

refurbed

Quality Charter

Sports



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This Quality Charter outlines refurbished's quality standards applicable to all Sellers selling Sports products on the refurbished marketplace including those who later cease to sell thereon. In particular, it outlines how to interact with refurbished customers and how to handle administrative or technical customer cases.

IMPORTANT: This Quality Charter is in addition to, not replacing, the Seller Guide and refurbished Terms & Conditions.

The Quality Charter applies invariably to all Sports 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. Contractual Warranty

Every product sold on the refurbished marketplace must include a 1 year contractual warranty from you. The 1 year warranty covers all defects which happened 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).

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 of the product if it had no defect (incl. shipping costs) within a maximum of 3 business days.

1.1. 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).

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.

1.2. Accessories

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

1.3. Warranty Prolongation

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.

1.4. 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 they receive the product to explain the warranty exclusion to the customer with proof.

A warranty case can only be rejected by you if you can provide test documentation that proves that the defect did not exist before the product has been shipped to the customer. You must provide the documentation for the product to the customer and to refurbished via the Zendesk Ticketing Tool. This should include images and formal test reports. Any product images must contain a visible date.

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.

1.5. Product test results differ between customer & 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 quality 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.

2. Listing

To ensure a consistent customer experience, refurbished will create product listings based on the information supplied by Sellers.

2.1. Products already listed on refurbished

If the exact product which you would like to list is already being listed on refurbished Sports, you should contact your Account Manager.

2.2. Products not already listed on refurbished

Where you would like to list a product, which is not currently being listed on refurbished Sports you can ask for the creation of a product listing.

You must send the product information to your respective account manager in the relevant format: via a provided listing template or via an integration.

Once the product information is received by refurbished, a corresponding listing will be created in the refurbished system. This process can take time. You will be notified once this is complete.

You are required to create offers corresponding to the relevant listings. The respective Account Manager will guide you through this process.

2.3. Product picture requirements

Via the listing template, integration or otherwise, you must provide:

One square image showing the product on a white or grey background. The resolution of this image must be at least 500x500 pixels. This image will appear on the category page.

Up to five images showing the product. Ideally this includes images showing the product from various angles and at least one image showing the product in a lifestyle setting (i.e. the product in use). The resolution of these images must be at least 1524x2200 pixels. This image will appear on the product page.

The format of all pictures provided need to be .jpg or .jpeg.

2.4. Sales Period

You must provide all information regarding sales, discount, or special offer periods to refurbished. This includes all sales periods set for the 12 months leading up to the signing of this document. You are responsible to update prices on the refurbished marketplace. If you are integrated via a direct API, an integrator or Shopify, this becomes obsolete, since prices will be synchronized automatically from your own store. You are obligated to inform refurbished about the sales prices.

3. Additional Product and Seller Criteria

3.1. Product Certification

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.

In order to be set to live and start selling products, you must hand in all mandatory documentation in written form upon signature of this Seller Guide.

3.2. Supply Chain and Employee Standards Declaration

By signing the refurbished Seller Guide, you confirm that you uphold all relevant legal and ethical standards regarding employment and supply chain activities and agree to present further information regarding these if requested by refurbished.

4. Shipment

More information regarding Order-Shipment-Process and Packaging can be found in Section 4. of the Seller Guide.

4.1. Shipping Times

All products must be dispatched within 24 hours (excluding weekends or bank holidays) after you receive the order confirmation mail.

Exception: Heavy and/or bulky products (e.g. bikes, surfboards 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
Sportswear	All wearable sports products, including gear and accessories.	The product must arrive at the customer's address within 1-3 days after the order was accepted (excludes weekend and bank holidays)	The product must arrive at the customer's address within 1-3 days after the order was accepted (excludes weekend and bank holidays).
Small Sports products	All sports items which do not fall under sportswear (above) or heavy/bulky (below)	The product must arrive at the customer's address within 2-4 business days after the order was placed (excludes weekends and bank holidays)	The product must arrive at the Customer's address within 2-6 business days after the order was placed (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 business days.	
On-demand products	Sellers who demonstrably produce on-demand.	The delivery expectation both for domestic and international orders is extended to a maximum of 9 business days.	

