

re@furbed

Quality Charter

Consumer Electronics



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This Quality Charter outlines refurbished's quality standards applicable to all Sellers selling Consumer Electronics products on the refurbished marketplace including those who later cease to sell thereon.

IMPORTANT: This Quality Charter is in addition to, not replacing, the Seller Guide and refurbished Terms & Conditions. The Quality Charter applies invariably for all Sellers. Every Seller that wishes to sell their products on the refurbished marketplace hereby acknowledges that they will adhere to the conditions presented in this document.

1. BuyBox Algorithm

1.1 refurbished ranks its product offers to provide customers with great value and a smooth user experience by reducing choice overload, presenting them with the best offer in terms of price, value and overall shopping experience for the specific product they are looking for (BuyBox Algorithm).

1.2 The BuyBox Algorithm is influenced by the price followed by Seller product quality, Seller customer service speed and quality of responses, and by Seller on-time shipping performance. For products with multiple configurations (instances), configurations are ranked based on the most popular product options such as color, grade, storage and more depending on the product (e.g. Black, 128 GB). All ranking is consistent across all Sellers.

1.3 When creating an offer, the Seller may optionally define a minimum price. The minimum price represents the lowest amount the Seller is willing to accept for that offer. The Seller can set a minimum price for each market. If a minimum price is set, refurbished may automatically adjust the offer price — within the range between the original offer price and the minimum price — in order to help the offer win the BuyBox.

1.4 All active Sellers' offers compete for a given product instance visibility, as an offer ranked as the best for a specific instance will be displayed as the BuyBox winner when that instance is selected.

1.5 The Seller's performance directly impacts the ranking of offers. Sellers with high performance have a better chance to win the BuyBox, whereas lower-scoring Sellers must improve to increase their chances and stay competitive on the refurbished marketplace. The Seller can track their performance in the refurbished Seller Interface.

1.6 All outlined points in the Seller Guide, Quality Charter and other applicable documents affect the Seller's performance and therefore also the BuyBox Algorithm. The BuyBox Algorithm is applicable to all Sellers competing with their offers per product instance. **It is not possible for any Seller to influence this ranking (other than with their offered price, product and customer service quality and overall performance).**

2. Pre-Sales

2.1 Works like New, Looks as Advertised, 100% Tested

2.1.1 Every product must be as fully functional as when it was first sold as new. Each product must be extensively checked and cleaned. For example, any internal or external damage must be fully repaired before dispatch. Only products that are tested and 100% functional are allowed to be sold on the refurbished marketplace.

2.1.2 Every product offered on the refurbished marketplace must fulfil the specific refurbished grading, refurbished quality and testing criteria (specified in sections 2.6 to 2.8 of this document).

2.1.3 All data of previous users must be wiped off the product. It must be ensured that the product is not blacklisted and that it has a valid software license.

2.1.4 All markings on the surface of a product must be intact (e.g. no missing letters of the brand or modified logos) and the same as the original (no newly added logos or texts/lines).

2.1.5 Smartphones must have a protective film on the screen of the product to protect it from in-transit damage and to enhance the out-of-box experience but must not have any screen protector such as Panzerglass. Other products must not have a screen protector (e.g. Panzerglass) or any foil on the body of the product applied.

2.1.6 Every product must be certified for sale in the European Union and bear a physically affixed Conformité Européene (CE) marking.

2.1.7 Every product must be tested by the Seller before dispatch using an approved professional inspection software. For smartphones, tablets, laptops, smartwatches and AirPods, the test must be from an approved test software vendor (see [here](#)). Quality tests should include all functionalities of a product (e.g. battery, screen, connectivity, audio, etc.). If the Seller uses a different test software that is not approved, the Seller must request approval via their refurbished point of contact or reporting@refurbed.com.

2.1.8 For smartphones, the battery must have a minimum remaining capacity of 85% or higher of a "new" product. For all other products the battery life must be, or exceed, 80% of the battery capacity.

2.1.9 If repaired, all components must be of OEM or OEM-equivalent quality and specifications to ensure original functionality and safety of the product.

