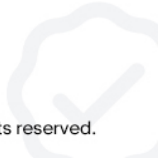


ebay

eBay Refurbished Grading Criteria

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Overview

eBay Refurbished checklist	Certified Refurbished	Excellent	Very Good	Good
Warranty length	Two year	One year	One year	One year
Warranty servicer	Allstate	Allstate	Allstate	Allstate
Appearance	Pristine, like-new	Like-new	Minimal wear	Moderate wear
Fully functional	Yes	Yes	Yes	Yes
Refurbished by	Manufacturer or Authorized refurbisher/reseller	Quality vetted seller	Quality vetted seller	Quality vetted seller
Refurbished parts used	OEM	OEM or generic	OEM or generic	OEM or generic
Free shipping	Yes	Yes	Yes	Yes
Free 30 day returns*	Yes	Yes	Yes	Yes
0-1 day handling	Yes	Yes	Yes	Yes
Letter of Authorization required	Yes	No	No	No
POs required	Yes	No	No	No

*Exception for items requiring freight shipping such as generators

Mobile Tech

Smartphone / cellphone grading scale

All phones must meet the below criteria in order to qualify for eR:

- Functional Wi-Fi
- Functional Bluetooth
- Functional microphone
- Functional speakers
- Functional front and back facing cameras
- Functional front and back facing flash
- Functional operating system
- Functional Touch / Face ID
- No FED lock / good ESN
- No Apple activation error (if applicable)
- No existing iCloud / Gmail / Android account
- No corporate supervision (MDM)
- Functional SIM reader
- Functional digitizer
- Functional network connectivity
- Functional proximity sensor
- Not blacklisted
- Not unrooted / jailbroken
- Functional accelerometer
- Functional screen rotation
- Functional vibration
- Functional volume & lock buttons
- Functional flashlight
- Functional gyroscope
- Functional LCD
- OS compatibility
- Region built for
- Fully cleaned IMEI

Differences by grades

Phone must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> 85+% battery life 	<ul style="list-style-type: none"> 80+% battery life 	<ul style="list-style-type: none"> 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic 	<ul style="list-style-type: none"> New, clean, generic 	<ul style="list-style-type: none"> New, clean, generic 	<ul style="list-style-type: none"> New, clean, generic
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger 	<ul style="list-style-type: none"> MFI accessories & UL approved charger 	<ul style="list-style-type: none"> MFI accessories & UL approved charger 	<ul style="list-style-type: none"> MFI accessories & UL approved charger

Visual guide example

Cell phone grading scale

Visual physical description: Certified Refurbished

- No scuffs / scratches
- No cracks
- No dents
- No signs of use
- New outside casing

Screen and body of devices are in “like-new” condition, meaning a user could not tell up close that the device has been used



Visual physical description: Excellent

- No visible scratches from more than 7 inches (arm’s distance) away
- No dents
- Fully intact screen with no scratches

Looks “like new” from first glance when device is turned on



Visual physical description: Very Good

- Light body scratches that are visible from arm’s distance away
- (> 7 inches)
- Possible minor dings on corners less than 1/8 inch wide
- Screen is intact with no visible scratches when device is turned on

Slight wear is visible with light scuffs or scratches around body of the phone



Visual physical description: Good

- No more than 10 visible scuffs, nicks, or dents across body of phone
- Less than 3 scratches <1/2 inch wide on screen, invisible when device is turned on
- Some faint discoloration OK

Appears slightly used at first glance; moderate and plainly visible scratches that do not impact functionality of phone



Smartwatches / wearables grading scale

All smartwatches / wearables must meet the below criteria in order to qualify for eR:

- Fully physically cleaned and sterilized
- Functional body with no cracks, band switching; comparable bands provided as brand new product
- Functional camera with no cracks or issues with image, flash quality
- Functional digitizer / touch screen controls
- Functional GPS* / GNSS* / GLONASS*
- Functional compass*, accelerometer*, gyroscope*, altimeter*
- Functional flashlight*
- Full hardware test
- Functional charging port
- Functional connectivity ports*
- Functional SIM reader*
- Functional speakers
- Functional SIM reader
- Functional vibration*
- Functional microphone
- Functional Wi-Fi
- Functional Bluetooth and pairing*
- Functional network connectivity*
- No activation / set-up error
- Functional operating system
- Launches as if new, and no existing iCloud / Fitbit account (“wiped”)
- No supervision software
- Not blacklisted
- Not unrooted / jailbroken
- Fully cleaned IMEI / ESN
- All functionality ready for appropriate geography of use

Differences by grades

Smartwatches / wearables must meet all criteria in a grade in order to qualify for that grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No dents / dings No signs of use Band insertion area is clear and working 	<ul style="list-style-type: none"> No visible scuffs / scratches No dents / dings Band insertion area is clear and working 	<ul style="list-style-type: none"> No visible screen scuffs / scratches 1-2 light body scuffs / scratches, none visible from arm's distance No dents / dings visible from arms distance 	<ul style="list-style-type: none"> < 3 scratches < ¼ inch long on screen; not visible when on < 5 body scuffs / scratches, none visible from arm's distance 1-2 dents / dings, must be ¼ inch
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> 80+% battery life 	<ul style="list-style-type: none"> 80+% battery life 	<ul style="list-style-type: none"> 80+% battery life
Packaging	<ul style="list-style-type: none"> Uniform clean white 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> New, clean, generic
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty UL / MFI approved charger 	<ul style="list-style-type: none"> UL / MFI* approved charger 	<ul style="list-style-type: none"> UL / MFI* approved charger 	<ul style="list-style-type: none"> MFI accessories & UL approved charger

