



Quality Charter

Consumer Electronics



strictly confidential

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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

refurbed ranks its product offers to provide customers with great value and a smooth user experience by reducing the 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).

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.

When creating an offer Sellers can optionally define a minimum price. The minimum price represents the lowest amount the Seller is willing to accept for that offer. Sellers can set a minimum price for each market. If a minimum price is set, refurbed 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.

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

Your performance directly impacts the ranking of the offers. Sellers with high performance have a better chance to win the BuyBox, whereas lower scoring Sellers have to improve to increase their chances and stay competitive on the refurbed marketplace. You can track your performance in the refurbed Seller Interface.

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. 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 PanzerGlass.
6. Other products must not have a screen protector (e.g. PanzerGlass) or any foil on the body of the product applied.
7. Every product must be certified for sale in the European Union and bear a physically affixed Conformité Européene (CE) marking.
8. Every product must be tested by you before dispatch using an approved professional inspection software. For smartphones, tablets, laptops 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 you use a different test software that is not approved, you must request approval via their refurbed point of contact or reporting@refurbed.com.
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 to ensure original functionality and safety of the product.
11. 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.
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 you must keep the entire test documentation (including 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 to refurbed upon request. If you fail to provide the documentation to refurbed, this will result in a penalization lowering your Seller Performance Rating and continued disregard could lead to a suspension of your account according to Chapter 15 Term, Termination and Penalties of the Seller Guide.

2.1.2 Essential Accessories Included

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](#)).

For smartphones only: All products must include a USB-C cable. Power charging blocks must not be included to any smartphone and 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 your account.

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

If you do not deliver the essential accessories, as described above, refurbished reserves the right to offer the customer a compensation payment for which you will be charged. This action will only be taken if you have 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. Apple AirPods

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.

To request approval, Sellers 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)

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

2.1.5 Mystery Shopping

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 do regular mystery shopping.

Products subject to mystery shopping will be tested by trusted repair service partners. During the testing processes, these products might be opened by the trusted repair service partners. This will not result in a loss of the warranty as specified in section 3.6 Opening of the product by external source.

The test results may affect your performance and selling status. Any poor-quality repair, componentry packaging or service will be sanctioned in accordance with section 15.2 of the Seller Guide.

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

2.2. refurbished Grading Criteria

The refurbished Grading Criteria is outlined in **Annex 1** to this Quality Charter. You are advised to contact refurbished for clarification if you are unsure of the grading criteria for a product that you want to sell.

2.3. Product Listing

refurbished has an extensive product catalogue and manages the product listing to ensure a consistent customer experience. In order to create an offer, you must match your product with the refurbished catalogue. If the product is not available, refurbished'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. 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 referenced in section 17.1 of the Seller Guide). You are responsible for providing the customer with a functional product which is based on the customer's initial product condition choice, as specified in section 2.2. (by repairing or replacing the defective product). After a product has been returned to you, you have a maximum of 3 business days to repair or replace the product (excluding shipping time). If a repair or replacement is not possible you must refund the customer with the current value in agreement with the customer within a maximum of 3 business days. If the approved test reports show that the customer caused additional damage that is not related to the original defect, you are entitled to deduct the loss in value caused by that extra 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, you may deduct the value of use (another repair attempt is not allowed unless explicitly requested by the customer).

3rd return (or more): If the customer returns a product for the third (or more) time, you 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 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 suggests that you add an equivalent screen protector to the replaced product for 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 you refuse the above, then refurbished reserves the right to charge you for any repairs in the extended contractual warranty period.

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

A warranty case can only be rejected by you if the test documentation proves that the defect did not exist before the product was shipped to the customer. You must provide the test documentation for the product to the customer and to refurbished via the Zendesk Ticketing Tool. This should include images and formal test reports via authorized 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, you can only exclude the warranty if you 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 you cannot prove the warranty exclusion within 72 hours (on business days) after receiving the product and refuse to grant the warranty, refurbished reserves the right to charge you for any repair and return costs.

You 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, please note that refurbished will only consider this to be the case if you 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 Seller.

Exception (1):

If a customer gets the written permission from you 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 the device to you to proceed with the warranty claim. If a local repair shop verifies that the battery is bloated, you shall bear all reasonable costs associated with the analysis and removal of the battery.

3.7. Product test results differ between customer and Seller

refurbed 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 yours, 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, you 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 shall be entitled to carry out the repair directly if reasonable, and you shall bear the associated costs.

4. Shipping

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

4.1. Shipping Time

“Small” products like smartphones, tablets, headphones and smartwatches must be dispatched latest by end of the next day (weekends and national holidays excluded) after you receive the order confirmation email. If the order is confirmed before 12:00, it must be dispatched by the end of the same day. The product must arrive at the customer’s address within 2 days for domestic orders (e.g. Germany to Germany) and within 3 days in case of international orders (e.g. Germany to Italy).

For “Medium” (depending on customization or special preparation is needed) products, the time frames to dispatch and deliver are extended. Find the full details in the table below:

Product Type	Dispatch Time ¹ (order to 1 st scan) Used for dispatch compliance monitoring	Delivery time ¹ (order to 1 st delivery attempt) Used for delivery score calculation
Small smartphones, tablets, headphones, smartwatches	Order before 12:00: by end of same day (max. 12h)	S domestic: <= 2 days S international EU: <= 3 days
Medium accessories, consoles, cameras, monitors, printers, etc.	Else: by end of next day (max. 24-36h)	
Medium – special preparation / customization needed laptops, desktop PCs	Order before 12:00: by end of next day (max. 36h) Else: by end of day after next business day (max. 48-60h)	M domestic: <= 3 days M international EU: <= 4 days

¹ weekends and Sellers’ national holidays are always excluded

5. After-Sales Customer Service

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

5.1. Compensation Payment

5.1.1 Missing or Defect Accessory

If a customer complains about a missing or defective accessory, you 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,-

If you do not react to complaints by customers about missing or defective accessories or requests by refunded within 48 hours, refunded reserves the right to refund the customer with the above outlined compensation payment and charge you 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, you 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, you 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 you must offer the customer a compensation payment of at least EUR 20 or more depending on the condition received and product price.

If you do 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 you.

5.1.3 Delay of Delivery

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

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

5.1.4 Fees that you can retain

If a customer returns a product without the accessories, which they received at delivery, and request a full refund, you can 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,-

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

6. Amendment of the refurbished Quality Charter

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.

Therefore, refurbished reserves the right to amend the refurbished Quality Charter anytime. refurbished will inform all Sellers 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 you have the right to terminate the partnership in writing and to stop selling on the refurbished marketplace until the effective date of the amendment. If you do 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 refurbished marketplace prior to the effective date.