2.1.10 If the display is replaced it must be replaced with a like-for-like quality, i.e. soft OLED to soft OLED. Using hard OLED screens is not permitted.

2.1.11 Manipulating the battery management system (BMS) is not permitted. This includes changing the BMS from one battery to a different battery.

2.1.12 For each product sold on the refurbished marketplace, the Seller must keep the entire test documentation (including the International Mobile Equipment Identity (IMEI) for products that support cellular network connection in the categories Phones & Smartphones, Tablets, and Smartwatches, or the serial number for products without IMEI) until at least the product warranty has expired, and provide it to refurbished upon request. If the Seller fails to provide the documentation to refurbished, this will result in a

penalization lowering the Seller Performance Rating; continued disregard could lead to a suspension of the Seller's account according to Chapter 15 Term, Termination and Penalties of the Seller Guide. In edge cases, refurbished may take over the case and charge the associated costs to the Seller in accordance with Chapter 10 (Take Over).

2.1.13 For products in size categories S and M, the Seller must comply with the Packaging Guidelines set [here](#).

2.1.14 For products supporting cellular network connection in the categories Phones & Smartphones, Tablets, and Smartwatches, a valid IMEI must be provided to refurbished via the Seller Interface for every order item no later than 72 hours after the purchase time, excluding weekends and public holidays. Where no IMEI exists, the Seller must provide the respective serial number.

2.1.15 All invoices for cellular connected devices must include the IMEI number. For products where there is no IMEI number available, the invoice must include the respective serial number. For any warranty case in which the Seller failed to provide the IMEI or serial number and argues that the wrong product was returned, refurbished must decide in favor of the customer. Invoices must always contain a VAT number if a customer requests it.

2.2 Essential Accessories Included

2.2.1 All products must be sold with the same accessories that are included with the product when sold as new (exception: headphones/earphones due to hygienic reasons). All accessories must be OEM or OEM-equivalent. Accessories for Apple products must be MFi-certified ([List of Apple MFi licence holders](#)).

2.2.2 For smartphones only: All products must include a smartphone-compatible USB-C cable. Power charging blocks must not be included with any smartphone; any breach of this will result in a reduction of cooperation points in the Seller Performance Score, and continued disregard for this standard could lead to a suspension of the Seller's account.

2.2.3 For tablets: All products must include a tablet-compatible USB-C cable. It is not mandatory to include power charging blocks as part of the scope of delivery.

2.2.4 If the Seller does not deliver the essential accessories as described above, refurbished reserves the right to offer the customer a compensation payment for which the Seller will be charged. This action will only be taken if the Seller has not reacted to a customer complaint or message from refurbished's customer service within 48 hours on business days (i.e. Monday to Friday). Please refer to section 4.1 – Missing or Defective Accessory.

2.3 Japanese Smartphones

2.3.1 The sale of smartphones with Japanese specifications is not permitted unless the product detail page explicitly mentions that it is a Japanese version, or the product is an iPhone 11 or more recent and is updated to iOS 15 or above.

2.4 Apple AirPods

2.4.1 Apple AirPods (all models, including AirPods 1st/2nd/3rd/4th Gen, Pro, and Max) are classified as "Restricted Products". Sellers may not list, offer, or sell them on the refurbished platform without prior written approval from refurbished.

2.4.2 To request approval, the Seller must apply via reporting@refurbed.com, providing:

- Proof of authenticity, such as a purchase invoice
- Testing software used, which must be approved by refurbished (list available [here](#))
- Refurbishment process details (e.g. cleaning, testing, and verifying serial number)
- Packaging standards (condition, labeling, and included accessories)

2.4.3 refurbished reserves the right to approve or reject applications at its sole discretion.

2.5 Mystery Shopping

2.5.1 To check the quality of the products as well as the compliance with the Seller Guide and refurbished Quality Charter, refurbished reserves the right to conduct regular mystery shopping.

2.5.2 Products subject to mystery shopping will be tested by trusted repair service partners. During the testing process, these products may be opened by the trusted repair service partners. This will not result in a loss of the warranty as specified in section 3.8 Opening of the product by an external source.

