

Product Quality Handbook



Refurbishing and quality
standards at refurbished



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Product quality and functionality

Any component originally present in the device must be present and fully functional after refurbishment, without missing features.

Acceptable

- 100% functional and tested
- Available/saved and accepted test reports during the warranty period¹
- Original or OEM-equivalent quality replacement parts

Included components

- Webcam included
- Graphics card included
- Tablet touchscreen included
- Keyboard backlight included
- Original keyboard layout
- Good quality refurbishing paint
- Product cleaned inside and outside

Good audio and speaker quality:

- Clean sound during audio, video recording and phone calls
- Devices receiving updates for the duration specified by their manufacturers
- Valid software licence
- **Lock free devices** (devices without any locks)
- Devices set to factory settings
- Authorised devices

Unacceptable

- Defective/damaged and non-tested devices
- No available/saved/and unaccepted test reports during the warranty period
- Non-OEM equivalent replacement parts

Missing components

- Webcam missing
- Graphics card removed
- Tablet touchscreen missing
- Keyboard backlight missing
- Keyboard stickers applied
- Low-Quality or improper paint
- Dirt and dust on and inside electronic devices

Poor audio and speaker quality:

- Hissing or other disturbing noises during audio, video recording and phone calls
- Devices not receiving updates for the duration specified by their manufacturers
- Invalid software license
- **Locked devices:** activation lock, network lock, sim lock...
- **Data from previous user:** pictures, files, SD/SIM cards...
- Blacklisted devices

1. 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.



Testing software requirements

Every product must be tested by you before dispatch using an approved professional inspection software. For following categories:

- Laptops
- Phones
- Tablets
- 2-in-1 Convertibles
- Smartwatches
- AirPods

Approved test software overview

- The list of the approved test software can be found [here](#).



Testing software/ report requirements

Laptops, Desktop PCs and (if applicable) 2-in-1 Convertibles

- scannable QR code
- previous data removal and re-set of the device

List of needed background information

- Date and time of the test
- Laptop model and manufacturer
- Serial number or unique identifier
- BIOS version (only for windows devices)
- MDM Status Check
- Operating system version
- Processor model and specifications
- RAM GB capacity, DDR type, and MHz speed
- Hard Drive type (SSD/HDD) and capacity
- Specify the display type - specify display panel type, (IPS, LCD, OLED etc) and resolution (full HD, 4k)
- Graphics card model and specifications (VRAM amount and type)

Testing areas

1. Status Tests:

- MacOS devices - iCloud / AppleID / MDM check

2. Hardware Testing:

- Internal components (RAM, Hard Drive, CPU, GPU) functionality
- Keyboard and touchpad functionality
- Screen quality & function (brightness, color accuracy, pixels)
- Ports and connectors (USB, HDMI, audio, etc.) functionality
- Webcam functionality
- Speaker and microphone functionality
- Connectivity test (Wi-Fi, Bluetooth, etc.)

3. Battery Testing (Laptops):

- Battery health percentage test
- List the Cycle count
- Capacity information (list original vs remaining in mAh)
- Charging test - Battery drain test % of battery lost in x min (specify device activity during test)

4. Thermal Testing:

- Cooling system performance (thermal management)
- Peak temperature levels under full system load / while performing stress test (CPU and GPU peak temperature level under full load is x)



Testing software/ report requirements

Phones, Tablets and (if applicable) 2-in-1 Convertibles

- scannable QR code
- previous data removal and re-set of the device

List of needed background information

- Date and time of the test
 - Device model and manufacturer
 - Serial number or unique identifier
 - Firmware or software version
 - Hardware specifications (SoC, RAM, storage capacity, etc.)
 - IMEI (International Mobile Equipment Identity) or Serial Number
-

Testing areas

Status Tests:

- Blacklisted check
- Hardware lock: display lock etc.
- Rooted (android)/Jailbroken (IOS) check
- MDM Status Check (not enrolled in organizations MDM software)
- 'Replaced by Apple' Status Check (iPhones)
- Network provider/SIM lock test
- IOS devices - iCloud / AppleID disconnection check

2. Hardware Testing:

- Buttons functionality test
- Fingerprint test
- Face recognition (Face ID) test
- Screen sensitivity + pixel test
- Back & Front Camera quality + flash test
- Port and connector functionality test
- Sensor functionality test
- SIM Card reader functionality test
- Vibration functionality test
- Accelerometer (calibration of the device in space)
- OEM components (Component Serial Numbers) - only for IOS devices
- Microphone and Speaker test
- Connectivity test (Wi-Fi, Bluetooth, etc.)