*When applicable

Tablet grading scale

All tablets must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional hinges*
- Functional power / lock / volume / other button
- Functional display (no dead pixels or screen burn) with no cracks
- Functional digitizer / touch screen controls / screen rotation
- Full hardware test
- Functional charging port
- Functional USB / Thunderbolt / other ports
- Functional card reader*
- Functional SIM reader*
- Functional keyboard with no stiff / sticky keys
- Functional keyboard backlighting*
- Functional trackpad*
- Not blacklisted
- Functional microphone
- Functional speakers
- Functional front- and back-facing cameras and indicator light*
- Functional gyroscope*
- Functional Wi-Fi
- Functional Bluetooth
- Functional network connectivity*
- No activation / set-up error
- Functional operating system
- Functional hard drive, cleaned of previous user files / reset
- Functional RAM (memory test)
- No existing iCloud / Gmail / Microsoft / other accounts
- No corporate supervision (MDM) or factory reset protection (FRP)
- Not unrooted / jailbroken
- Fully cleaned IMEI / ESN

Differences by grades

Tablets must meet all criteria in a grade in order to qualify for that grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No dents / dings No signs of use 	<ul style="list-style-type: none"> No visible screen scuffs / pressure marks / scratches No visible body scratches from >7 inches away No dents / dings No wear on camera bezel area 	<ul style="list-style-type: none"> 1-2 scratches of < 1/8 inch on screen, not visible when on < 5 light body scuffs / scratches < 1 inch, that you can't feel with your fingernail 1-2 small dents / dings, not visible from > 12 inches away, must be < 1/8 inches long 	<ul style="list-style-type: none"> Faint discoloration < 5 scratches of < 1 inch on screen, not visible when on No more than 10 visible scuffs / scratches, much be < 1 inch long < 5 dents / dings not visible from > 12 inches away, much be 1/8 inches long
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> 80+% battery life 	<ul style="list-style-type: none"> 80+% battery life 	<ul style="list-style-type: none"> 80+% battery life
Packaging	<ul style="list-style-type: none"> Uniform clean white 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> Uniform clean, new box
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty UL / MFI approved charger Accessories (MFI*) 	<ul style="list-style-type: none"> UL approved charger Accessories (MFI*) 	<ul style="list-style-type: none"> UL / MFI* approved charger 	<ul style="list-style-type: none"> UL / MFI* approved charger

*When applicable

Computing

Laptops grading scale

All laptops must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional hinges (not stuck, hold form)*
- Functional power / restart / hibernate / sleep buttons
- Functional display (no dead pixels or screen burn) with no cracks
- Functional digitizer* / touch screen controls* / screen rotation
- Full hardware test (e.g., BUrnInTest)
- Functional charging port
- Functional USB / Thunderbolt / Ethernet / HDMI ports
- Functional card reader*
- Functional SIM reader*
- Functional CD / DVD drive*
- Functional keyboard with no stiff / sticky keys
- Functional keyboard backlighting*
- Functional mouse / trackpad*
- Functional microphone
- Functional speakers
- Functional camera and indicator light*
- Functional Wi-Fi
- Functional Bluetooth
- Functional network connectivity*
- Functional Touch / Face ID*
- No activation error*
- Functional OS (reimaged if corrupted), currently supported by provider (e.g., Windows 10+, Mojave+) and appropriate CPU (e.g., no Core Duo)
- No low CMOS battery
- Functional hard drive and data wiping, cleaned of previous user files
- System restore partition on hard drive (in case of crash)
- Hard drive checked for bad sectors*
- Functional RAM (memory test)
- Launches as if new, and no existing iCloud / Gmail / Microsoft / other accounts, no passcode lock
- No corporate supervision (MDM)
- Not blacklisted
- All functionality ready for appropriate geography of use

*When applicable

Differences by grades

Laptops must meet all criteria in a grade in order to qualify for that grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No dents / dings No signs of use 	<ul style="list-style-type: none"> No visible screen scuffs / pressure marks / scratches / dead pixels No scuffs / scratches on lid or bottom visible from >24 inches away No scuffing / scratches on front bezel or on and around keypad No visible wear on keyboard / mouse / trackpad* 	<ul style="list-style-type: none"> No visible screen scuffs / pressure marks / scratches / dead pixels 1-2 Light body scuffs / scratches on lid or bottom / outside, <1 inch, that you can't feel with your fingernail No scuffing / scratches on front bezel or on and around keypad* 1-2 small dents / dings, not visible from >12 inches away Normal wear on keyboard / mouse / trackpad / palm rest* 	<ul style="list-style-type: none"> Can have faint body discoloration 1-2 scratches of <1/2 inch on edge of screen, 1-2 dead pixels; not visible when on Light scuffing / scratching <1 inch on front bezel, keypad < 5 dents / dings not visible from >12 inches away All key prints are clearly readable* 5 scuffs / scratches of < 2 inches on lid or bottom / outside
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> 80+% battery life 	<ul style="list-style-type: none"> 80+% battery life 	<ul style="list-style-type: none"> 80+% battery life
Packaging	<ul style="list-style-type: none"> Uniform clean white 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> Uniform clean, new box
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty UL approved charger 	<ul style="list-style-type: none"> UL approved charger (OEM) 	<ul style="list-style-type: none"> UL approved charger 	<ul style="list-style-type: none"> UL approved charger