2.5.3 The test results may affect the Seller's performance and selling status. Any poor-quality repair, componentry, packaging or service will be sanctioned in accordance with section 12.1 of the Seller Guide.

2.5.4 These products will be returned to the Seller after the process is complete.

2.6 refurbished Grading Criteria

2.6.1 The refurbished Grading Criteria is outlined in the **Annex (Condition Guide)** to this Quality Charter. The Seller is advised to contact refurbished for clarification if unsure of the grading criteria for a product they want to sell.

2.7 refurbished Quality Criteria

2.7.1 The refurbished quality criteria is outlined in the **Annex (Product Quality Handbook)** to this Quality Charter.

2.8 Product Listing

2.8.1 refurbished has an extensive product catalogue and manages the product listing to ensure a consistent customer experience. In order to create an offer, the Seller must match their product with the refurbished catalogue. If the product is not available, refurbished's listing team (listing@refurbed.com) may create it upon request.

3. Contractual Warranty

3.1 Contractual Warranty

3.1.1 Every product sold on the refurbished marketplace must have a 12-month contractual warranty. The 12-month contractual warranty covers all defects which happen within the outlined warranty period (exception: if the reason of the defect is clearly caused by the customer; see also refurbished's Warranty Conditions referenced in section 18 of the Seller Guide).

3.1.2 The Seller is responsible for providing the customer with a functional product which is based on the customer's initial product condition choice, as specified in section 2.6 of this Quality Charter, by repairing or replacing the defective product. After a product has been returned to the Seller, the Seller has a maximum of 3 business days to repair or replace the product (excluding shipping time).

3.1.3 If the product can neither be repaired nor replaced, the Seller is required to offer a full refund. If the return occurs after the first six (6) months from the date of purchase, the Seller may offer a time value refund. Where the Seller offers a time value refund, the refund amount must be fair and proportionate. If a customer disputes the amount of time value refund as disproportionately low, refurbished reserves the right to intervene and determine the appropriate refund amount to the extent legally permissible. The Seller must provide a detailed breakdown of the refund calculation upon request.

3.1.4 If the customer caused additional damage that is not related to the original defect, the Seller is entitled to deduct the loss in value caused by that extra damage. The Seller must provide a detailed breakdown of the refund calculation upon request.

3.2 Repeated Returns

3.2.1 2nd return: If the customer returns a product for the second time due to a technical defect, the customer can choose between a product replacement or a refund of the initial sales price (incl. shipping costs); however, the Seller may deduct the value of use. A further repair attempt is not allowed unless explicitly requested by the customer.

3.2.2 3rd return (or more): If the customer returns a product for the third (or more) time, the Seller must refund the initial sales price (incl. shipping costs) but may deduct the value of use, unless the customer explicitly requests a repair or replacement.

3.3 Accessories

3.3.1 The warranty also fully covers all accessories. For all electronic products the battery is also included in the warranty. If a customer has applied a screen protector to the product, which must be replaced due to a technical defect, refurbished recommends that the Seller add an equivalent screen protector to the replaced product for a great customer experience.

3.4 Warranty Prolongations

3.4.1 If a product must be repaired or a part replaced due to a technical defect, the contractual warranty for the product or the relevant part will be extended by 6 months. These additional 6 months can extend the

original contractual warranty time. If the Seller refuses the above, refurbished reserves the right to charge the Seller for any repairs in the extended contractual warranty period.

3.4.2 The Seller must test all returned products and keep a copy of the test report for the warranty period, even when no fault is found. This test report must also include the IMEI number.

3.5 Warranty Exclusion

3.5.1 Warranty exclusions must be communicated to the customer within 3 business days after receiving the returned product. The exclusion must be supported by clear and irrefutable evidence (e.g. photos of the product) and must include the pre-purchase test report via authorized software that confirms the product was fully functional before the sale. Both the evidence and the test report must be submitted through the Customer Ticketing Tool and shared with refurbished as well as with the customer. Any product images must contain a visible date and the respective unique identifier (e.g. IMEI / serial number) directly on the screen.

