

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 Non-CE Categories Changes 2026/08

Structure	[Structural] Three separate category Quality Charters (Kids', Sports, Home & Garden / SDA) merged into one unified Non-CE Quality Charter. [Removed] Payment Terms chapter (Kids' only, including launch year commission rates) removed — moved to Finance Annex. [Removed] Shipping chapter removed entirely — moved to Seller Guide Ch. 6 for all categories. [Amended] Full shift from second-person ("you/your") to third-person ("the Seller/the Seller's") throughout — consistent with Seller Guide.
Chapter 1 Contractual Warranty	[Amended] Warranty exclusion grounds unified across categories — new sub-clauses added for corrosion/oxidation, physical/fluid/environmental damage (formalised), and unauthorised modification. Evidence requirements strengthened: serial number visibility and technician inspection reports now explicitly required. [New clause] Labour and inspection fee prohibition added as a universal obligation for all categories. [Amended] Battery clause For electrically powered products added where applicable.
Chapter 2 Listing (removed)	[Removed] Listing section removed from the unified QC — consolidated into Seller Guide §3.2 (universal across all categories). [Removed] Sports-specific Sales Period clause removed.
Chapter 2 Additional Product & Seller Criteria	[Amended] Energy label and product data sheet requirements consolidated and universalized — now applies to all Non-CE categories (§3.1.2). [New clause] IP rating requirement added as a universal obligation (§3.1.3). [Amended] Supply chain declaration now applies to all Non-CE categories.
Chapter 3 Quality & Grading	[Amended] Sanitisation requirement broadened — previously Kids'-only; now covers all health, beauty, and kids' products (§4.1.2). [Amended] CE marking requirement removed from Quality Charter, already applicable because of Seller Guide section 5.2.2.

	[Amended] Mystery shopping sanctions cross-reference updated to reflect new Seller Guide chapter structure.
Chapter 4 After-Sales	[Amended] Compensation response deadline changed from 48 to 72 hours across all Non-CE categories.

Home and Garden Condition Guide Changes 2026/08

Structure	[Amended] Document title: extra subtitle removed — only "Grading Overview" to be kept as the section heading.
Grading Criteria All Grades	[New clause] Battery capacity clarification added across all grades: battery capacity requirements apply to cordless or battery-powered products only. Previously not specified. [Amended] Added to all grades: "100% operational in every mode, cycle and setting".
Grade AA	[Amended] Battery capacity thresholds aligned by grade — Grade AA: 90% or higher (applicable to cordless or battery-powered products only). Previously undefined for SDA. [Removed] "Only brand owners and original manufacturers can offer this grade."
Grade B	[Removed] "Add-on parts, crank and chain must be new or minimal wear. Wear and corrosion minimized by good maintenance."