Desktop / all-in-ones¹ grading scale

All desktop / all-in-ones must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional power / restart / hibernate / sleep buttons
- Full hardware test (e.g., BurnInTest)
- Functional charging port
- Functional USB / Thunderbolt / Ethernet / HDMI ports
- Functional card reader*
- Functional SIM reader*
- Functional CD / DVD drive*
- Functional speakers
- Functional Wi-Fi
- Functional Bluetooth
- Functional network connectivity*
- No activation error*
- Functional OS (reimaged if corrupted), currently supported by provider (e.g., Windows 10+, Mojave+) and appropriate CPU (e.g., no Core Duo)
- Functional OS (reimaged if corrupted), currently supported by provider (e.g., Windows 10+, Mojave+) and appropriate CPU (e.g., no Core Duo)
- No low CMOS battery
- Functional hard drive and data wiping, cleaned of previous user files
- System restore partition on hard drive (in case of crash)
- System restore partition on hard drive (in case of crash)
- Hard drive checked for bad sectors*
- Functional RAM (memory test)
- Launches as if new, and no existing iCloud / Gmail / Microsoft / other accounts, no passcode lock
- No corporate supervision (MDM)
- Not blacklisted
- All functionality ready for appropriate geography of use

Differences by grades

Desktop / all-in-ones must meet all criteria in a grade in order to qualify for that grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No dents / dings No signs of use 	<ul style="list-style-type: none"> No scuffs visible from > 24 inches away No dents / dings 	<ul style="list-style-type: none"> 3 - 4 scuffing / scratches < 1 inch No dents / dings visible from > 12 inches away 	<ul style="list-style-type: none"> Can have faint body discoloration < 9 scuffing / scratches < 1 inch < 5 dents / dings, must be < 1/8 inch
Packaging	<ul style="list-style-type: none"> Uniform clean 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> Uniform clean, new box 	<ul style="list-style-type: none"> Uniform clean, new box
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty UL approved charger 	<ul style="list-style-type: none"> UL approved power cord (OEM) 	<ul style="list-style-type: none"> UL approved power cord 	<ul style="list-style-type: none"> UL approved power cord

*When applicable

¹ All-in-ones refer to desktops with built-in peripherals (e.g., iMac)

Printers, Scanners & Computing Accessories

Styluses grading scale

All styluses must meet the below criteria in order to qualify for eR:

- Functional body with no cracks
- Compatible with applicable device
- Fully sanitized and cleaned

*If applicable

Differences by grades

All styluses must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Keyboards grading scale

All keyboards must meet the below criteria in order to qualify for eR:

- Functional keyboard with no stiff / sticky keys
- Functional body with no cracks, all removable components / panels firmly in place
- Functional LED backlighting
- Functional USB
- Functional multimedia and volume controls
- Compatible with applicable devices
- Contains all required accessories

*If applicable

Differences by grades

All keyboards must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Scanners grading scale

All scanners must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional power / restart
- Full hardware test
- Functional charging port
- Functional USB / Thunderbolt / Ethernet / HDMI ports
- Functional scanning settings
- Functional optical resolution & color depth scaling
- Functional Wi-Fi
- Functional LEDs
- Functional Bluetooth
- Functional network connectivity
- No activation error

*If applicable

Differences by grades

All scanners must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/2 inch long on screen Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Printers grading scale

All printers must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional power / restart / hibernate / sleep buttons
- Full hardware test
- Functional charging port
- Functional USB / Thunderbolt / Ethernet / HDMI ports
- Functional printing / scanning / copy / fax settings
- Functional optical resolution & color depth scaling
- Functional Wi-Fi
- Functional display / LED / speakers
- Functional Bluetooth
- Functional network connectivity
- No activation error

*If applicable

Differences by grades

All print heads must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/2 inch long on screen Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Print heads grading scale

All print heads must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Full hardware / functional test
- Compatible with applicable devices
- Compatible with applicable printing settings
- Fully sanitized and cleaned

*If applicable

Differences by grades

All print heads must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Fusers grading scale

All fusers must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Full hardware / functional test
- Compatible with applicable devices
- Compatible with applicable printing settings (clear / slick)
- Fully sanitized and cleaned

*If applicable

Differences by grades

All fusers must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Feeders and trays grading scale

All feeders and trays must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Full hardware / functional test
- Compatible with applicable devices
- Compatible with applicable printing settings (clear / slick)
- Fully sanitized and cleaned

*If applicable

Differences by grades

All feeders and trays must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Monitors and TVs grading scale

All monitors and TVs must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional power / restart
- Functional webcam*
- Functional speakers
- Full hardware test
- Functional LED / LCD
- Functional stand / mount
- Functional cords / wiring
- Functional HDMI / D-ports

*If applicable

Differences by grades

All monitors and TVs must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/2 inch long on screen Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Webcams grading scale

All webcams must meet the below criteria in order to qualify for eR:

- Functional camera & sensors
- Functional microphone and speakers
- Contains all required accessories
- Working lens and motion recording
- All required mounting hardware (brackets, etc.)
- Functional night vision capability
- Functional wiring / cables
- Functional USB
- Required OS support
- Good quality video resolution

*If applicable

Differences by grades

All webcams must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Laptop docking stations grading scale

All laptop docking stations must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional power ports / adapters
- Full hardware test
- Functional LED / LCD
- Functional audio jack / microphone input
- Functional SD card reader
- Functional cords / wiring
- Functional USBs / HDMI / Ethernet port

*If applicable

Differences by grades

All laptop docking stations must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Laptop cooling pads grading scale

All laptop cooling pads must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional power
- Functional fans / fan settings
- Full hardware test
- Functional ventilation system
- Functional stand / mount
- Functional padding
- Functional cords / wiring

*If applicable

Differences by grades

All laptop cooling pads must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Laptop computer speakers grading scale

All laptop computer speakers must meet the below criteria in order to qualify for eR:

- Functional microphone and speakers
- Functional volume controls /settings
- Contains all required accessories
- Full hardware test
- Functional ventilation system
- Functional stand / mount
- Functional padding
- Functional cords / wiring

*If applicable

Differences by grades

All laptop computer speakers must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Remote controls and pointers grading scale

All remote controls and pointers must meet the below criteria in order to qualify for eR:

- Compatible with applicable devices
- Functional power port
- Functional Wi-Fi
- Functional charging & power adapter
- Functional body with no cracks
- Functional laser pointer
- Functional presentation controls
- Functional triggers, buttons, joysticks
- Functional LED / LCD
- Functional rechargeable battery
- Functional cords / wiring
- Functional USB

*If applicable

Differences by grades

All remote controls and pointers must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Mice trackballs and touchpads grading scale

All mice trackballs and touchpads must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Full hardware / functional test
- Compatible with applicable devices
- Functional tracking ball / laser sensor
- Functional control settings / buttons / scroll wheel
- Functional charging & power adapter
- Functional Bluetooth
- Functional LCD
- Functional cords / wiring
- Functional USB
- Fully sanitized and cleaned

*If applicable

Differences by grades

All mice trackballs and touchpads must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Keyboards and keypads grading scale

All keyboards and keypads must meet the below criteria in order to qualify for eR:

- Functional keyboard with no stiff / sticky keys
- Functional LED backlighting
- Functional multimedia and volume controls
- Contains all required accessories
- Functional body with no cracks, all removable components / panels firmly in place
- Functional USB
- Compatible with applicable devices

*If applicable

Differences by grades

All keyboards and keypads must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Keyboard and mouse bundles grading scale

All keyboard and mouse bundles must meet the below criteria in order to qualify for eR:

- Functional keyboard with no stiff / sticky keys
- Functional tracking ball / laser sensor
- Functional LED backlighting
- Functional multimedia and volume controls
- Fully sanitized and cleaned
- Contains all required accessories
- Functional body with no cracks, all removable components / panels firmly in place
- Functional control settings / buttons / scroll wheel
- Functional USB
- Compatible with applicable devices
- Functional cords / wiring

*If applicable

Differences by grades

All keyboard and mouse bundles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Graphics tablets / boards & pens grading scale

All graphics tablets / boards & pens must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional power / lock / volume / other button
- Functional digitizer / touch screen controls / screen rotation
- Functional charging port
- Functional keyboard backlighting
- Not blacklisted
- Functional speakers
- Functional Bluetooth
- No activation / set-up error
- Functional hard drive, cleaned of previous user files / reset
- Functional hinges
- Functional display (no dead pixels or screen burn) with no cracks
- Full hardware test
- Functional USB / Thunderbolt / other ports
- Functional trackpad
- Functional microphone
- Functional gyroscope
- Functional network connectivity
- Functional operating system
- Functional RAM (memory test)
- Microsoft / other accounts

*If applicable

Differences by grades

Graphics tablets / boards & pens must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

3D scanners grading scale

All 3D scanners must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Full hardware test
- Functional USB / Thunderbolt / Ethernet / HDMI ports
- Includes accessories (scraper, brush, print bed tape, software)
- Functional keyboard backlighting
- Functional auto-feeding
- Functional heating
- Functional display / LED / speakers
- Functional stand /mount / bracket
- Functional turntable
- Functional network connectivity
- Applicable cartridge compatibility
- Functional power / restart / hibernate / sleep buttons
- Functional charging port
- Functional nozzle
- Functional extruder
- Functional auto-calibration
- Functional Wi-Fi
- Functional scanner
- Functional camera / lighting
- Functional Bluetooth
- Functional scanner / scanning modes
- Functional software
- No activation error

*If applicable

Differences by grades

All 3D scanners must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

3D printers grading scale

All 3D printers must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Functional USB / Thunderbolt / Ethernet / HDMI ports
- Full hardware test
- Includes accessories (scraper, brush, print bed tape, software)
- Functional auto-feeding
- Functional heating
- Functional display / LED / speakers
- Functional stand / mount / bracket
- Functional turntable
- Functional network connectivity
- Applicable cartridge compatibility
- Functional power / restart / hibernate / sleep buttons
- Functional charging port
- Functional nozzle
- Functional extruder
- Functional auto-calibration
- Functional Wi-Fi
- Functional scanner
- Functional camera / lighting
- Functional Bluetooth
- Functional scanner / scanning modes
- Functional software
- No activation error

*If applicable

Differences by grades

All 3D printers must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

3D printer parts grading scale

All 3D printer parts must meet the below criteria in order to qualify for eR:

- Functional body with no cracks, all removable components / panels firmly in place
- Full hardware test
- Functional USB / Thunderbolt / Ethernet / HDMI ports
- Includes accessories (scraper, brush, print bed tape, software)
- Functional auto-feeding
- Functional heating
- Functional display / LED / speakers
- Functional stand / mount / bracket
- Functional turntable
- Functional network connectivity
- Functional power / restart / hibernate / sleep buttons
- Functional charging port
- Functional nozzle
- Functional extruder
- Functional auto-calibration
- Functional Wi-Fi
- Functional scanner
- Functional camera / lighting
- Functional Bluetooth
- Functional scanner / scanning modes
- Applicable cartridge compatibility
- Functional software
- No activation error

*If applicable

Differences by grades

All 3D printer parts must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Video Games

Video game console grading scale

All video game consoles must meet the below criteria in order to qualify for eR:

- Functional Wi-Fi*
- Functional Bluetooth*
- Functional microphone*
- Functional speakers*
- Functional cameras*
- Functional operating system / software
- No existing player account
- Fully erased and formatted hard drives*
- Working LAN ports
- Contains all required accessories to install and play*
- Power & HDMI cables
- Charging cables - USB C to USB A
- Grip accessory
- Docking station
- One controller
- Functioning Wi-Fi controller / Joycons / wired controllers*
- Functioning video output ports
- Not unrooted / jailbroken
- Functional screen rotation*
- Functional vibration controller / consoles*
- Functional volume & lock buttons
- Functional LCD

