



Quality Charter

Consumer Electronics



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 Apple AirPods	6
2.1.5 Mystery Shopping	7
2.2. refurbished Grading Criteria	7
2.3. refurbished Quality Criteria	7
3. Contractual Warranty	8
3.1. Contractual Warranty	8
3.2. Repeated Returns	8
3.3. Accessories	8
3.4. Warranty Prolongations	8
3.5. Warranty Exclusion	9
3.5.1 Wear and Tear	9
3.5.2 Warranty exclusion in case of oxidation	10
3.6. Opening of a product by an external source	10
3.7. Product test results differ between customer and Seller	11
4. Shipping	12
4.1. Shipping Time	12
4.2. Return Label Program	13
5. After-Sales Customer Service	14
5.1. Compensation Payment	14
5.1.1 Missing or Defect Accessory	14
5.1.2 Signs of Usage	14
5.1.3 Delay of Delivery	15
5.1.4 Fees that you can retain	15
6. Amendment of the refurbished Quality Charter	16

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, refurbed quality and testing criteria (specified in sub-section 2.2 to 2.4).
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, smartwatches 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. For smartphones, the battery must have a minimum remaining capacity of 85% or higher of a “new” product. For all other product the battery life must be, or exceed, 80% of the battery capacity
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; in edge cases, refurbed may take over the case and charge the associated costs to the Seller in accordance with Chapter 10 (Take Over).

14. For products in size categories S and M, you must comply with the Packaging Guidelines set out in **Annex 4** to this Quality Charter.

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 smartphone compatible 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 tablet compatible 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, refurbed 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 refurbed'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 refurbed platform without prior written approval from refurbed.

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 refurbed (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 2** 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. refurbished Quality Criteria

The refurbished quality criteria is outlined in **Annex 3** (Product Quality Handbook) to this Quality Charter. 2.4. 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 (listing@refurbed.com) 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 recommends 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

Warranty exclusions must be communicated to the customer within 3 business days after receiving the returned product. The exclusion must be supported by clear and irrefutable evidence (e.g. photos of the product) and must include the pre-purchase test report via authorized software that confirms the product was fully functional before the sale. Both the evidence and the test report must be submitted through the Zendesk Ticketing Tool and shared with refurbished as well as with the customer. Any product images must contain a visible date and the respective unique identifier (e.g. IMEI / serial number) directly on the screen.

A warranty rejection is permitted in cases where the customer has used the product negligently, improperly, or in an irregular manner. Examples of valid reasons for a warranty rejection include:

- i. Physically damaged display or housing
- ii. Fluid damage
- iii. Damage caused by incompatible chargers
- iv. Manipulation of the operating system (e.g., Jailbreak, Rooting, harmful software)
- v. Environmental or natural disaster damage (e.g., fire, flooding, frost)
- vi. Unauthorized repair or opening of the product by parties other than the Seller (unless expressly permitted in writing by the Seller)

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.

3.5.1 Wear and Tear

General Principle

Wear and tear does not constitute a valid reason to reject or limit a warranty claim. Where a functional defect occurs during the warranty period, the product must be handled under warranty, regardless of any cosmetic signs of use.

Cosmetic Wear and Tear

Normal wear and tear includes, but is not limited to:

- Light scratches or minor signs of use on the frame or display
- Cosmetic imperfections that do not affect the product's functionality

Such cosmetic conditions do not affect warranty eligibility.

Battery Wear and Tear

Normal battery wear and tear is defined as the gradual reduction of battery capacity over time, including cases where during the warranty period battery capacity falls below 85% for smartphones or below 80% for all other products. These cases must be handled under warranty.

Battery Defects

Battery defects are defined as abnormal or sudden battery behavior, including but not limited to:

- A rapid or sudden drop in battery capacity (e.g. from approximately 90% to 50% within one hour of normal use)
- Battery performance that is inconsistent with normal, gradual aging

Battery defects do not qualify as normal wear and tear and must be handled under warranty.

Exclusions

Cosmetic wear and tear, battery degradation, or the presence of visible signs of use shall not be used as justification to deny, reject, or limit warranty coverage for any functional defect.

3.5.2 Warranty exclusion in case of oxidation

In the case of oxidation or corrosion, the product(s) may only be excluded from warranty if the following minimum required evidence for warranty exclusion can be provided:

- Clear photos of triggered Liquid Contact Indicator(s) (LCI)
- Clear photos showing internal corrosion, oxidation or fluid remains, with no signs of manipulation
- Documented technician inspection reports (e.g. pre- and post-shipment tests)

In exceptional cases where the customer's possession period was very short (less than 35 days), but the extent of corrosion objectively indicates long-term fluid ingress that could not reasonably have occurred during customer use, the case may be disputed. Such cases must be assessed individually and may require evaluation by a neutral third party.

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 or product quality (especially component quality) are 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 customer complaint is valid. If the independent 3rd party confirms a valid warranty case or **product quality concern**, 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 if 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 ^{1,2} (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, 2- in-1 convertibles	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

2 - the delivery time starts on the same business day as the order if the order is placed before 12:00. If the order is placed after 12:00 or on a public holiday or weekend, the delivery time starts on the next business day after the order.

4.2. Return Label Program

refurbed operates a mandatory automated return label process to ensure a standardized and trackable return experience for customers and Sellers. The applicable terms and details of the Return Label Program are set out in **Annex 1** to this Quality Charter (and Seller Guide) and may be amended by refurbed with a notice period of at least 30 days.

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.

Where the delivered product corresponds to a lower grade than ordered (e.g. **Grade C** delivered instead of **Grade A**), the compensation payment shall be additional and reflect the downgrade in condition.

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.