5. Quality & Grading

5.1. Product Quality

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 are 100% functional are allowed to be sold on the refurbished marketplace.

Every product must be tested by you before dispatch using professional inspection. This test and the subsequent quality of the product must be recorded by you. You may be asked to present such evidence where a question of product quality is raised post-purchase.

For each product which is sold on the refurbished marketplace you must keep the entire relevant test and quality documentation until at least the product warranty has expired.

5.2. Essential Accessories Included

All products on the refurbished marketplace must be sold with the same accessories that are included with the product when sold as new.

5.3. 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.

5.4. Sports Grading Criteria: (e)Bikes

You are advised to contact refurbished for clarification if you are confused or unsure of the grading criteria which should be attached to a product that you intend to list.

Grade	Description
A	Excellent: Not more than light scratches on the frame, small paint defects, small optical defects on the frame. No defects visible from 1m away. Add-on parts, crank and chain (like) new. (Battery capacity 90% or higher). Works like New. Cleaned. Fulfils all legal requirements.
B	Very Good: Visible scratches on the frame, paint defects, optical defects on the frame. No defects visible from 2m away. Add-on parts, crank and chain new or minimal wear. Wear and corrosion minimized by good maintenance. (Battery capacity 80% or higher). Works like New. Cleaned. Fulfils all legal requirements.
C	Good: Clearly visible scratches on the frame, paint defects, optical defects on the frame. Add-on parts, crank and chain show signs of use. Wear and corrosion minimized by good maintenance. (Battery capacity 70% or higher). Works like New. Cleaned. Fulfils all legal requirements.

5.5. Sports Grading Criteria: Gym equipment

You are advised to contact refurbished for clarification if you are confused or unsure of the grading criteria which should be attached to a product that you intend to list.

Grade	Description
A	Excellent: The equipment has been well maintained and there is enough sole and edge Product works perfectly and was professionally checked and cleaned. The product may show minimal, visible signs of use. No defects visible from 1m away. Works like New. Cleaned. Fulfils all legal requirements.
B	Very Good: Product works perfectly and was professionally checked and cleaned. The product may show slight, visible signs of use. No defects visible from 2m away. Works like New. Cleaned. Fulfils all legal requirements.
C	Good: Product works perfectly and was professionally checked and cleaned. The product may show clearly visible signs of use. Wear minimized by good maintenance. Works like New. Cleaned. Fulfils all legal requirements.

5.6. Sports Grading Criteria: Winter Sports equipment

You are advised to contact refurbished for clarification if you are confused or unsure of the grading criteria which should be attached to a product that you intend to list.

Grade	Description
A	Excellent: The equipment has been well maintained and there is enough sole and edge left for many more seasons. Top sheet with no obvious scratches from 0.5m distance. Bindings with no obvious discoloration or scratches from 0.5m distance. Sole perfectly filled, structured, and waxed. Edge sharpened. Works like New. Cleaned. Fulfils all legal requirements.
B	Very Good: Enough sole and edge left to allow new maintenance cycles. Scratches and snags on the top sheet, no impact on performance. Bindings may be scratched or discolored. Sole perfectly filled, structured, and waxed. Edge sharpened. Works like New. Cleaned. Fulfils all legal requirements.
C	Good: Not a lot of sole or edge left to allow new maintenance cycles. Top sheet with several large tears who deteriorate silkscreen printing, with no influence on the performance of the equipment. Bindings may show larger and more numerous signs of wear, with no deterioration of safety. Sole perfectly filled, structured, and waxed. Edge sharpened. Works like New. Cleaned. Fulfils all legal requirements.

6. After-Sales Customer Service

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

6.1. Compensation Payments

6.1.1. Signs of Use (Grading)

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, you must refund the customer the customer at least 10% of the purchase price within 48 hours (on business days). Where the delivered product differs largely from the advertised grade, refurbished recommends a compensation above 10%.

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.

6.1.2. Delay in Delivery

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

7. 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.