

re@furbed

Quality Charter



refurbed strictly confidential

Table of Contents

1. BuyBox Algorithm	4
2. Pre-Sales	5
2.1. Product Quality Guidelines	5
2.1.1 Works like new, looks as advertised, 100% tested	5
2.1.2 Essential Accessories Included	6
2.1.3 Japanese Smartphones	6
2.1.4 Mystery Shopping	6
2.2. refurbished Grading Criteria	6
2.3. Product Listing	6
3. Contractual Warranty	7
3.1. Contractual Warranty	7
3.2. Repeated Returns	7
3.3. Accessories	7
3.4. Warranty Prolongations	7
3.5. Warranty Exclusion	7
3.6. Opening of a product by an external source	8
3.7. Product test results differ between customer and Seller	8
4. Shipping	9
4.1. Shipping Time	9
5. After-Sales Customer Service	10
5.1. Compensation Payment	10
5.1.1 Missing or Defect Accessory	10
5.1.2 Signs of Usage	10
5.1.3 Delay of Delivery	11
5.1.4 Fees that you can retain	11
6. Amendment of the refurbished Quality Charter	12

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 great value and a smooth user experience by reducing the choice overload, presenting them 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.

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 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 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, 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, 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 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 section 15. 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.

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 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 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 the product by external source.

The test results may affect your performance and selling status. Any poor-quality repair or componentry will be heavily sanctioned in accordance with sub-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 confused or 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 from you. 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 to provide the customer with a functional product which is based on the initial customer's product condition choice, as specified in sub-section 2.2. (by repairing or replacing the defect 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 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), you 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, 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 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 you add 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 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 an 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 refuses to grant the warranty, refurbished reserves the right to charge you for any repair and return costs.

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 to the device to you to proceed with the warranty claim.

3.7. Product test results differ between customer and Seller

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 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.

4.Shipping

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

4.1. Shipping Time

All products must be dispatched within 24 hours (excluding weekends or bank holidays) after you receive 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 you receive 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 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)	€ 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 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 received condition 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) you must provide the customer with a compensation like complimentary accessories (e.g. protection screen, headphones) or 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)	€ 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.