Smartphones Condition Guide

Grading Overview

	Premium	A	B	C	Unacceptable
Function	100%	100%	100%	100%	<100% (Any lack of functionality that was not previously stated)
Battery	≥90%	≥80%	≥80%	≥80%	<80%
Visual	Looks like new	Looks like new	Very good	Good	Visibly damaged

	Body	Screen
Premium	No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.	Like new (no signs of usage).
A	No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance in daylight.	Like new (no signs of usage).
B	The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
C	The product has visible signs of usage like scratches or small dents.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
Unacceptable	Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.	The screen has scratches or pixel issues, which are be visible when the screen is turned on.

Premium Grade Device Condition

Body & Screen:

No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.

Pricing:

Ideally 15-20% more expensive than A grade and at least 15% cheaper than new.

Body



Camera edges



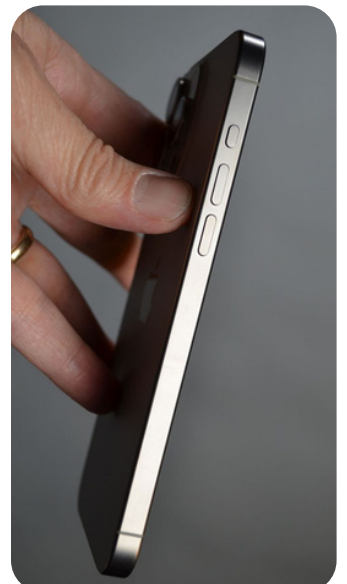
Screen on



Screen off



Edges



*Please zoom in the document to see the pictured condition

A - Grade Device Condition

Body:

No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance in daylight.

Screen:

Like new (no signs of usage).

Body



Camera edges



Screen on



Screen off



Edges



B - Grade Device Condition

Body:

The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.

Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

Body



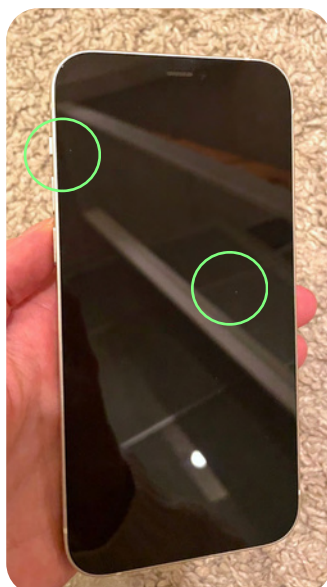
Camera edges



Screen on



Screen off



Edges



C - Grade Device Condition

Body:

The product has visible signs of usage like scratches or small dents.

Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

Body



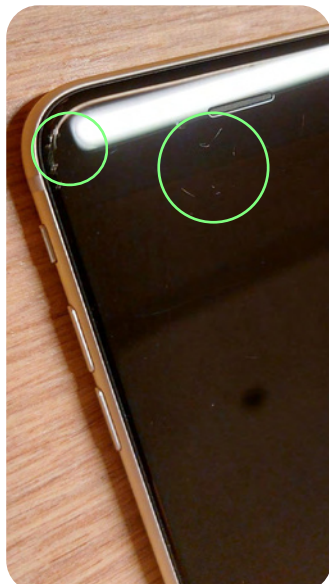
Camera edges



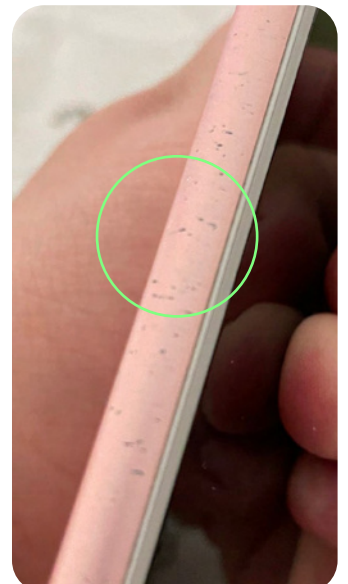
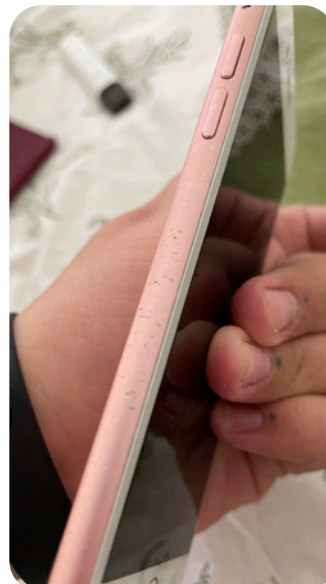
Screen on



Screen off



Edges



Unacceptable Device Condition

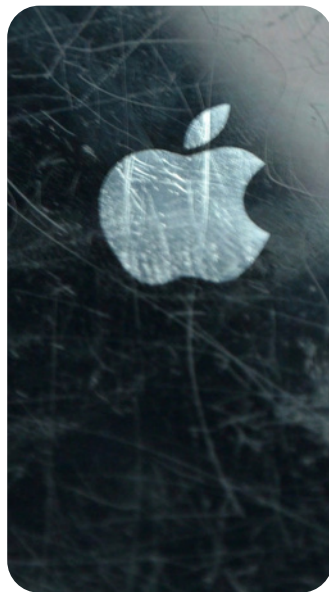
Body:

Deep scratches, cracks and dents. Signs of melting/burning.
Device is not perfectly cleaned/dirty.

Screen:

Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.

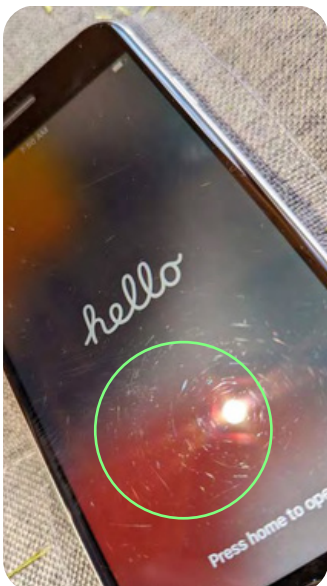
Body



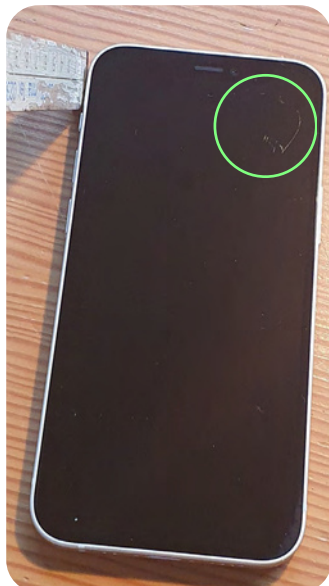
Camera edges



Screen on



Screen off



Edges



Laptops Condition Guide

Grading Overview

	Premium	A	B	C	Unacceptable
Function	100%	100%	100%	100%	<100% (Any lack of functionality that was not previously stated)
Battery	≥90%	≥80%	≥80%	≥80%	<80%
Visual	Looks like new	Looks like new	Very good	Good	Visibly damaged

	Top Surface, Edges & Keyboard	Bottom Side	Screen
Premium	No visible signs of wear or use. The device's appearance is virtually indistinguishable from a brand-new product.	Like new (no signs of usage).	Like new (no signs of usage).
A	Minimal signs of usage, which must not be visible from 30 cm distance in daylight.	Small signs of usage are acceptable.	Like new (no signs of usage).
B	The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.	Moderate signs of usage can be found.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
C	The product has visible signs of usage like scratches or small dents.	Obvious signs of usage are permitted.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
Unacceptable	Deep scratches and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.	Deep scratches and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.	The screen has scratches or pixel issues, which are be visible when the screen is turned on.