*When applicable

Differences by grades

Video game consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty UL approved 	<ul style="list-style-type: none"> UL approved charger 	<ul style="list-style-type: none"> UL approved charger 	<ul style="list-style-type: none"> UL approved charger

Styluses grading scale

All styluses must meet the below criteria in order to qualify for eR:

- Functional body with no cracks
- Compatible with applicable device
- Fully sanitized and cleaned

*If applicable

Differences by grades

All styluses must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Motion sensors and cameras grading scale

All motion sensors and cameras must meet the below criteria in order to qualify for eR:

- Functional camera
- Functional Wi-Fi
- Contains all required accessories
- All required mounting hardware (brackets, etc.)
- Functional night vision capability
- Good quality video resolution
- Functional microphone and speakers
- Fully erased and formatted hard drives
- Working lens and motion recording
- Required OS support

*If applicable

Differences by grades

All motion sensors and cameras must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Memory cards and expansion packs grading scale

All memory cards and expansion packs must meet the below criteria in order to qualify for eR:

- Compatible with applicable game / controller / console
- Functional memory storage
- Standard transfer speeds up to 100MB/s (1)
- Contains all required accessories

*If applicable

Differences by grades

All memory cards and expansion packs must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Keyboards and keypads grading scale

All keyboards and keypads must meet the below criteria in order to qualify for eR:

- Functional keyboard with no stiff / sticky keys
- Functional LED backlighting
- Functional multimedia and volume controls
- Fully sanitized and cleaned
- Contains all required accessories
- Functional body with no cracks, all removable components / panels firmly in place
- Functional USB
- Compatible with applicable devices
- Functional cords / wiring

*If applicable

Differences by grades

All keyboards and keypads must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Headsets grading scale

All headsets must meet the below criteria in order to qualify for eR:

- Headsets fully functional (with no distortion or loss in sound quality)
- Functional microphone
- Functional body with no cracks
- Charging cables
- Functioning volume, mute, and skip buttons
- Functional Bluetooth
- Headsets should fully charge
- Contains all required accessories
- Charging case
- Fully sanitized and cleaned

*If applicable

Differences by grades

All headsets must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Hard drives grading scale

All hard drives must meet the below criteria in order to qualify for eR:

- Compatible with applicable games / consoles
- Functional charging & power adapter
- Functional memory storage
- Functional LED backlighting
- Functional power port
- Functional body with no cracks
- Standard transfer speeds
- Functional software
- Functional USB

*If applicable

Differences by grades

All hard drives must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Cooling devices grading scale

All cooling devices must meet the below criteria in order to qualify for eR:

- Compatible with applicable consoles
- Functional charging & power adapter
- Functional body with no cracks
- Functional control settings & switches
- Functional LED
- Functional power port
- Functional clamp / installation
- Functional fans & air intake & exhaust port
- Functional USB

*If applicable

Differences by grades

All cooling devices must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Controllers and attachments grading scale

All controllers and attachments must meet the below criteria in order to qualify for eR:

- Compatible with applicable consoles
- Functional Wi-Fi
- Functional body with no cracks
- Functional triggers, buttons, joysticks
- Functional rechargeable battery
- Functional USB
- Functional power port
- Functional charging & power adapter
- Functional vibration feedback
- Functional LED backlighting
- Functional headset / mic dial

*If applicable

Differences by grades

All controllers and attachments must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Chargers and charging docks grading scale

All chargers and charging docks must meet the below criteria in order to qualify for eR:

- Compatible with applicable consoles
- Functional body with no cracks
- Functional rechargeable battery
- Functional power port
- Functional cables / cord
- Functional LED
- Functional prongs

*If applicable

Differences by grades

All chargers and charging docks must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/2 inch long on screen Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Batteries grading scale

All batteries must meet the below criteria in order to qualify for eR:

- Compatible with applicable consoles
- Functional body with no cracks
- Functional rechargeable battery
- Functional power port
- Functional cables / cord

*If applicable

Differences by grades

All batteries must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Accessory bundles grading scale

All accessory bundles must meet the below criteria in order to qualify for eR:

- Compatible with applicable consoles
- Functional USB
- Functional power port
- Functional cables / cord
- Functional body with no cracks
- Functional vibration feedback
- Functional triggers, buttons, joysticks
- Functional LED
- Functional rechargeable battery
- Headsets fully functional (with no distortion or loss in sound quality)
- Functional Bluetooth
- Functional microphone
- Hardware (brackets, mounts, screws, etc.)

*If applicable

Differences by grades

All accessory bundles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/2 inch long on screen Dings < 1/2 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Video games grading scale

All video games must meet the below criteria in order to qualify for eR:

- Compatible with applicable consoles
- Functional box / case
- Functional body with no cracks

*If applicable

Differences by grades

All video games must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches Dings < 1/8 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Replacement parts and tools grading scale

All replacement parts and tools must meet the below criteria in order to qualify for eR:

- Compatible with applicable consoles
- Functional power port
- Functional cables / cord
- Functional body with no cracks
- Functional vibration feedback
- Functional triggers, buttons, joysticks
- Functional LED
- Functional power port
- Functional microphone
- Functional laser lens
- Hardware (brackets, mounts, screws, tools, etc.)

