

refurbed Quality Charter



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This Quality Charter outlines refurbished's quality standards applicable to all Suppliers 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 Supplier Guide and refurbished Terms & Conditions. The Quality Charter applies invariably for all Suppliers. Every Supplier 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

Suppliers enter offers per product instance to be listed on the refurbished marketplace and refurbished computes a ranking of them. The offers compete for visibility, as an offer that is ranked as the best for a specific instance will be displayed on the product instance page, i.e. in the BuyBox.

The Supplier's performance directly impacts the ranking of the offers, as the BuyBox algorithm considers the price of the product as well as Suppliers' performance scores. Suppliers with high performance have a better chance to win the BuyBox, whereas lower scoring Suppliers have to improve to increase their chances and stay competitive on the refurbished marketplace.

All outlined points in the Supplier Guide, Quality Charter and other applicable documents affect the Supplier's performance and therefore also the BuyBox algorithm.

2. Pre-Sales

2.1. Product Quality Guidelines

2.1.1 Works like new, looks as advertised, 100% tested

refurbed's product criteria are as follows:

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 refurbed marketplace.
2. Every product offered on the refurbed marketplace must fulfil the specific refurbed grading and testing criteria (specified in sub-section 2.2).
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 licence.
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).
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 like Panzerglas.
6. Other products must not have a screen protector (e.g. Panzerglas) or any foil on the body of the product applied.
7. Every product must be certified for sale in the European Union and contain the CE marking.
8. Every product must be tested by the Supplier before dispatch using an approved professional inspection software. For smartphones, 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 Supplier uses a different test software that is not approved, they must request approval via their refurbed point of contact.
9. Product battery life must be, or exceed, 80% of the battery capacity of a “new” product.
10. If repaired, all components must be of OEM or OEM-equivalent quality and specifications.
11. If the display is replaced it must be replaced with a like-for-like quality, ie. soft OLED to soft OLED. Using hard OLED screens is not permitted.
12. Manipulating the battery management system (BMS) is not permitted. This includes changing the BMS from one battery to a different battery.
13. For each product which is sold on the refurbed marketplace the Supplier must keep the entire test documentation (including IMEI for smartphones / serial number for products without IMEI) until at least the product warranty has expired.

2.1.2 Essential Accessories Included

All products on the refurbed marketplace 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](#)).

If the Supplier does not deliver the essential accessories, as described above, refurbished reserves the right to offer the customer a compensation payment, for which the Supplier will be charged. This action will only be taken if the Supplier 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 sub-section 5.1 – Compensation Payment.

2.1.3 Japanese Smartphones

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.

2.1.4 Mystery Shopping

To check the quality of the products as well as the compliance with the refurbished Quality Charter, refurbished reserves the right to do regular mystery shopping.

These products will be tested by a trusted repair service partner. During the testing processes, these products might be opened by the trusted repair service partner. This will not result in a loss of the warranty as specified in sub-section 3.6. Opening of a product by an external source.

The test results may affect the Supplier performance and selling status. Any poor-quality repair or componentry will be heavily sanctioned in accordance with sub-section 12.7 of the Supplier Guide.

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

2.2. refurbished Grading Criteria

Suppliers are advised to contact refurbished for clarification if they are confused or unsure of the grading criteria for a product that they want to sell.

Condition	Product type	
	Small products (smartwatches / cameras / smartphones / laptops)	Larger products (e.g. kitchen / home appliances)
A	Body: <u>no</u> scratches, dents or signs of use that can be seen with the naked eye from 30cm distance.	Minimal signs of usage, which must not be visible from 30cm distance. <i>Non-visible</i> parts (e.g., bottom side of a notebook or back side of a coffee machine) can have small signs of usage.
A	Screen: like new.	<i>Non-visible</i> parts (e.g. bottom side of a notebook or back side of a coffee machine) can have small signs of usage.
B	Body: The product has minimal signs of usage, which can be visible with a naked eye from 30cm distance.	The product has light and visible signs of usage.
B	Screen: the screen can have fine micro-scratches, which <u>cannot</u> be visible when the screen is turned on.	<i>Non-visible</i> parts (e.g., bottom side of a notebook or back side of a coffee machine) are allowed to have moderate signs of usage.
C	Body: The product has visible signs of usage like scratches or small dents.	The product may show signs of use such as scratches or dents.
C	Screen: The screen can have fine micro-scratches, which <u>cannot</u> be visible when the screen is turned on.	<i>Non-visible</i> parts (e.g., bottom side of a notebook or back side of a coffee machine) can have obvious signs of usage.

2.3. Product Listing

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

3. Contractual Warranty

3.1. Contractual Warranty

Every product sold on the refurbished marketplace must have a 1-year contractual warranty from the Supplier. The 1-year 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). The Supplier is responsible to provide the customer with a functional product which is based on the initial consumer's product condition choice, as specified in refurbished's Quality Charter (by repairing or replacing the defect product). After a product has been returned to the Supplier, the Supplier has a maximum of 3 business days to repair or replace the product (excluding shipping time). If a repair or replacement is not possible the Supplier must refund the customer with the current value in agreement with the customer within a maximum of 3 business days. If the product is proven by valid and approved test documentation (for more information regarding test documentation, please refer to sub-section 2.1.1 and 3.5) to have damage caused by the customer in addition to the defect (i.e. the damage was not the reason for the defect), the Supplier may deduct the loss of product value due to the customer damage.

