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Grading Guidelines



Raising the Bar in Refurbished Smartphone Quality: Our New Grading System

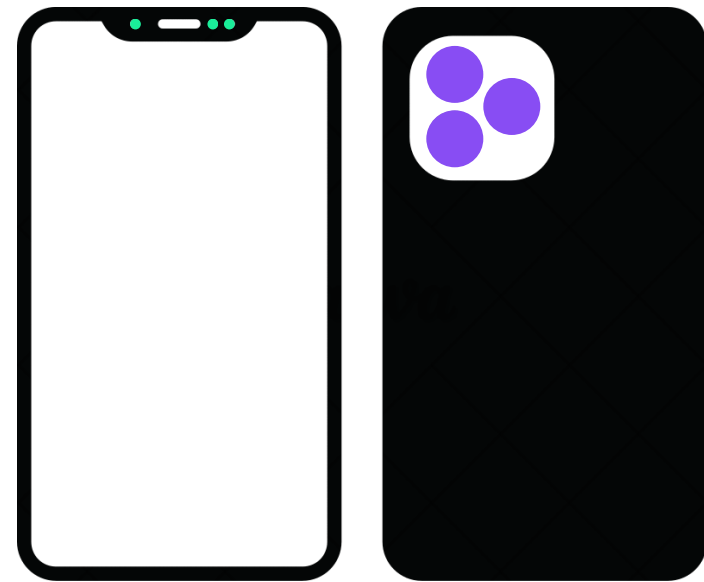
As a company that specializes in the #wholesale of refurbished devices, we are proud to announce the implementation of our new grading system.

This system has been designed to provide our customers with a clear and comprehensive understanding of the condition of the devices they are purchasing.

We understand that buying refurbished devices can be a daunting task, which is why we have developed a system that is easy to understand and helps our customers make informed decisions.

Our grading system is based on a comprehensive assessment of each device, taking into account its overall condition, functionality, and appearance.

This version of the grading book has been designed utilising our company experience with different grading requirements from the wide range of our distribution channels such as Amazon, BackMarket, etc.



	Contents	Grading matrix
AB - mix grade batches criteria. Especially working for #wholesale	C+	
C-	IM*	<small>*IM= Important message Phone displays important message: "Unable to verify genuine Apple display/battery/camera"</small>



AB

- Good overall condition with no/light cosmetic blemishes,
- Might have/not have micro scratches
- No chips or cracks

Cosmetically a good mix of units that fits for online sales for example on platforms like Amazon, Backmarket, etc

	Contents	Grade explained
	<input type="checkbox"/>	Fully tested and working
	<input type="checkbox"/>	Network and iCloud unlocked
	<input type="checkbox"/>	Cosmetics: mix of perfect / Good
	<input type="checkbox"/>	Battery health: 80%+
	<input type="checkbox"/>	No liquid damage



Contents

Grade explained

AB

- Good overall condition with no/light cosmetic blemishes,
- Might have/not have micro scratches
- No chips or cracks



Contents

Grade explained

AB

- Good overall condition with no/light cosmetic blemishes,
- Might have/not have micro scratches
- No chips or cracks



C +

- Moderate overall condition with light scuffs on the screen and frame
- Might have light scratches
- No chips or cracks

	Contents	Grade explained
	Fully tested and working	
	Network and iCloud unlocked	
	Cosmetics: used	
	Battery health: 80%+	
	No liquid damage	



Contents

Grade explained

C+

- Moderate overall condition with light scuffs on the screen and frame
- Might have light scratches
- No chips or cracks



Contents

Grade explained

C+

- Moderate overall condition with light scuffs on the screen and frame
- Might have light scratches
- No chips or cracks



C -

- Fair overall condition with scratches on the screen and frame
- Might have chips and cracks
- No missing parts

	Contents	Grade explained
	Fully tested and working	
	Network and iCloud unlocked	
	Cosmetics: fair	
	Battery health: 80%+	
	No liquid damage	



Contents

Grade explained

C-

- Fair overall condition with scratches on the screen and frame
- No chips or cracks
- No missing parts



Contents

Grade explained

C-

- Fair overall condition with scratches on the screen and frame
- No chips or cracks
- No missing parts



IM

Cosmetically mix between grades: AB, C+, C-

Contents	Grade explained
	Fully tested and working with important message
	Unable to verify this iPhone has a genuine Apple battery
	Unable to verify this iPhone has a genuine Apple camera
	Unable to verify this iPhone has a genuine Apple display
	Network and iCloud unlocked
	Cosmetics: mix
	Battery health: 80%+
	No liquid damage



Contents

RMA policy

RMA policy No worries - We got you covered!

In the event if you receive units that appear to be defective, we are pleased to extend our customer service offering:

- A replacement unit of the identical make and model as the original item ordered
- Issue a credit note or a refund
- You always have 30 days RMA warranty from the receiving date on all of our second hand units
- Please submit your RMA reports to: rma@bridge9.fi





Contact us

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