Premium Grade Device Condition

Top Surface, Edges, Screen, Bottom side & Keyboard:

No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.

Pricing:

Ideally 15-20% more expensive than A grade and at least 15% cheaper than new.

Top Surface



Screen & Keyboard



Bottom Surface



Edges



*Please zoom in the document to see the pictured condition

A - Grade Device Condition

Top Surface, Edges & Keyboard:

Minimal signs of usage, which must not be visible from 30 cm distance in daylight.

Bottom Side:

Small signs of usage are acceptable.

Screen:

Like new (no signs of usage).

Top Surface



Screen & Keyboard



Bottom Surface



Edges



B - Grade Device Condition

Top Surface, Edges & Keyboard:

The product has light and visible signs of usage.

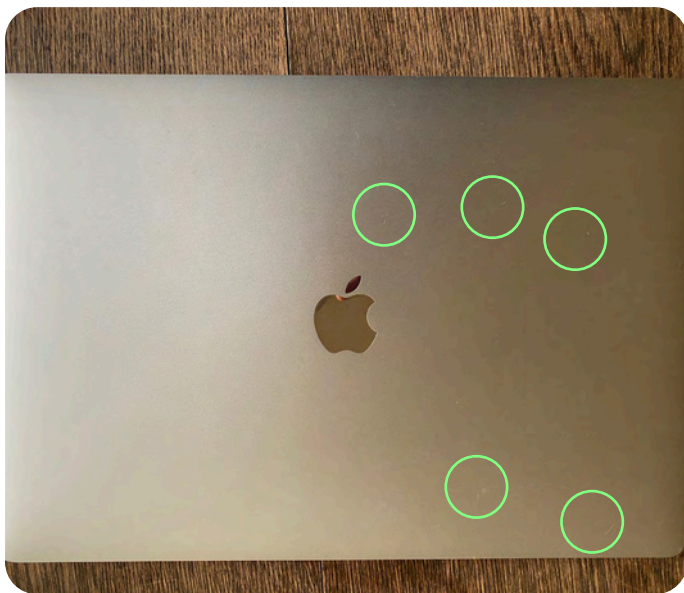
Bottom Side:

Moderate signs of usage can be found.

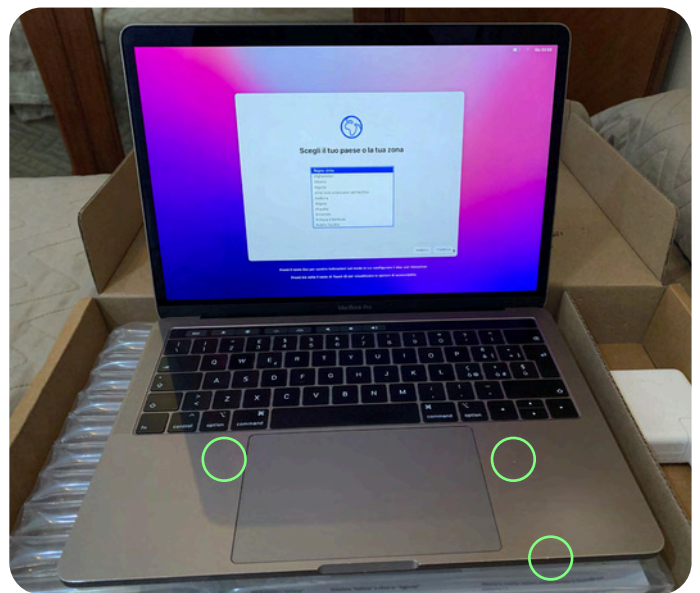
Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

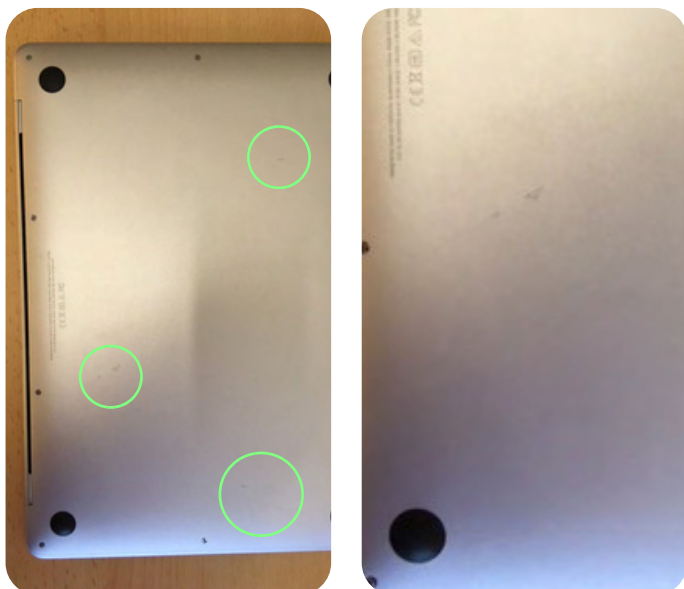
Top Surface



Screen & Keyboard



Bottom Surface



Edges



C - Grade Device Condition

Top Surface, Edges& Keyboard:

The product may show signs of use such as scratches or dents.

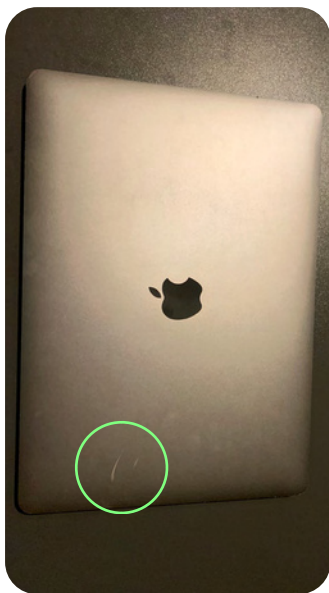
Bottom Side:

Obvious signs of usage are permitted.

Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

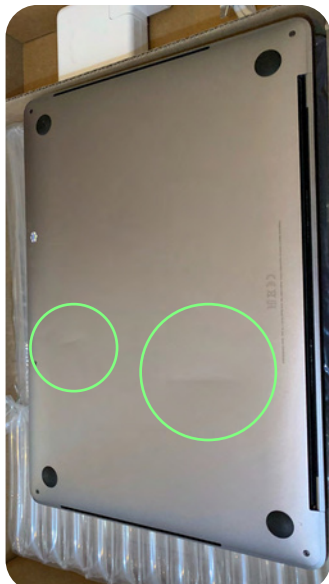
Top Surface



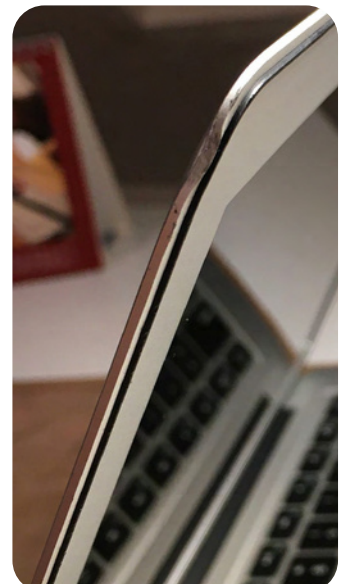
Screen & Keyboard



Bottom Surface



Edges



Unacceptable Device Condition

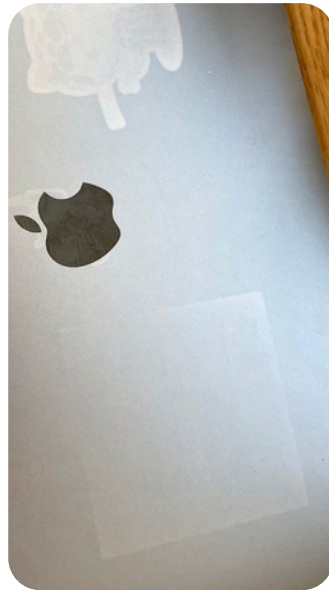
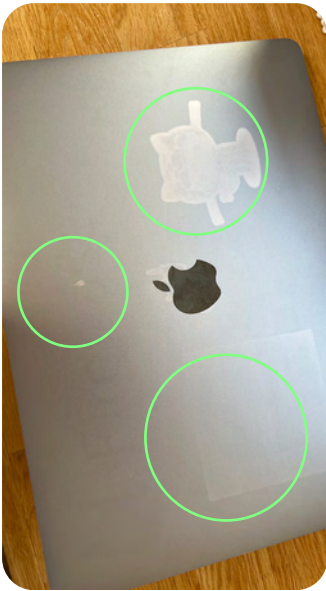
Top Surface, Edges, Keyboard & Bottom Surface:

Deep scratches and dents. Signs of corrosion/burning. Device is not perfectly cleaned.

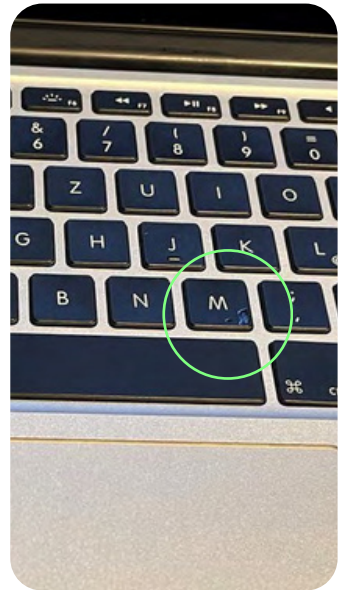
Screen:

The screen has scratches or pixel issues that are visible when the device is on.

Top Surface



Screen & Keyboard



Bottom Surface



Edges



Desktop PCs and Monitors Condition Guide

Grading Overview

	Premium	A	B	C	Unacceptable
Function	100%	100%	100%	100%	<100% (Any lack of functionality that was not previously stated)
Battery	≥90%	≥80%	≥80%	≥80%	<80%
Visual	Looks like new	Looks like new	Very good	Good	Visibly used/damaged

	Body	Bottom Side	Screen
Premium	No visible signs of wear or use. The device's appearance is virtually indistinguishable from a brand-new product.	Like new (no signs of usage).	Like new (no signs of usage).
A	Minimal signs of usage, which must not be visible from 30 cm distance in daylight.	Small signs of usage are acceptable.	Like new (no signs of usage).
B	The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.	Moderate signs of usage can be found.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
C	The product has visible signs of usage like scratches or small dents.	Obvious signs of usage are permitted.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
Unacceptable	Deep scratches and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.	Deep scratches and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.	The screen has scratches or pixel issues, which are be visible when the screen is turned on.

Premium Grade Device Condition

Body, Bottom Side, Screen, Keyboard, Mouse:

No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.

Pricing:

Ideally 15-20% more expensive than A grade and at least 15% cheaper than new.

Front side PC



Screen Front Side



Keyboard & Mouse



Screen Back Side



*Please zoom in the document to see the pictured condition

A - Grade Device Condition

Body:

Minimal signs of usage, which must not be visible from 30 cm distance.

Bottom Side:

Small signs of usage are acceptable.

Screen:

Like new.

Keyboard & Mouse:

Like new.

Front side PC



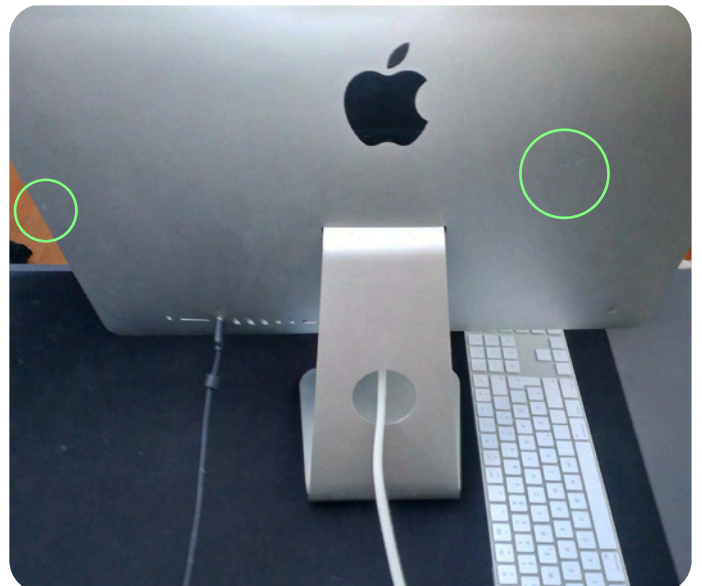
Screen Front Side



Keyboard & Mouse



Screen Back Side



B - Grade Device Condition

Body:

The product has light and visible signs of usage.

