

We want to provide the best experience for our customers. We have recently switched to an automatic grading solution to improve our grading not only cosmetically but also functionally.

We ensure that all our devices are free from being backlisted, FMIP and MDM locked. If any of these issues arise, we will provide a 30 day window from auction close date to return the devices.

Financial Obligation Status

With our Unlocked phones, we run a full Prolog check on these units to ensure they are not blacklisted and do not have any financial obligation to them.

As for our **Carrier Locked phones,** we only ensure they are not Blacklisted before going on auction. With that said, our Carrier Locked phones may show some level of financial obligation status, which is why we accept RMA's for up to 30 days, only if they go blacklisted.

****OEM parts are not guaranteed on any device due to the possibility of aftermarket repairs.****

Grade	Bag Color	Defect	Screen/Camera Lenses	Back/Bezel	Examples of Major Allowed Cosmetic Issues	Allowed Functional Issues	Battery	Wiped	FMIP Lock	Blocklisted
A+	Green	Dots/Pits	0	3	None	None	85%+	YES	NO	NO
		Light Scratches <5mm (cannot feel/see when powered on)	0	5						
		Light Scratches >5mm (cannot feel/see when powered on)	0	0						
		Heavy Scratches (can feel/see when powered on)	0	0						
		Chips/Dents/Cracks	0	0						

A	White	Dots/Pits	0	6	None	None	80%+	YES	NO	NO
		Light Scratches <5mm (cannot feel/see when powered on)	5	30						
		Light Scratches >5mm (cannot feel/see when powered on)	0	15						
		Heavy Scratches (can feel/see when powered on)	1	1						
		Chips/Dents/Cracks	0	0						

B	Blue	Dots/Pits	3	10	None	3 or Fewer Missing Pixels,, Burn-in Image on Bar/Menu Areas,, Side Keys,, Front Camera and Flash,, Proximity/Light Sensor,, Speakers/Microphones,, Headset Jack,, Vibration Motors	80%+	YES	NO	NO
		Light Scratches <5mm (cannot feel/see when powered on)	40	Unlimited						
		Light Scratches >5mm (cannot feel/see when powered on)	10	Unlimited						
		Heavy Scratches (can feel/see when powered on)	10	10						
		Chips/Dents	0	2						
		Cracks	0	0						

C	Black	Dots/Pits	Unlimited	Unlimited	Dents (Case/Sides), Discoloration (Case/Sides), Screw Defects	3 or Fewer Missing Pixels, Burn-in Image on Bar/Menu Areas, Side Keys, Front Camera and Flash, Proximity/Light Sensor, Speakers/Microphones, Headset Jack, Vibration Motors	70%+	YES	NO	NO
		Light Scratches (cannot feel/see when powered on)	Unlimited	Unlimited						
		Heavy Scratches (can feel/see when powered on)	Unlimited	Unlimited						
		Chips/Dents	10	10						
		Cracks	0	0						

Grade	Bag Color	Defect	Screen/Camera Lenses	Back/Bezel	Examples of Major Allowed Cosmetic Issues	Allowed Functional Issues	Battery	Wiped	FMP Lock	Blocklisted
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D	Yellow	Dots/Pits	Unlimited	Unlimited	LCD Cover/Lens Cracks, Discoloration (LCD), Display (LCD) Damage, Display Alignment, Gaps, Pressure Spots, Air Bubbles, Lifted Lens, Foreign Material Under Lens	More than 3 Missing Pixels, Burn-in image in center area, Missing or discolored lines, Touch Failure, Dark, white, or discoloration spots, Backlight brightness, Rear Camera, Fingerprint Sensor, Face ID, Cannot detect SIM or SD Card, Cannot connect to PC, WIF, Bluetooth, GPS	1%+	YES	NO	NO
		Light Scratches (cannot feel/see when powered on)	Unlimited	Unlimited						
		Heavy Scratches (can feel/see when powered on)	Unlimited	Unlimited						
		Chips/Dents/Cracks	Unlimited	Unlimited						

F	Red	Dots/Pits	Unlimited	Unlimited	Battery Damage, Damaged Connector, Warping	More than 3 Missing Pixels, Burn-in image in center area, Missing or discolored lines, Touch Failure, Dark, white, or discoloration spots, Backlight brightness, Rear Camera, Fingerprint Sensor, Face ID, Cannot detect SIM or SD Card, Cannot connect to PC, WIF, Bluetooth, GPS	1%+	YES if unit able to be wiped	YES/NO	YES/NO
		Light Scratches (cannot feel/see when powered on)	Unlimited	Unlimited						
		Heavy Scratches (can feel/see when powered on)	Unlimited	Unlimited						
		Chips/Dents/Cracks	Unlimited	Unlimited						