3. Battery test:

- Battery health percentage test
- List the Cycle count
- Capacity information (list original vs. remaining in mAh)
- Charging test - Battery drain test % of battery lost in x min
- If the battery information is not available for certain android, the drain test is required

4. Additional tests needed for 2-in-1 Convertibles:

- Keyboard and touchpad functionality



Refurbishment Quality

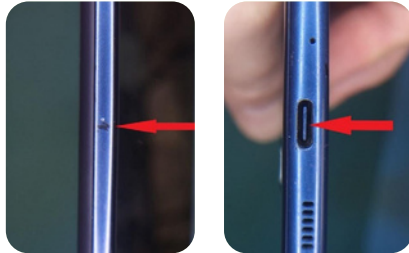
What to avoid during device refurbishment?

Unacceptable

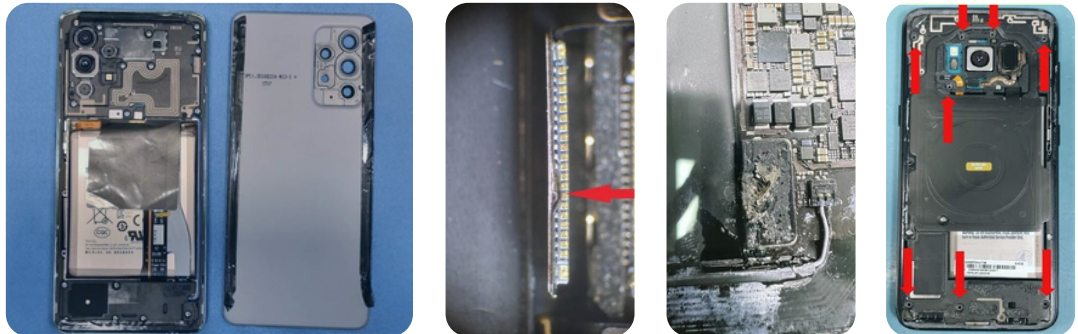
Visible gaps between the devices back cover or display and the devices housing



Housing spray that can easily be scratched and spray in ports



Poor refurbishing materials (e.g. tape), internal damages and screws missing



Keyboard stickers



Please zoom in
in the document to
see the pictured
condition



Display Quality

If the display is replaced it must be replaced with a like-for-like quality. i.e. OLED to OLED

Acceptable

Original or OEM-equivalent display quality (Soft-OLED displays)²

(Non-original display error message acceptable but display performance must be good)

Good resolution, color accuracy, brightness, contrast ratio, touch-screen functionality, refresh rate, durability, tested display quality

Unacceptable

Non-OEM equivalent display (LCD-IPS or Hard-OLED instead of Soft-OLED)

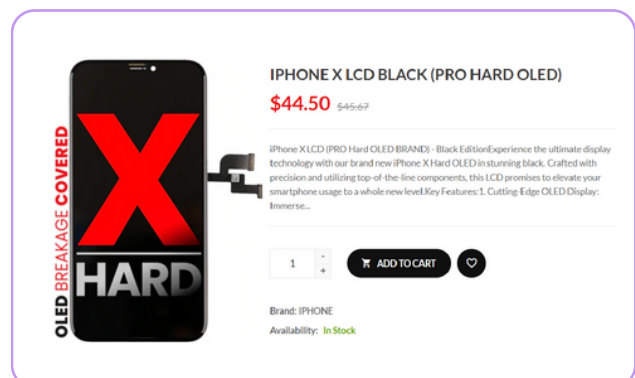
Poor display installation, no double tape used or not replaced, incomplete cleaning, display not tested ...