Bottom Side:

Moderate signs of usage can be found.

Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

Keyboard & Mouse:

The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.

Front side PC



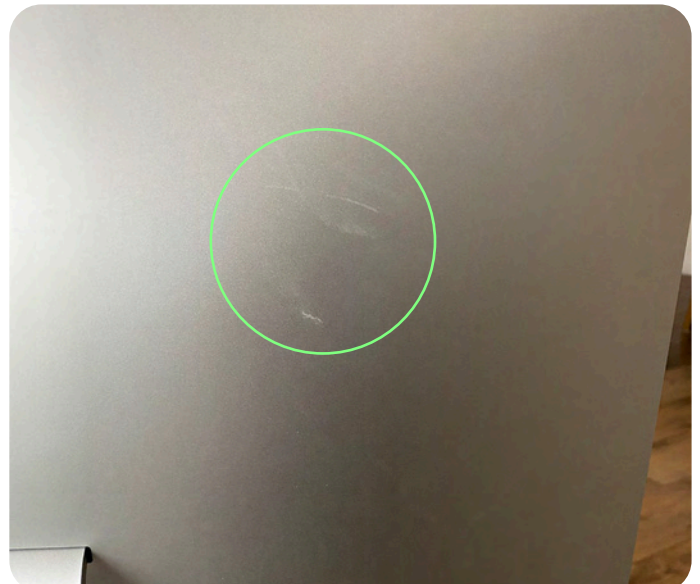
Screen Front Side



Keyboard & Mouse



Screen Back Side



C - Grade Device Condition

Body:

The product may show signs of use such as scratches or dents.

Bottom Side:

Obvious signs of usage are permitted.

Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

Keyboard & Mouse:

The product has visible signs of usage like scratches or small dents.

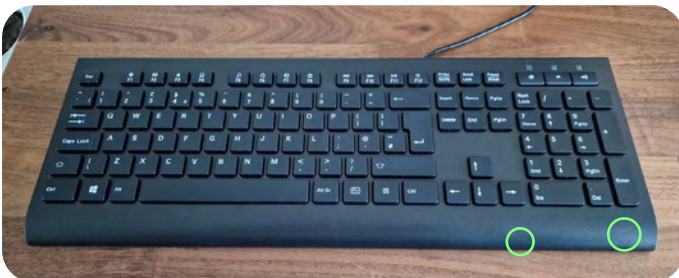
Front side PC



Screen Front Side



Keyboard & Mouse



Screen Back Side



Unacceptable Device Condition

Body/Bottom side/ Keyboard & Mouse:

Deep scratches and dents. Signs of corrosion/burning. Device is not perfectly cleaned.

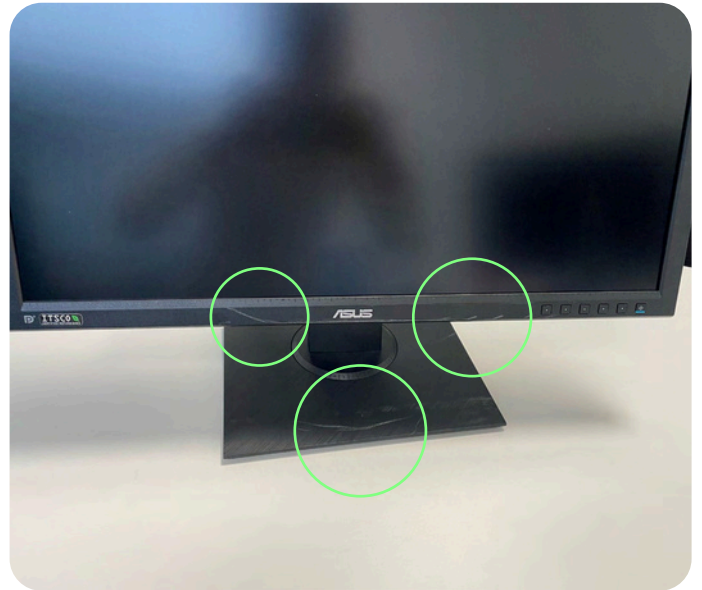
Screen:

The screen has scratches or pixel issues that are visible when the device is on.

Front side PC



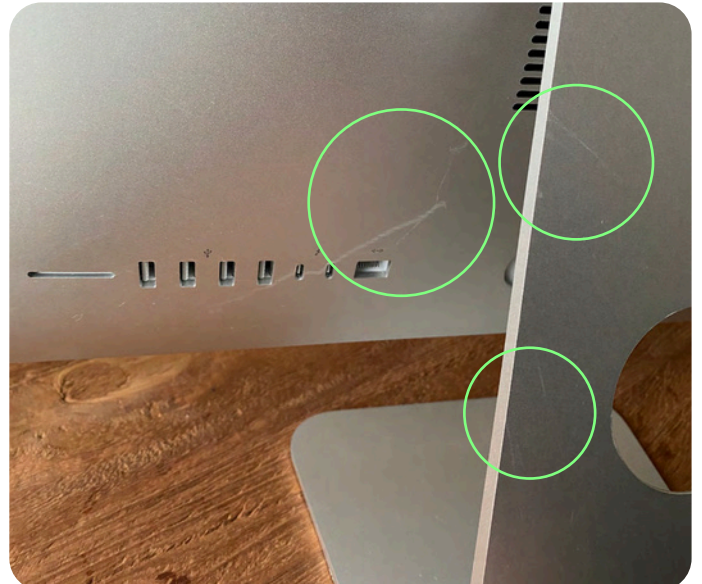
Screen Front Side



Keyboard & Mouse



Screen Back Side



Audio Condition Guide

Grading Overview

	Premium	A	B	C	Unacceptable
Function	100%	100%	100%	100%	<100%
Battery	≥90%	≥80%	≥80%	≥80%	<80%
Visual	Looks like new	Looks like new	Very good	Good	Visibly used/ damaged

Body	
Premium	No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device’s appearance is virtually indistinguishable from a brand-new product.
A	No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance in daylight.
B	The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.
C	The product has visible signs of usage like scratches or small dents.
Unacceptable	Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.

Premium Grade Device Condition

Body:

No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.

Pricing:

Ideally 15-20% more expensive than A grade and at least 15% cheaper than new.

Case



Earphones



Speaker



Headphones



*Please zoom in the document to see the pictured condition

A - Grade Device Condition

Body:

No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance.

Case



Earphones



Speaker



Headphones



B - Grade Device Condition

Body:

The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.

