

re@furbed

Quality Charter

Non-CE Categories



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1. Contractual Warranty

1.1 General

1.1.1 Every product sold on the refurbished marketplace must include a 12-month contractual warranty. The 12-month warranty covers all defects which happen within the outlined warranty period (exception: if the reason of the defect was clearly caused by the customer; please refer also to refurbished's Warranty Conditions).

1.1.2 Upon receipt of a returned product, the Seller must offer the customer a repair, replacement, or refund within 3 business days. Exceptions to the 3-day deadline: For heavy and/or bulky products (i.e. products which, when packaged, have at least one side 100cm or longer and/or weigh 25kg or over), the Seller has a maximum of 30 business days.

1.1.3 For products where sourcing spare parts requires additional time, the deadline may be extended only by mutual agreement between the Seller and the customer via the Customer Ticketing Tool.

1.2 Repeated Returns

1.2.1 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 full refund of the initial sales price (including shipping costs). The Seller may deduct the value of use. A further repair attempt is not permitted.

1.2.2 3rd return or more: if the customer returns a product for the third or subsequent time, the Seller must refund the initial sales price (including shipping costs) but may deduct the value of use, unless the customer explicitly requests a repair or replacement.

1.3 Accessories

1.3.1 The warranty fully covers all accessories. For all electronic products, the battery is also included in the warranty.

1.4 Warranty Prolongation

1.4.1 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 period. If the Seller refuses the above, refurbished reserves the right to charge the Seller for any repairs during the extended contractual warranty period.

1.5 Warranty Exclusion

1.5.1 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, if available, must include the pre-purchase test report via authorized software confirming 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 and the customer. Any product image must contain a visible date.

1.5.2 The Seller is not permitted to charge the customer any labour or inspection fees in relation to a contractual or statutory warranty return, even if the warranty claim is ultimately denied.

1.5.3 A warranty rejection is permitted if the product shows evidence of negligent, improper, or irregular use or handling, or in cases of:

- Physical damage to the display, housing, frame, or structural components
- Fluid or environmental damage (e.g. fire, flooding, frost)
- Unauthorized repair, opening, or modification by parties other than the Seller, unless expressly permitted in writing

1.5.4. Where required, acceptable evidence includes clear photos of the product and affected components (including a visible serial or frame number) and/or a technician inspection report based on manual and functional testing.

1.5.5 In cases of corrosion or oxidation, a warranty exclusion is only permitted if the Seller provides clear visual evidence and a technician report demonstrating that the corrosion could not reasonably have occurred during normal use and was not present at the time of delivery.

1.6 Wear and Tear

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

1.6.2 Normal wear and tear includes, but is not limited to, cosmetic imperfections that do not affect the product's functionality (e.g. minor scratches, small dents, discoloration, or worn logos). Such cosmetic conditions do not affect warranty eligibility.

1.6.3 Cosmetic wear and tear, 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.

1.7 Batteries in Electrically Powered Products

1.7.1 Battery issues must be assessed through functional testing and technician inspection. Battery defects covered by the warranty include but are not limited to: failure of the battery to charge; sudden or abnormal loss of range or power; malfunction of the battery or the battery management system.

1.7.2 Normal battery aging over time does not in itself constitute a warranty case. However, if there is also a functional defect, the warranty still applies.

1.8 Product Test Results Differ between Customer and Seller

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

2. Additional Product and Seller Criteria

2.1 Product Certification

2.1.1 All certificates or labels used for the description of products (e.g. PETA-certified vegan, carbon-neutral, etc.) need to be verified by disclosing the respective documentation to refurbished. The Seller must hand in all mandatory documentation in written form upon signature of the Seller Guide.

2.1.2 The product must include the appropriate energy efficiency label. The energy label and product data sheet must be physically included in the package if the product is still subject to energy labelling regulations. The energy label must also be visibly shown online (e.g. on the product page near the price). A user manual must be provided (printed or via QR code).

2.1.3 For products carrying an IP rating as part of their original specification, Sellers must at the point of listing either (a) confirm that the IP rating remains intact post-refurbishment, in which case the IP rating may be stated on the PDP, or (b) flag on the PDP that the original IP rating cannot be guaranteed post-refurbishment, in which case the IP rating must not be advertised.

2.2 Supply Chain and Employee Standards Declaration

2.2.1 By signing the refurbished Seller Guide, the Seller confirms that it upholds all relevant legal and ethical standards regarding employment and supply chain activities and agrees to present further information regarding these if requested by refurbished.

3. Quality and Grading

3.1 Product Quality

3.1.1 Every product must be as fully functional as when it was first sold as new. Each product must be extensively checked and cleaned. 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.

3.1.2 All products classified as health, beauty or for kids must be thoroughly sanitized to ensure safety and hygiene standards for children and parents.

3.1.3 Every product must be tested by the Seller before dispatch using professional inspection. This test and the subsequent quality of the product must be recorded by the Seller. The Seller may be asked to present such evidence where a question of product quality is raised post-purchase. For each product sold on the refurbished marketplace, the Seller must keep the entire relevant test and quality documentation until at least the product warranty has expired.

3.2 Essential Accessories, Manuals and Pictograms Included

3.2.1 All products must be sold with the same related documents that are included with the product when sold as new. Where applicable this also includes manuals, safety warnings and information, and applicable safety pictograms (i.e. standardized visual symbols) affixed to or included with the product when sold as new.

3.2.2 If the Seller does not deliver the essential accessories, refurbished reserves the right to offer the customer a compensation payment, which will be charged to the Seller. This action will only be taken if the Seller does not react to a customer complaint or message from refurbished's customer service within 48 hours on business days.

3.3 Mystery Shopping

3.3.1 To check the quality of the products and compliance with this Quality Charter, refurbished reserves the right to conduct regular mystery shopping. The test results may affect the Seller's performance.

3.4 Grading Criteria

3.4.1 The refurbished Grading Criteria is outlined in A1 Annex 1 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.

4. After-Sales Customer Service

4.1 Compensation Payments

4.1.1 If a customer complains about signs of usage (i.e. the delivered product not being in line with the grading advertised) and accepts an offer of compensation instead of exercising a repair or exchange claim as warranted by legal and contractual warranty, the Seller must refund the customer at least 10% of the purchase price within 72 hours on business days. Where the delivered product differs largely from the advertised grade, refurbished recommends a compensation above ten percent (10%).

4.1.2 If the Seller does not react to complaints for signs of usage from customers or requests from refurbished within 72 hours on business days, refurbished reserves the right to refund the customer with the above outlined compensation payment and charge the Seller.

4.1.2 Delay in Delivery

4.1.2.1 refurbished strongly recommends that the Seller offer compensation to the customer where delivery is seriously delayed.

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 this Quality Charter at any time. refurbished will inform all Sellers via email or other electronic information systems about the changes at least 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.