*If applicable

Differences by grades

All replacement parts and tools must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ½ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFL & UL approved charger 	<ul style="list-style-type: none"> MFL & UL approved charger

Smart Home & Security

Security cameras / smart home audio grading scale

All security cameras / smart home audio must meet the below criteria in order to qualify for eR:

- Functional camera
- Functional microphone
- Functional microphone and speakers*
- Functional Wi-Fi*
- Fully erased and formatted hard drives
- Contains all required accessories*
- Working lens and motion recording
- IP65 weather resistance
- All required mounting hardware (brackets, etc.)
- Functional night vision capability
- Local storage capability*
- Required OS support (Windows, Android, etc.)
- Good quality video resolution

*When applicable

Differences by grades

Security cameras / smart home audio must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger 	<ul style="list-style-type: none"> MFI accessories & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Smoke and gas detectors grading scale

All smoke and gas detectors must meet the below criteria in order to qualify for eR:

- Fully functional speakers
- Fully functional light
- Fully functional test check
- Fully cleaned
- Fully functional sensors
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All smoke and gas detectors must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Security keypads grading scale

All security keypads must meet the below criteria in order to qualify for eR:

- Fully functional keypad
- Fully cleaned
- Wi-Fi connection
- Fully functional speakers
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All security keypads must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Door entry systems & intercoms grading scale

All door entry systems & intercoms must meet the below criteria in order to qualify for eR:

- Fully functional keypad
- Fully functional speaker
- Wi-Fi connection
- Fully functional speaker
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All door entry systems & intercoms must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Alarm systems grading scale

All alarm systems must meet the below criteria in order to qualify for eR:

- Fully functional keypad
- Fully functional speaker
- Wi-Fi connection
- Fully cleaned
- Fully functional camera
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All alarm systems must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Door and door hardware grading scale

All door and door hardware must meet the below criteria in order to qualify for eR:

- Fully functional speaker
- Fully functional camera
- Wi-Fi connection
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All door and door hardware must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Smart speakers grading scale

All smart speakers must meet the below criteria in order to qualify for eR:

- Fully functional speakers
- Wi-Fi connection
- Bluetooth connection
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All smart speakers must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Smart home hubs grading scale

All smart home hubs must meet the below criteria in order to qualify for eR:

- Fully functional speakers
- Wi-Fi connection
- Bluetooth connection
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All smart home hubs must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Smart plugs grading scale

All smart plugs must meet the below criteria in order to qualify for eR:

- Fully functional
- Fully functional speakers
- Wi-Fi connection
- Bluetooth connection
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All smart plugs must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Sensors and motion detectors grading scale

All sensors and motion detectors must meet the below criteria in order to qualify for eR:

- Functional camera
- Functional Wi-Fi
- Working lens and motion recording
- Contains all required accessories
- Required OS support (Windows, Android, etc.)
- IP65 weather resistance
- Functional night vision capability

*If applicable

Differences by grades

All sensors and motion detectors must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Surveillance DVRs and NVRs grading scale

All surveillance DVRs and NVRs must meet the below criteria in order to qualify for eR:

- Fully functional
- Fully functional camera
- Fully functional speakers
- Wi-Fi connection
- Bluetooth connection
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All surveillance DVRs and NVRs must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

CCTV systems grading scale

All CCTV systems must meet the below criteria in order to qualify for eR:

- Fully functional
- IP65 weather resistance
- Functional night vision capability
- Fully functional camera
- Fully functional speakers
- Wi-Fi connection
- App connection
- Bluetooth connection
- Contains all required accessories
- Required OS support (Windows, Android, etc.)

*If applicable

Differences by grades

All CCTV systems must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life* 	<ul style="list-style-type: none"> Fully functioning 80+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Audio

Headphones / home audio grading scale

All headphones / home audio must meet the below criteria in order to qualify for eR:

- Headphones fully functional (with no distortion or loss in sound quality)
- Functional Bluetooth*
- Functional microphone*
- Headphones should fully charge (applicable for Bluetooth / AirPods, etc.)
- Contains all required accessories*
- Charging cables
- New silicone caps
- Charging case
- Functioning volume, mute, and skip buttons
- Fully sanitized and cleaned
- Includes mounting hardware*

*When applicable

Differences by grades

Headphones / home audio must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> No sound distortion 	<ul style="list-style-type: none"> No sound distortion 	<ul style="list-style-type: none"> No sound distortion
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Standalone VR headsets grading scale

All standalone VR headsets must meet the below criteria in order to qualify for eR:

- Compatible with applicable devices/consoles
- Functional sensors
- Functional lens
- Functional USB
- Functional power port
- Functional body with no cracks
- Functional cables / cord
- Functional vibration feedback
- Functional controllers, triggers, buttons, joysticks
- Functional memory storage
- Functional display & LED
- Functional rechargeable battery
- Headsets fully functional (with no distortion or loss in sound quality)
- Functional Bluetooth
- Functioning volume controls
- Functional head strap
- Fully sanitized and cleaned
- Functional microphone

*When applicable

Differences by grades

Standalone VR headsets must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Smartphone VR headsets grading scale

All smartphone VR headsets must meet the below criteria in order to qualify for eR:

- Compatible with applicable devices/consoles
- Functional sensors
- Functional lens
- Functional USB
- Functional power port
- Functional body with no cracks
- Functional cables / cord
- Functional vibration feedback
- Functional controllers, triggers, buttons, joysticks
- Functional memory storage
- Functional display & LED
- Functional rechargeable battery
- Headsets fully functional (with no distortion or loss in sound quality)
- Functional Bluetooth
- Functioning volume controls
- Functional head strap
- Fully sanitized and cleaned
- Functional microphone

*When applicable

Differences by grades

All smartphone VR headsets must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

PC & console VR headsets grading scale

All PC & console VR headsets must meet the below criteria in order to qualify for eR:

- Compatible with applicable devices / consoles
- Functional sensors
- Functional lens
- Functional USB
- Functional power port
- Functional body with no cracks
- Functional cables / cord
- Functional vibration feedback
- Functional controllers, triggers, buttons, joysticks
- Functional memory storage
- Functional display & LED
- Functional rechargeable battery
- Headsets fully functional (with no distortion or loss in sound quality)
- Functional Bluetooth
- Functioning volume controls
- Functional head strap
- Fully sanitized and cleaned
- Functional microphone