Case



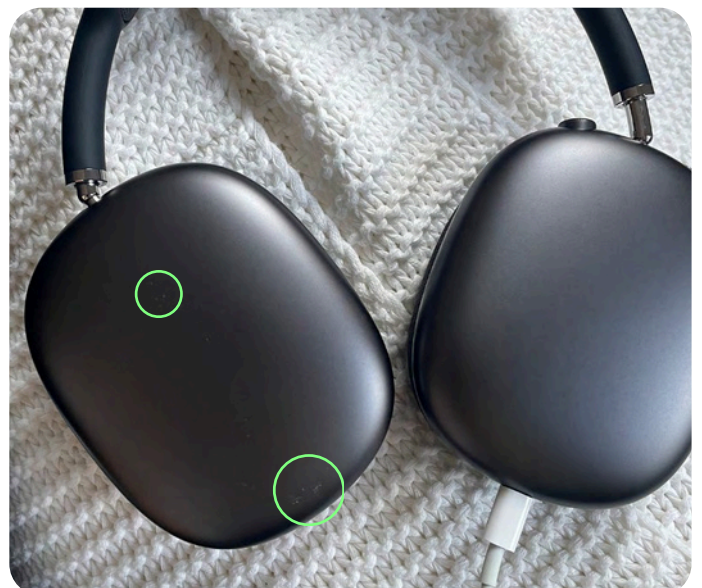
Earphones



Speaker



Headphones



C - Grade Device Condition

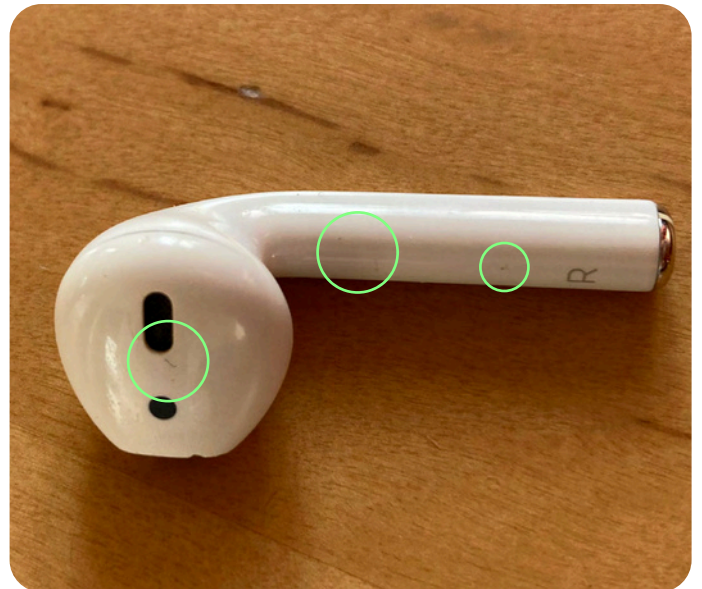
Body:

The product has visible signs of usage like scratches or small dents.

Case



Earphones



Speaker



Headphones



Unacceptable Device Condition

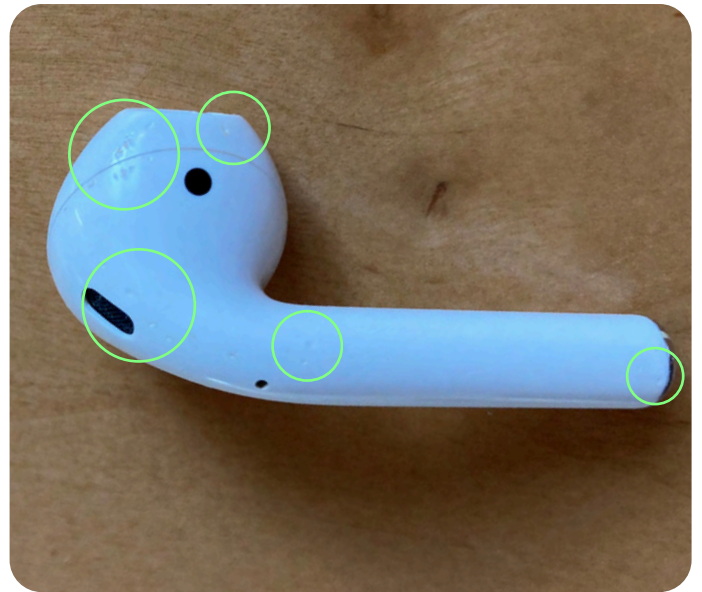
Body:

Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.

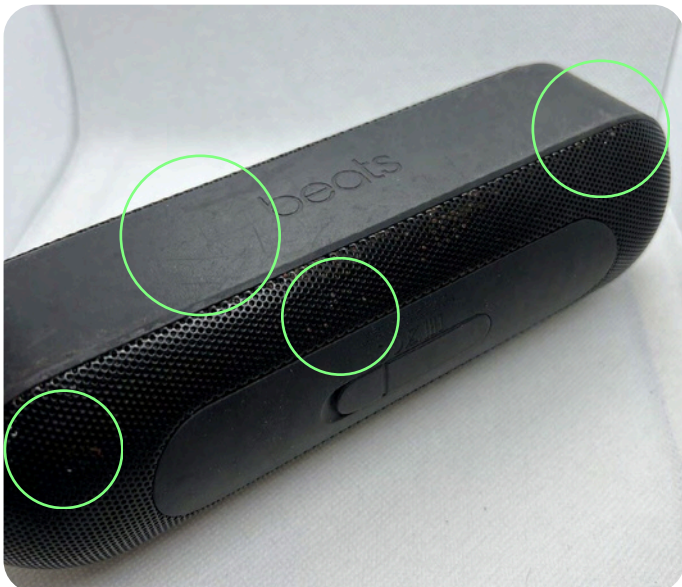
Case



Earphones



Speaker



Headphones



Tablets Condition Guide

Grading Overview

	Premium	A	B	C	Unacceptable
Function	100%	100%	100%	100%	<100% (Any lack of functionality that was not previously stated)
Battery	≥90%	≥80%	≥80%	≥80%	<80%
Visual	Looks like new	Looks like new	Very good	Good	Visibly damaged

	Body	Screen
Premium	No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.	Like new (no signs of usage).
A	No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance in daylight.	Like new (no signs of usage).
B	The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
C	The product has visible signs of usage like scratches or small dents.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
Unacceptable	Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.	The screen has scratches or pixel issues, which are be visible when the screen is turned on.

Premium Grade Device Condition

Body & Screen:

No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.

Pricing:

Ideally 15-20% more expensive than A grade and at least 15% cheaper than new.

Body



Screen



Keyboard



Edges



*Please zoom in the document to see the pictured condition

A - Grade Device Condition

Body:

No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance.

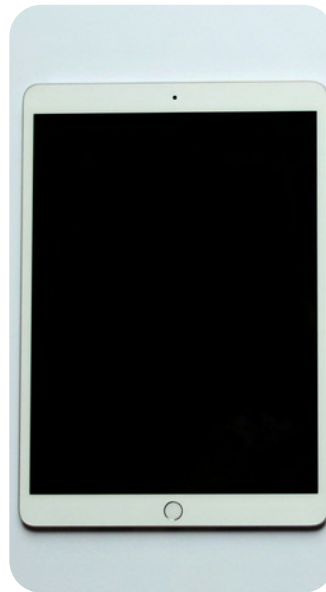
Screen:

Like new (no signs of usage).