Unacceptable

Non-OEM equivalent display



YK Hard OLED Lcd
Screen Replacement
for iPhone X



Please zoom in
the document to
see the pictured
condition



YK mobile phone LCD
30. August 2021 - 3



#YK YK OEM II HOT SELL



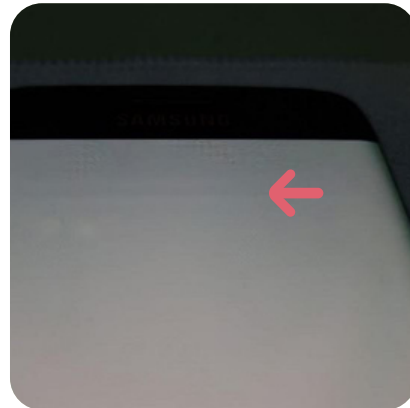
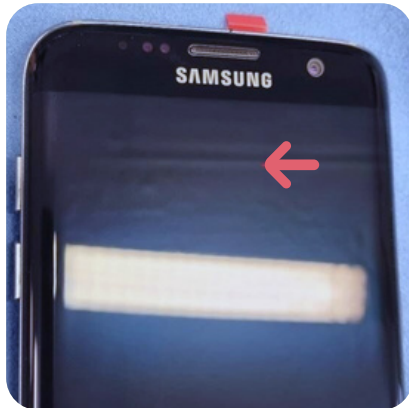
Hard OLED screen for iPhone X with 360 view angle
High brightness & Saturation
Accurate color & Wide colour gamut

2. If the product was originally equipped with a SOFT OLED display, installing an IPS-LCD or HARD OLED display during the refurbishment is not allowed.

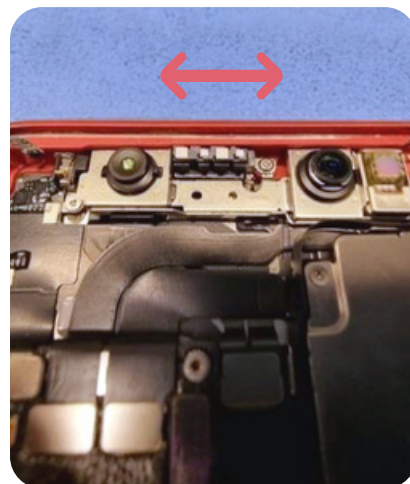
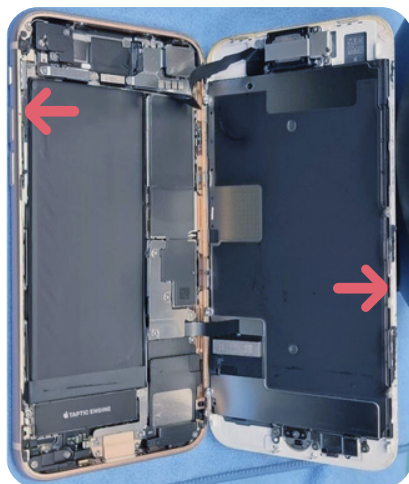
Poor display installation



Waves on the AMOLED under the glass



No double tape used, or double tape not replaced



Please zoom in
the document to
see the pictured
condition



Battery Quality

Product battery capacity must be or exceed 80% (85% for smartphones) of the battery capacity of a “new” product. Premium battery must be above 90% capacity. New batteries must have 100% capacity.

Acceptable

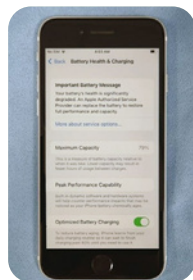
- Original or OEM-equivalent battery quality
- Non original battery error message acceptable but battery performance must be good
- Safety, longevity, capacity and performance, compatibility, tested battery quality
- New batteries = 100% capacity
- Good charger quality and compatibility (performance and length)
- Performance must match that of the chargers originally included with the devices
- Three-pin plug chargers in the IE market³, if the charger is included to the scope of delivery³

Unacceptable

- Non-OEM equivalent battery
- Battery <80% (<85% for smartphones), not compatible, poor quality, battery bloated, battery not tested
- New batteries <100%, capacity
- Poor charger quality, non-compatibility (performance and length)
- Poor performance, overheating
- Two pin plug chargers in the IE market

Unacceptable

Maximum capacity <80% (<85% for smartphones)



Bloated battery



Poor quality chargers (overheating, exploding)



Please zoom in the document to see the pictured condition

3. According to Regulation 5 of the Plugs and Sockets, etc. (Safety) Regulations 1994, any supply of plugs that don't fit the IE standard in accordance with Regulation 6 is prohibited.