3.5.2 A warranty rejection is permitted in cases where the customer has used the product negligently, improperly, or in an irregular manner. Examples of valid reasons for a warranty rejection include:

- Physically damaged display or housing
- Fluid damage
- Damage caused by incompatible chargers
- Manipulation of the operating system (e.g. Jailbreak, Rooting, harmful software)
- Environmental or natural disaster damage (e.g. fire, flooding, frost)
- Unauthorized repair or opening of the product by parties other than the Seller (unless expressly permitted in writing by the Seller)

3.5.3 The Seller may not charge the customer any labour or inspection costs in connection with a contractual or statutory warranty return – even if the warranty claim is ultimately rejected.

NOTE: refurbished does not expect that the warranty covers software defects that arise due to customer behavior (for example a virus on a laptop). This is classified as customer damage. However, refurbished will only consider this to be the case if the Seller can prove that customer damage has taken place.

3.6. Wear and Tear

3.6.1 Wear and tear does not constitute a valid reason to reject or limit a warranty claim. Where a functional defect occurs during the warranty period, the product must be handled under warranty, regardless of any cosmetic signs of use.

3.6.2 Normal wear and tear includes, but is not limited to:

- Light scratches or minor signs of use on the frame or display
- Cosmetic imperfections that do not affect the product's functionality

Such cosmetic conditions do not affect warranty eligibility.

3.6.3 Normal battery wear and tear is defined as the gradual reduction of battery capacity over time, including cases where during the warranty period battery capacity falls below 85% for smartphones or below 80% for all other products. These cases must be handled under warranty. A new battery is defined as a battery with 100% battery health and a maximum of 20 charging cycles (purely from testing). All battery statistics portrayed in the device's settings must be accurate.

3.6.4 Battery defects are defined as abnormal or sudden battery behavior, including but not limited to:

- A rapid or sudden drop in battery capacity (e.g. from approximately 90% to 50% within one hour of normal use)
- Battery performance that is inconsistent with normal, gradual aging

Battery defects do not qualify as normal wear and tear and must be handled under warranty.

3.6.5 Cosmetic wear and tear, battery degradation, or the presence of visible signs of use must not be used as justification to deny, reject, or limit warranty coverage for any functional defect.

3.7 Warranty Exclusion in Case of Oxidation

3.7.1 In the case of oxidation or corrosion, the product(s) may only be excluded from warranty if the following minimum required evidence for warranty exclusion can be provided:

- Clear photos of triggered Liquid Contact Indicator(s) (LCI)
- Clear photos showing internal corrosion, oxidation or fluid remains, with no signs of manipulation
- Documented technician inspection reports (e.g. pre- and post-shipment tests)

3.7.2 In exceptional cases where the customer's possession period was very short (less than 35 days), but the extent of corrosion objectively indicates long-term fluid ingress that could not reasonably have occurred during customer use, the case may be disputed. Such cases must be assessed individually and may require evaluation by a neutral third party.

3.8 Opening of a Product by an External Source

3.8.1 The warranty expires if the product is opened by any person or entity other than the respective Seller.

3.8.2 Exception (1): If a customer obtains written permission from the Seller to check the product at a certified repair shop, the opening of the product will not jeopardize the warranty of the product.

3.8.3 Exception (2): If the customer uses a third-party repair shop under clause 3.7 of this document.

3.8.4 Exception (3): If refurbished requests an independent test by a certified repair shop in the process of mystery shopping. For more information regarding mystery shopping, please refer to section 2.5 of this Quality Charter.

3.8.5 Exception (4): If the battery of the device is bloated and it is therefore not safe to proceed with a regular return shipping, the customer must have the battery removed in a local repair shop in order to ship the device to the Seller to proceed with the warranty claim. If a local repair shop verifies that the battery is bloated, the Seller must bear all reasonable costs associated with the analysis and removal of the battery.

3.9 Product Test Results Differ Between Customer and Seller

3.9.1 refurbished reserves the right to request an independent 3rd party test by a trusted repair service partner if warranty rejection or product quality (especially component quality) are questioned. If the customer provides their own test result from a repair shop that contradicts the Seller's, this independent 3rd party test will decide whether the customer complaint is valid.

