

re@furbed

Quality Charter

Home Appliances



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This Quality Charter outlines refurbished's quality standards applicable to all Sellers selling Home Appliances 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 Home Appliances 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. The 1-year warranty covers all defects which happen 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 as if it had no defect (incl. shipping costs) within a maximum of 3 business days.

1.2 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).

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.

1.3 Accessories

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

1.4 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 period. If you refuse the above, then refurbished reserves the right to charge you for any repairs during the extended contractual warranty period.

1.5 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 if available 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.

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:

- Physically damaged display or housing
- Fluid damage
- Environmental or natural disaster damage (e.g., fire, flooding, frost)
- Unauthorized repair or opening of the product by parties other than the Seller (unless expressly permitted)

in writing)

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.

1.5.1 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:

- Cosmetic imperfections that do not affect the product's functionality

Such cosmetic conditions do not affect warranty eligibility.

Exclusions

Cosmetic wear and tear, 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.

1.6 Product test results differ between customer & 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.

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 the refurbished marketplace, you should contact your Account Manager.

2.2 Products not yet listed on refurbished

If a product is not yet available on the refurbished marketplace, you may request the creation of a new product listing.

To initiate this process, you must provide the necessary product details to your designated Account Manager using the appropriate format—either through a provided listing template, an integrator, or via API.

Once refurbished reviews and approves the submitted information, the product listing will be created within the system. You will be notified once the listing is live.

You are responsible for creating offers that correspond to the approved listings. Your Account Manager will support you throughout this process.

2.3 Product picture requirements

You confirm that refurbished is permitted to use any images provided to you by third parties.

Images must be submitted via the listing template, through integration, or by other agreed-upon means, and must meet the following criteria:

- **Primary Image:** One square image of the product on a white or grey background, with a minimum resolution of 500 x 500 pixels. This image will be displayed on the category page.
- **Additional Images:** Up to five supplementary images may be provided, ideally showcasing the product from multiple angles. At least one image should present the product in a lifestyle context (i.e., in use). These images must have a minimum resolution of 1524 x 2200 pixels and will appear on the product detail page.
- All image files must be submitted as URLs. If URL submission is not feasible, images may alternatively be provided in .jpg or .jpeg format.

2.4 Safety Warnings, Instructions and Pictograms

In any case, you are obligated to inform refurbished of any applicable and legally required safety information, warnings, instructions for safe use and/or pictograms that must be included in the respective product description.

This includes standardized signal words and sentences and/or pictograms that indicate potential dangers of the product or its use, including potentially incorrect use, pre-purchase. You are responsible for reviewing the listing info and providing refurbished with the necessary safety information, instructions, warnings and/or pictograms where legally required.

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.

In the case you act in the capacity of a manufacturer:

- i. You must include the energy label and product data sheet physically in the package if the product is still subject to energy labelling regulations.
- ii. The energy label must also be visibly shown online (e.g. on the product page near the price).
- iii. A user manual must be provided (printed or via QR code).

4. Shipment

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

4.1 Shipping Times

“Small” products 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” and “Large” 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 1st scan) Used for dispatch compliance monitoring	Delivery time ^{1,2} (order to 1 st delivery attempt) Used for delivery score calculation
Small kettles, toasters, hairdryers, small coffee machines (capsule), blenders, mixers, hair straighteners, shavers, steamers.	Order before 12:00: by end of same day (max. 12h)	S domestic: <= 2 days S international EU: <= 3 days
Medium vacuum cleaners, microwaves, mini fridges, air fryers, cooking machines, tabletop grills, AC tower, coffee machines, DIY tools.	Else: by end of next day (max. 24-36h)	M domestic: <= 3 days M international EU: <= 4 days
Large refrigerators, dishwashers, dryers, washing machines, built- in oven, stoves, garden (lawn mower, high- pressure cleaners).	Order before 12:00: by end of next day (max. 36h) Else: by end of day after next business day (max. 48-60h)	L domestic and international EU: <= 7 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

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.

Every product must be certified for sale in the European Union and contain the CE (European Conformity) marking.

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 (essential accessories).

If you do not deliver the essential accessories, as described above, refurbished reserves the right to offer the customer a compensation payment, which will be charged to you. This action will only be taken if you do not react 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 6.1 – Compensation Payment for further details.

In the case of Major Domestic Appliances, the product must include the appropriate energy efficiency label.

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.

The test results may affect your performance. Any poor-quality repair or componentry will be sanctioned in accordance with sub-section 15.2 of the Supplier Guide.

5.4 Home Appliances 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

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 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 to 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.