

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. 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 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 all 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

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) 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. Acceptable evidence includes:

- Clear photos of the product and affected components
- Visible serial number or frame number on the product
- Technician inspection reports based on manual and functional testing

In cases of corrosion or oxidation, a warranty exclusion is only permitted if you can provide clear visual evidence and a technician report demonstrating that the corrosion could not reasonably have occurred during normal customer use and was not present at the time of delivery.

A warranty rejection is permitted if the product shows evidence of negligent, improper, or irregular use, including but not limited to:

- Damage caused by crashes or improper handling
- Structural damage to the frame or components

- Environmental damage (e.g. fire, flooding, frost)
- Unauthorized repair or modification by third parties

You are not permitted to charge the customer any labour or inspection fees in relation to a contractual or statutory warranty return, even if the warranty claim is ultimately denied.

1.4.1 Wear and Tear

General principle

Normal wear and tear does not constitute a valid reason to reject or limit a warranty claim. Functional defects occurring during the warranty period must be handled under warranty, regardless of cosmetic signs of use.

Cosmetic wear and tear

- Normal cosmetic wear includes, but is not limited to:
- Scratches, scuffs, or signs of use on frames or components
- Cosmetic imperfections that do not affect functionality
- Such cosmetic conditions do not affect warranty eligibility.

1.4.2 Batteries in Electrically Powered Sports Products (e-bikes, e-scooters)

Battery issues must be assessed through functional testing and technician inspection.

Battery defects as described herein are intended to be handled under warranty, provided that a functional defect is confirmed through such testing and inspection. Battery defects covered by the warranty include, but are not limited to:

- Failure of the battery to charge
- Sudden or abnormal loss of range or power
- Malfunction of the battery or the battery management system

Normal battery aging over time, in itself, does not constitute a warranty case. However, if there is also a functional defect, the warranty still applies.

1.5. 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 quality 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

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

You confirm that refurbished may use any pictures provided to you from third parties. 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 for updating 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.

To be set to live and start selling products, you must hand in all mandatory documentation in written form upon signature of the 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 latest by end of day after the next business 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 next day. For both domestic (e.g., Germany to Germany) and international (e.g., Germany to Italy) shipments, “Large” products must be delivered within 7 days and “Extra Large” products within 15 days to the customer’s address.

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
Large kids and adult bikes, scooters, skis & snowboards	Order before 12:00: by end of next day (max. 36h)	L domestic and international EU: <= 7 days
Extra Large gym equipment	Else: by end of day after next business day (max. 48-60h)	XL domestic and international EU <= 15 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.

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

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 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.