3.2. Repeated Returns

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 to get the initial sales price refunded (incl. shipping costs), however, the Supplier may deduct the value of use (another repair attempt is not allowed).

3rd return (or more): If the customer returns a product for the third (or more) time, the Supplier 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

The warranty also fully covers the included 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 suggests that the Supplier adds an equivalent screen protector to the replaced product for a great customer experience.

3.4. Warranty Prolongations

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 Supplier refuses the above, then refurbished reserves the right to charge the Supplier for any repairs in the extended contractual warranty period.

The Supplier 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

If a Supplier receives a product which has a defect that is not included in the warranty (e.g. self-caused defects), the Supplier has 72 hours (on business days) after they receive the product to explain the warranty exclusion to the customer with proof.

A warranty case can only be rejected by the Supplier if the test documentation proves that the defect did not exist before the product was shipped to the customer. The Supplier must provide the test documentation for the product to the customer and to refurbished via the refurbished Ticket Interface. This should include images and formal test reports via an authorised software. Any product images must contain a visible date and the respective serial number directly on the screen.

In the case of oxidation or corrosion, the Supplier can only exclude the warranty if they can prove (with test reports and images of the Liquid Contact Indicator) that the product had no signs of oxidation or corrosion at the time of delivery.

If the Supplier cannot prove the warranty exclusion within 72 hours (on business days) after receiving the product and refuses to grant the warranty, refurbished reserves the right to charge the Supplier for any repair and return costs.

NOTE: refurbished does not expect that the warranty covers software defects that arise due to customer behaviour (for example a virus on a laptop). This is classified as customer damage. However, please note that refurbished will only consider this to be the case if the Supplier can prove that customer damage has taken place. For example, a valid Certificate of Authenticity for a laptop or a product test report for smartphones.

3.6. Opening of a product by an external source

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

Exception (1): If a customer gets the written permission by the Supplier to check the product at a “certified repair shop” the opening of the product will not jeopardize the warranty of the product.

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

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 sub-section 2.1.4 Mystery Shopping.

Exception (4): If the battery of the devices is bloated and therefore it is not safe to proceed with a regular return shipping, the customer may have the battery removed in a local repair shop in order to ship to the device to the Supplier to proceed with the warranty claim.

3.7. Product test results differ between customer and Supplier

refurbished reserves the right to request an independent 3rd test by a trusted repair service partner if warranty rejection is questioned. If the customer provides their own test result from a repair shop that contradicts the Supplier's, this independent 3rd party test will decide whether the warranty can be rejected or must stay in place. If the independent 3rd party confirms a valid warranty case, the Supplier must reimburse the cost of the repair shop contracted by the customer as well as the cost of the independent 3rd party.

4. Shipping

More information regarding Order-Shipment-Process and Packaging can be found in the Supplier Guide.

4.1. Shipping Time

All products must be dispatched within 24 hours (excluding weekends or bank holidays) after the Supplier receives the order confirmation mail. Larger products (e.g. kitchen products, hoovers, e-bikes, etc.) must be dispatched within 48 hours (excluding weekends or bank holidays) after the Supplier receives the order confirmation mail.

Type of products	Description	Domestic orders	International orders
Small Consumer Electronics products	Products which, when packaged, do not have any side 100cm or longer and/or products weighing less than 25kg.	The product must arrive at the customer's address within 1-3 days after the order was accepted (excludes weekends and bank holidays).	The product must arrive at the customer's address within 1-4 days after the order was accepted (excludes weekends and bank holidays).
Heavy and / or bulky products	Products which, when packaged, have at least one side 100cm or longer and/or products weighing 25kg or over.	The delivery time expectation for both domestic and international orders is extended to a maximum of 10 days after the order was accepted (excludes weekends and bank holidays).	

5. After-Sales Customer Service

More information regarding the standards and practices which professional Customer Service must meet can be found in the Supplier Guide.

5.1. Compensation Payment

5.1.1 Missing or Defect Accessory

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

Accessory	Amount
Charger	€ 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,-

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

5.1.2 Signs of Usage

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 Supplier must refund the customer the below-outlined compensation within 48 hours (on business days):

Grade A: If a customer ordered a grade A product and receives a product with clear signs of usage, the Supplier 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 Supplier must offer the customer a compensation payment of at least EUR 20 or more depending on the received condition and product price.

If a Supplier 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 Supplier.

5.1.3 Delay of Delivery

For every delay in delivery due to late shipment by the Supplier (Supplier's fault) of more than 24 hours (on business days) the Supplier must provide the customer with a compensation like complimentary accessories (e.g. protection screen, headphones) or a refund of at least EUR 10.

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

5.1.4 Fees that the Supplier can retain

If a customer returns a product without the accessories, which they received at delivery, and request a full refund, the Supplier can reduce the refund amount by the following:

Accessory	Amount
Charger	€ 10,-
Charging-Cable (USB)	€ 5,-
Headphones (if included on product page)	€ 10,-
Charger PC	€ 20,-
Charger MAC	€ 30,-

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

6. Amendment of the refurbed Quality Charter

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

Therefore, refurbed reserves the right to amend the refurbed Quality Charter anytime. refurbed will inform all Suppliers - via e-mail 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 Supplier has the right to terminate the partnership in writing and to stop selling on the refurbed marketplace until the effective date of the amendment. If the Supplier does not use the right of termination, the amendments are considered accepted from the effective date. The amendments also apply to all listed offers on the refurbed marketplace prior to the effective date.