*When applicable

Differences by grades

All PC & console VR headsets must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Headsets grading scale

All headsets must meet the below criteria in order to qualify for eR:

- Compatible with applicable devices / consoles
- Functional sensors
- Functional lens
- Functional USB
- Functional power port
- Functional body with no cracks
- Functional cables / cord
- Functional vibration feedback
- Functional controllers, triggers, buttons, joysticks
- Functional memory storage
- Functional display & LED
- Functional rechargeable battery
- Headsets fully functional (with no distortion or loss in sound quality)
- Functional Bluetooth
- Functioning volume controls
- Functional head strap
- Fully sanitized and cleaned
- Functional microphone

*When applicable

Differences by grades

All headsets must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1-3 hairline scratches that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < 1/4 inch long on screen Dings < 1/4 inch wide
Performance	<ul style="list-style-type: none"> New battery 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life* 	<ul style="list-style-type: none"> Fully functioning 85+% battery life
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

Additional Categories

eBay Refurbished grading for the following categories:

Computer Servers, Network Switches, Wireless Access Points, Uninterruptible Power Supplies, Enterprise Routers, Wireless Routers, Modem-Router Combos, Cordless Telephones & Handsets, Modems, Power Inverters, USB Wi-Fi Adapters/Dongles, Generators, Alternative Energy Supplies

All categories listed above should meet the below criteria (if applicable) to qualify for eBay Refurbished:

- Functional Wi-Fi (if applicable)
- Fully erased and formatted hard drives
- Contains all required accessories (as applicable)
- All required mounting hardware (brackets etc.)
- Local storage capability (if applicable)
- Fastest speed on cables (as applicable)
- Required OS support (windows, android etc.)
- All required electrical and functional safety features are functional
- Item should be clean and should be sanitized

Differences by grades

All consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible screen scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1 - 3 hairline scratches a that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ¼ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable)
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

eBay Refurbished grading for the following categories:

Straightening & Curling Irons, Massagers, Laser Hair Removal & IPL, Vacuum Cleaners, Heating & Cooling Appliances, Sewing Machines & Sergers, Cordless Drills, Carpet Cleaners, Wine Fridges & Cellars, Laser Measuring Tools, Ceiling Fans, Drill Bits, Irons, Steam Cleaners, Mops Brooms & Scrubbers, Wet & Dry Vacuum Cleaners, Smart Light Fixtures, Multi-Tools, Electric Scooters, Electric Bicycles, Air Pumps, Exercise Bikes, Radar & Laser Detectors, Boosters Extenders & Antennas, Atmospheric Effects Machines, Lighting Kits, Stage Lighting Controllers, DJ Lighting: Single Units, DJ Lighting: Systems & Kits, Coffee Tea & Espresso Makers, Air Nailers & Staplers

All categories listed above should meet the below criteria (if applicable) to qualify for eBay Refurbished:

- Equipment is fully functional
- Contains all required accessories (blades, chargers, power chords etc.)
- IP65 weather resistance (if applicable)
- All required mounting hardware (brackets etc, as applicable)
- Functional Wi-Fi (if applicable)
- All required electrical and functional safety features are functional
- All additional features are working (keyless chuck, LED light etc.)
- Item should be clean and should be sanitized

Differences by grades

All consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible screen scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1 - 3 hairline scratches a that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ¼ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable)
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

eBay Refurbished grading for the following categories:

Saxophones, Electronic Drums, Electronic Keyboards, Trumpets, Cymbals, Clarinets, Distortion & Overdrive, Multi-Effects, Flutes, Violins, Sets & Kits, Accordions, Snare Drums, Trombones, Digital Pianos, Ukuleles, Karaoke Systems, Grand & Baby Grand Pianos, Banjos, Loopers & Samplers, Cellos, Power Supplies, Phasers & Shifters, Other Guitars, Bass Drums, Violas, Karaoke Mixers, Karaoke Microphones, Upright Bases, Amplifiers, Synthesizers, Audio Power Conditioners, Acoustical Treatments, Bass Guitars, Acoustic Electric Guitars, Acoustic Guitars, Electric Guitars, Guitar Amplifiers, Classical Guitars, Travel Guitars, MIDI Keyboards & Controllers

All categories listed above should meet the below criteria (if applicable) to qualify for eBay Refurbished:

- Equipment is fully functional
- Contains all required accessories (blades, chargers, power chords etc.)
- IP65 weather resistance (if applicable)
- All required mounting hardware (brackets etc, as applicable)
- Functional Wi-Fi (if applicable)
- All required electrical and functional safety features are functional
- All additional features are working (keyless chuck, LED light etc.)
- Item should be clean and should be sanitized

Differences by grades

All consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible screen scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1 - 3 hairline scratches a that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ¼ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable)
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

eBay Refurbished grading for the following categories:

Camping Stoves, Headlamps, Generators, Backpacks, GPS & Compasses, Air Mattresses & Sleeping Pads, Hammocks, Sleeping Bags, Tents, Lights & Reflectors, Electric Bicycle Components, Cycle Computers & GPS, Bicycles, Car & Truck Racks, Electric Bicycles, Ellipticals, Exercise Bikes, Rowing Machines, Stair Machines & Steppers, Treadmills, Vibration Platform Machines, Trampolines, Activity Trackers, Body Mass Monitors & Scales, GPS & Running Watches, Heart Rate Monitors, Home Gyms, Golf Clubs, Push-Pull Golf Carts, Digital Scorecards, Golf GPS Devices, Golf Simulators, Launch Monitors, Other Golf Tech, Rangefinders & Scopes, Stroke Counters, Swing Analyzers, Compound, Crossbows, Electric Scooters

All categories listed above should meet the below criteria (if applicable) to qualify for eBay Refurbished:

- Equipment is fully functional
- Contains all required accessories (blades, chargers, power chords etc.)
- IP65 weather resistance (if applicable)
- All required mounting hardware (brackets etc, as applicable)
- Functional Wi-Fi (if applicable)
- All required electrical and functional safety features are functional
- All additional features are working (keyless chuck, LED light etc.)
- Item should be clean and should be sanitized

Differences by grades

All consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible screen scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1 - 3 hairline scratches a that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ¼ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable)
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

eBay Refurbished grading for the following categories:

Grooming, Training & Obedience, Dryers, Scissors & Fur Clippers, Feeders & Fountains, Bark Collars, Behavior Training, Litter Boxes, Dishes, Feeders & Fountains, Cages & Crates, Other Dog Grooming, Beds, Shampooing & Washing, Grooming, Milk Frothers, Embroidery Machines, Sewing Machines & Sergers, Die Cut & Embossing Machines, Stroller Accessories, Bouncers & Vibrating Chairs, Bottle Sterilizers, Food Grinders & Blenders, Strollers, Baby Swings, Other Stroller Accessories, Baby Monitors, Bassinets & Cradles, Other Baby Feeding

All categories listed above should meet the below criteria (if applicable) to qualify for eBay Refurbished:

- Equipment is fully functional
- Contains all required accessories (blades, chargers, power chords etc.)
- IP65 weather resistance (if applicable)
- All required mounting hardware (brackets etc, as applicable)
- Functional Wi-Fi (if applicable)
- All required electrical and functional safety features are functional
- All additional features are working (keyless chuck, LED light etc.)
- Item should be clean and should be sanitized

Differences by grades

All consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible screen scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1 - 3 hairline scratches a that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ¼ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable)
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

eBay Refurbished grading for the following categories:

Digital Cameras, Camcorders, Camera Drones, Lenses, Film Cameras, Binoculars & Monoculars, Flashes, Rifle Scopes, Cycle Computers & GPS, Game & Trail Cameras, Receivers, Home Theatre Systems, Projectors, DVD & Blu-ray Players, Alternative Energy Chargers & Inverters, CB Radios, Walkie Talkies, Two-Way Radios, Amplifiers & Preamps, Compact & Shelf Stereos

All categories listed above should meet the below criteria (if applicable) to qualify for eBay Refurbished:

- Functional camera
- Functional microphone
- Functional microphone and speakers (if applicable)
- Functional Wi-Fi (if applicable)
- Fully erased and formatted hard drives (as applicable)
- Contains all required accessories (as applicable)
- Working lens and motion recording
- Local storage capability (if applicable)
- IP65 weather resistance
- All required mounting hardware (brackets etc.)
- Functional night vision capability
- Required OS support (windows, android etc.)
- Good quality video resolution
- All required electrical and functional safety features are functional
- Item should be clean and should be sanitized

Differences by grades

All consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible screen scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1 - 3 hairline scratches a that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ¼ inch long on screen Dings < ¼ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable)
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger

eBay Refurbished grading for the following categories:

Graphics/Video Cards, SAN Disk Arrays, Power Supplies, Laptop Screens & LCD Panels, USB Flash Drives, Water Cooling, USB Cables Hubs & Adapters, KVM Switches, Monitor/AV Cables & Adapters, Port Expansion Cards, USB Bluetooth Adapters/Dongles, GPS Holders & Mounts, Internal Hard Disk Drives, Mobile Broadband Devices, Solid State Drivers, Motherboards, CPUs/Processors, Network Cards

All categories listed above should meet the below criteria (if applicable) to qualify for eBay Refurbished:

- Functional camera (if applicable)
- Functional microphone
- Functional microphone and speakers (if applicable)
- Functional Wi-Fi (if applicable)
- Fully erased and formatted hard drives
- Contains all required accessories (as applicable)
- Working lens and motion recording
- IP65 weather resistance
- All required mounting hardware (brackets etc.)
- Functional night vision capability
- Local storage capability (if applicable)
- Required OS support (windows, android etc.)
- Good quality video resolution
- All required electrical and functional safety features are functional
- Fastest speed on cables (as applicable)
- Item should be clean and should be sanitized

Differences by grades

All consoles must meet all criteria in order to qualify for the grade

	Certified Refurbished	Excellent	Very Good	Good
Overall	<ul style="list-style-type: none"> Certified manufacturer or verified partner 	<ul style="list-style-type: none"> Looks like new at first glance 	<ul style="list-style-type: none"> Some signs of wear 	<ul style="list-style-type: none"> Moderate scratches
Physical	<ul style="list-style-type: none"> No scuffs / scratches No cracks No dents No signs of use New outside casing 	<ul style="list-style-type: none"> No dents No visible screen scratches No visible scratches from > 7 inches away 	<ul style="list-style-type: none"> Light body scratches 1 - 3 hairline scratches a that you can't feel with your fingernail 	<ul style="list-style-type: none"> Faint discoloration No more than 10 visible scuffs < 3 scratches < ½ inch long on screen Dings < ¼ inch wide
Performance	<ul style="list-style-type: none"> Fully functioning 100% battery life 	<ul style="list-style-type: none"> Fully functioning 85+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable) 	<ul style="list-style-type: none"> Fully functioning 80+% battery life (if applicable)
Packaging	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories 	<ul style="list-style-type: none"> New, clean, generic Includes all applicable accessories
Parts	<ul style="list-style-type: none"> OEM parts Refurbished in certified facility 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts 	<ul style="list-style-type: none"> Non-OEM parts
Additions	<ul style="list-style-type: none"> Manufacturer warranty MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI accessories & UL approved charger User manual 	<ul style="list-style-type: none"> MFI & UL approved charger 	<ul style="list-style-type: none"> MFI & UL approved charger