Camera Quality

The camera of refurbished devices must have all same options available compared to the original device

Acceptable

Original or OEM-equivalent camera quality

Non-original camera error message acceptable but camera performance must good

Clean lenses, free from any smudges, dirt, or dust ingress underneath

Unacceptable

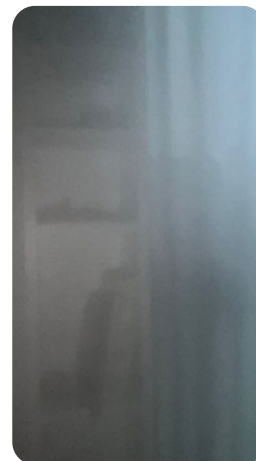
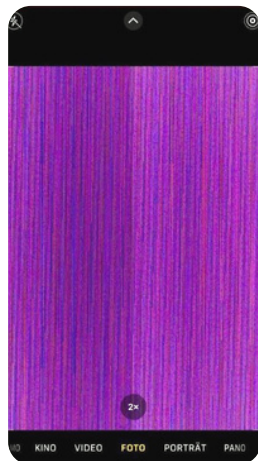
Non-OEM equivalent camera quality

Poor image quality, impaired autofocus, low resolution, poor lens quality

Dirt and dust under the camera glass

Unacceptable

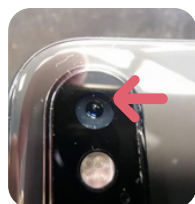
Defective camera, poor performance or impaired autofocus capability



Dirt and dust under the camera glass



Please zoom in in the document to see the pictured condition





Premium Grade Quality

refurbed's Premium devices are flawless. They offer the highest standard in both visual appearance and performance. This grade is designed for customers who want devices that look and feel brand-new.

Definitions and condition description:

refurbed Premium stock is comprised of the highest quality, professionally refurbished devices (where the process is performed by the original manufacturer or professional refurbisher) and additional cases of overstock.

1. Cosmetic Condition:

Cosmetically, devices classified as Premium Grade are identical to new counterparts, exhibiting no visible signs of wear or use. Both the body and screen of Premium devices are identical to new, being free from scratches, scuffs, dents, or any blemishes.

2. Screen Quality:

The display is identical to that of a new product, without any surface imperfections.

3. Body Quality:

The body is identical to that of a new product, without any surface imperfections.

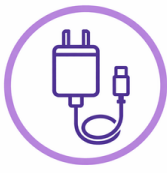
4. Battery Health:

- Premium-grade devices feature a battery health of 90% or higher, ensuring long battery life and reliable performance that closely mirrors a new device.
- refurbed's Premium Grade prohibits for any battery warning message to appear on any Premium product.

5. Overstock:

In refurbed's home appliances category (and other instances), Premium includes overstock products, which are no longer produced or are not available on primary market channels anymore, and open box items. refurbed's overstock and open box cases are comprised of:

- End of Life Products
- B2B Returns
- B2C Returns
- Demo Products
- Unsold Devices.



Charger Quality

Overview of the mandatory USB-C charging cable requirements for smartphones

Definition:

- All smartphones must include a charging cable that connects to the respective smartphone on one end and features a USB-C connector on the other.
- The cable should match the phone's charging speed and USB standard (such as USB 2.0, 3.0, or Thunderbolt), as originally provided or recommended by the manufacturer.
- Phones that aren't standard smartphones, like feature phones, senior phones, or outdoor phones with special charging connectors, are exempt from this requirement. However, they should still come with a compatible charging set.
- For added convenience, we suggest the cable be at least 1 meter long.

Apple - USB-C



USB-C - USB-C