3.9.2 If the independent 3rd party confirms a valid warranty case or product quality concern, the Seller must reimburse the cost of the repair shop contracted by the customer as well as the cost of the independent 3rd

party. Furthermore, the independent 3rd party is entitled to carry out the repair directly if reasonable, and the Seller must bear the associated costs.

4. After-Sales Customer Service

4.1 Missing or Defective Accessory

4.1.1 If a customer complains about a missing or defective accessory, the Seller must refund the customer the below-outlined compensation payment or ship functional accessories within 48 hours (on business days):

Accessory	Amount
Charger (not applicable for smartphones and tablets)	€ 15,-
Charging-Cable (USB)	€ 10,-
Headphones (if included on product page)	€ 20,-
Sim needle	€ 5,-
Charger PC	€ 30,-
Charger MAC	€ 40,-
Battery (if removable)	€ 30,-
Dongle Audio Adapter	€ 10,-

4.1.2 If the Seller does not react to complaints by customers about missing or defective accessories or requests by refunded within 48 hours, the Seller reserves the right to refund the customer with the above outlined compensation payment and charge the Seller for it.

4.2 Signs of Usage

4.2.1 If a customer complains about signs of usage and accepts the offer of compensation instead of exercising a repair or exchange claim as warranted by legal and contractual warranty, the Seller must refund the customer the below outlined compensation within 48 hours (on business days):

- **Grade AA/Premium:** If a customer ordered a Premium grade product and receives a product with clear signs of usage, the Seller must offer the customer a compensation payment of at least EUR 20 depending on the product price.
- **Grade A:** If a customer ordered a grade A product and receives a product with clear signs of usage, the Seller must offer the customer a compensation payment of at least EUR 20 depending on the product price.
- **Grade B:** If a customer ordered a grade B product and receives a product with even larger signs of usage, the Seller must offer the customer a compensation payment of at least EUR 20 or more depending on the condition received and product price.

4.2.2 Where the delivered product corresponds to a lower grade than ordered (e.g. Grade C delivered instead of Grade A), the compensation payment is additional and must reflect the downgrade in condition.

4.2.3 If the Seller does not react to complaints for signs of usage from customers or requests from refurbished within 48 hours (on business days), refurbished reserves the right to refund the customer with the above outlined compensation payment and charge the Seller.

4.3 Delay of Delivery

4.3.1 For every delay in delivery due to late shipment by the Seller (Seller's fault) of more than 24 hours on business days (excluding the first delivery attempts), the Seller must provide the customer with a refund of at least EUR 10.

4.3.2 If the Seller does not provide the customer with such compensation, refurbished reserves the right to refund the customer EUR 10 and charge the Seller for it.

4.4 Fees that the Seller Can Retain

4.4.1 If a customer returns a product without the accessories they received at delivery and requests a full refund, the Seller may reduce the refund amount by the following:

Accessory	Amount
Charger (not applicable for smartphones and tablets)	€ 10,-
Charging-Cable (USB)	€ 5,-
Headphones (if included on product page)	€ 10,-
Charger PC	€ 20,-
Charger MAC	€ 30,-

4.4.2 If the customer returns a product that is locked or not disconnected from the cloud, making shipment back to the customer necessary, the Seller may retain the related shipping costs.

5. Amendment of the refurbished Quality Charter

5.1 In order to ensure the best quality and to be up to date with technical developments, refurbished must regularly amend the requirements for product and service quality.

5.2 refurbished reserves the right to amend the refurbished Quality Charter at any time. refurbished will inform all Sellers via email or other electronic information systems about the changes at least thirty (30) days before the amendments come into effect. Through the announcement of such an amendment, the Seller has the right to terminate the partnership in writing and to stop selling on the refurbished marketplace until the effective date of the amendment. If the Seller does not exercise the right of termination, the amendments are considered accepted from the effective date. The amendments also apply to all listed offers on the refurbished marketplace prior to the effective date.