Body



Screen



Keyboard



Edges



B - Grade Device Condition

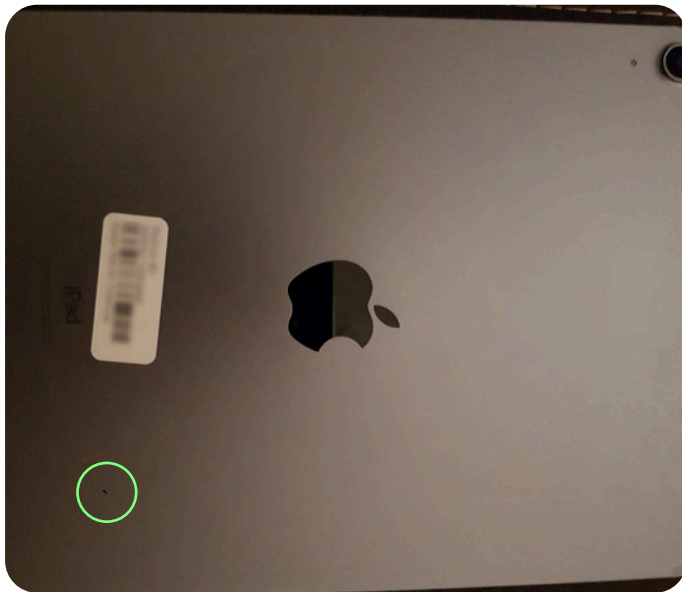
Body:

The product has minimal signs of usage, which can be visible with a naked eye from 30cm distance.

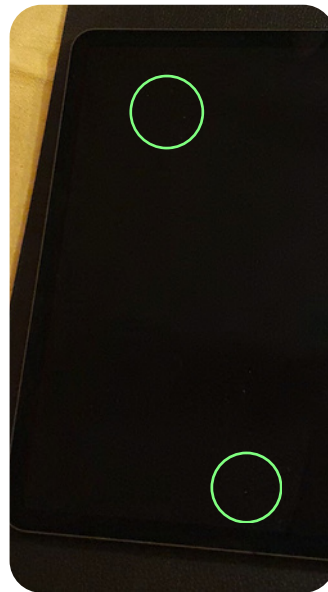
Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

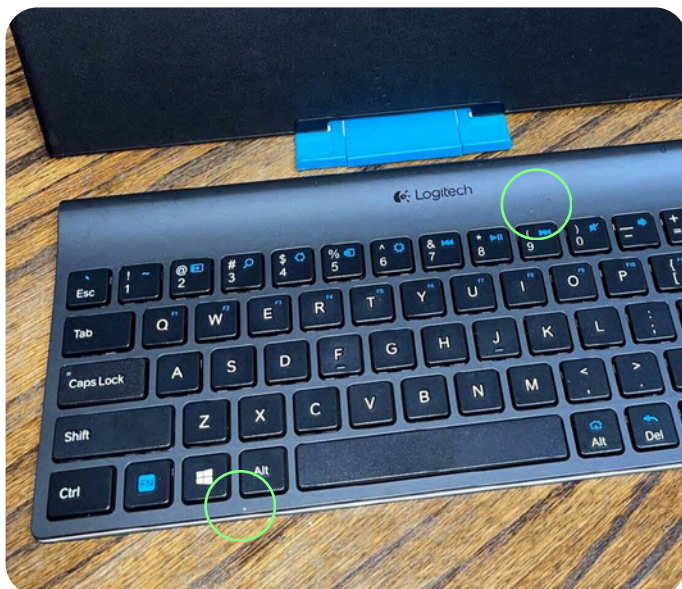
Body



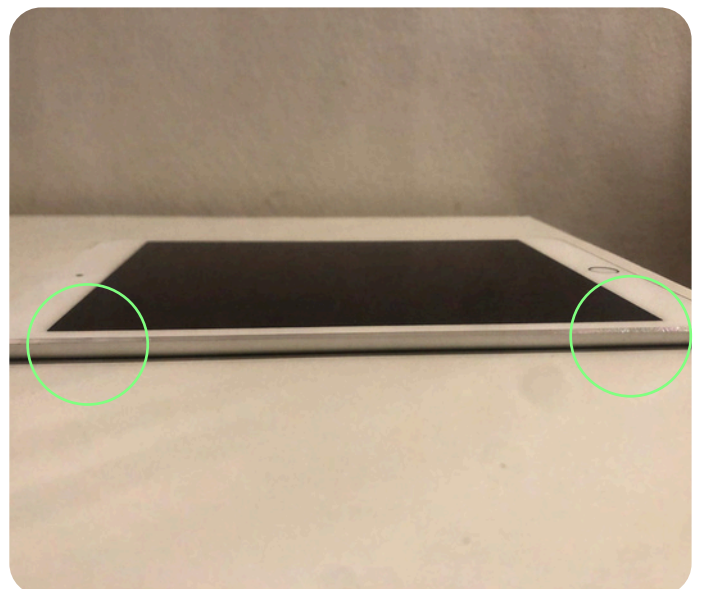
Screen



Keyboard



Edges



C - Grade Device Condition

Body:

The product has visible signs of usage like scratches or small dents.

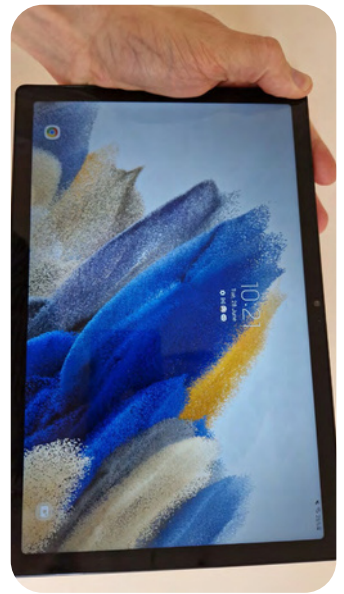
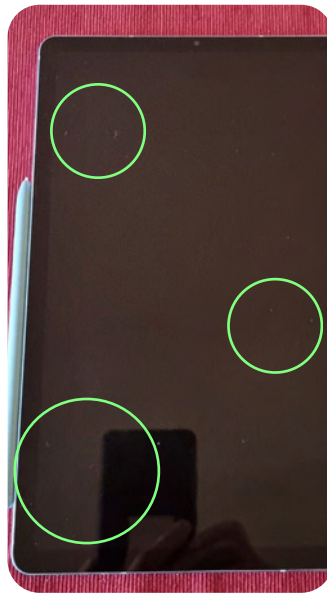
Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

