). §2.1.14 [Moved] from Seller Guide to the Quality Charter: IMEI / serial number upload obligation moved here from the Seller Guide (CE-specific). Seller must provide a valid IMEI (or serial number where no IMEI exists) via the Seller Interface for every applicable order item. Upload timeframe aligned with the 72-hour invoice upload deadline (new). §2.1.15 [Moved] from Seller Guide to the Quality Charter: Invoice IMEI / serial number requirement moved here from the Seller Guide. All invoices for cellular-connected devices must include the IMEI or serial number. Where the Seller failed to provide it and disputes a wrong-product return, refurbished decides in favour of the customer.
Chapter 3 Contractual Warranty	§3.1.3 [Amended] Time value refund framework introduced. Where repair or replacement is not possible, Seller must offer a full refund. Where the return occurs after the first 6 months from purchase, the Seller may offer a time value refund instead. The refund must be fair and proportionate; refurbished reserves the right to intervene where the customer disputes it as disproportionately low. Seller must provide a detailed breakdown upon request. §3.6.3 [New clause] Definition for new batteries added — a new battery is defined as a battery with 100% battery health and a maximum of 20 charging cycles (from testing only). All battery statistics shown in the device settings must be accurate.