Body



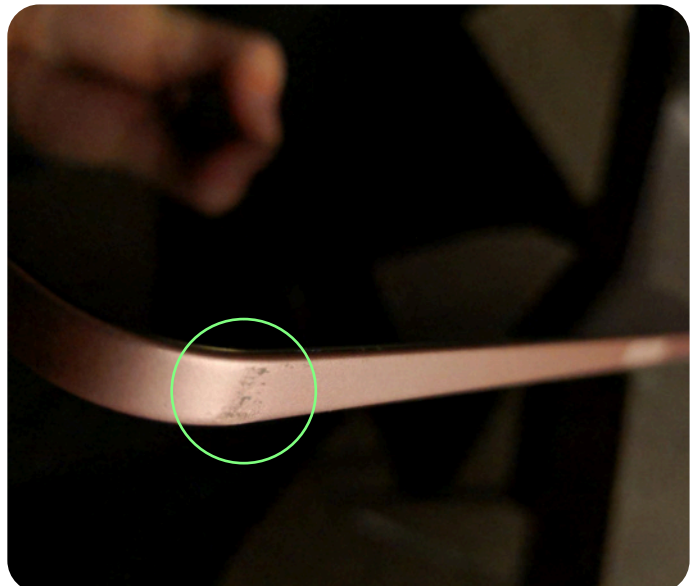
Screen



Keyboard



Edges



Unacceptable Device Condition

Body:

Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.

Screen:

Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.

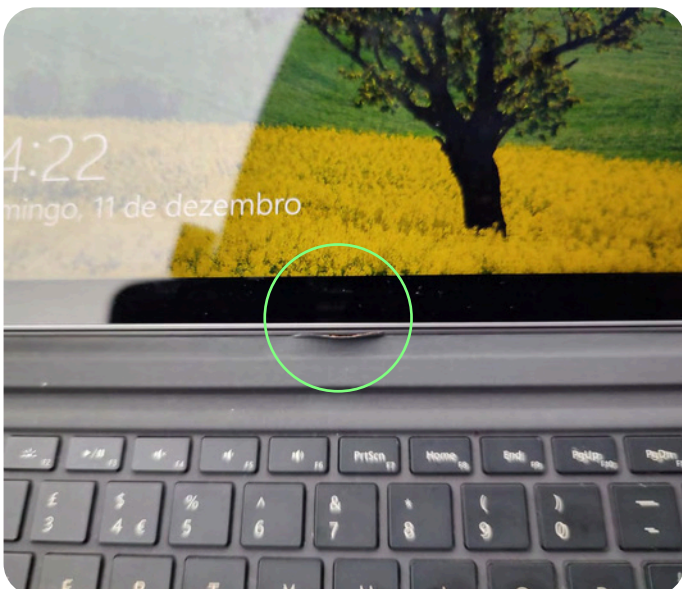
Body



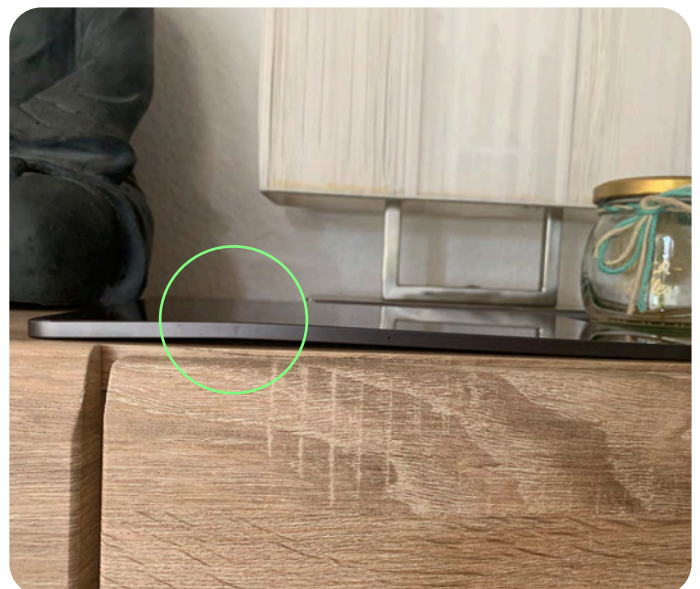
Screen



Keyboard



Edges



Smartwatches Condition Guide

Grading Overview

	Premium	A	B	C	Unacceptable
Function	100%	100%	100%	100%	<100% (Any lack of functionality that was not previously stated)
Battery	≥90%	≥80%	≥80%	≥80%	<80%
Visual	Looks like new	Looks like new	Very good	Good	Visibly damaged

	Body	Screen
Premium	No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.	Like new (no signs of usage).
A	No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance in daylight.	Like new (no signs of usage).
B	The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
C	The product has visible signs of usage like scratches or small dents.	The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.
Unacceptable	Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.	The screen has scratches or pixel issues, which are be visible when the screen is turned on.

Premium Grade Device Condition

Body & Screen:

No visible signs of wear or use. Free from scratches, scuffs, dents, or any blemishes. The device's appearance is virtually indistinguishable from a brand-new product.

Pricing:

Ideally 15-20% more expensive than A grade and at least 15% cheaper than new.

Body



Screen



Band



Edges



*Please zoom in the document to see the pictured condition

A - Grade Device Condition

Body:

No scratches, dents or signs of use that can be seen with the naked eye from 30 cm distance.

Screen:

Like new (no signs of usage).

Body



Screen



Band



Edges



B - Grade Device Condition

Body:

The product has minimal signs of usage, which can be visible with a naked eye from 30 cm distance.

Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

Body



Screen



Band



Edges



C - Grade Device Condition

Body:

The product has visible signs of usage like scratches or small dents.

Screen:

The screen can have fine micro-scratches, which cannot be visible when the screen is turned on.

Body



Band



Edges



Unacceptable Device Condition

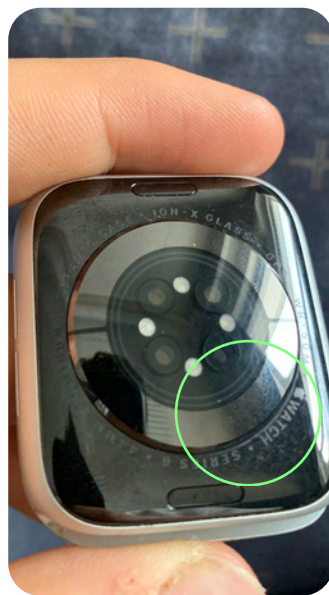
Body:

Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.

Screen:

Deep scratches, cracks and dents. Signs of melting/burning. Device is not perfectly cleaned/dirty.

Body



Screen



Band



Edges

