



HANDSET & TABLET

GRADING CRITERIA

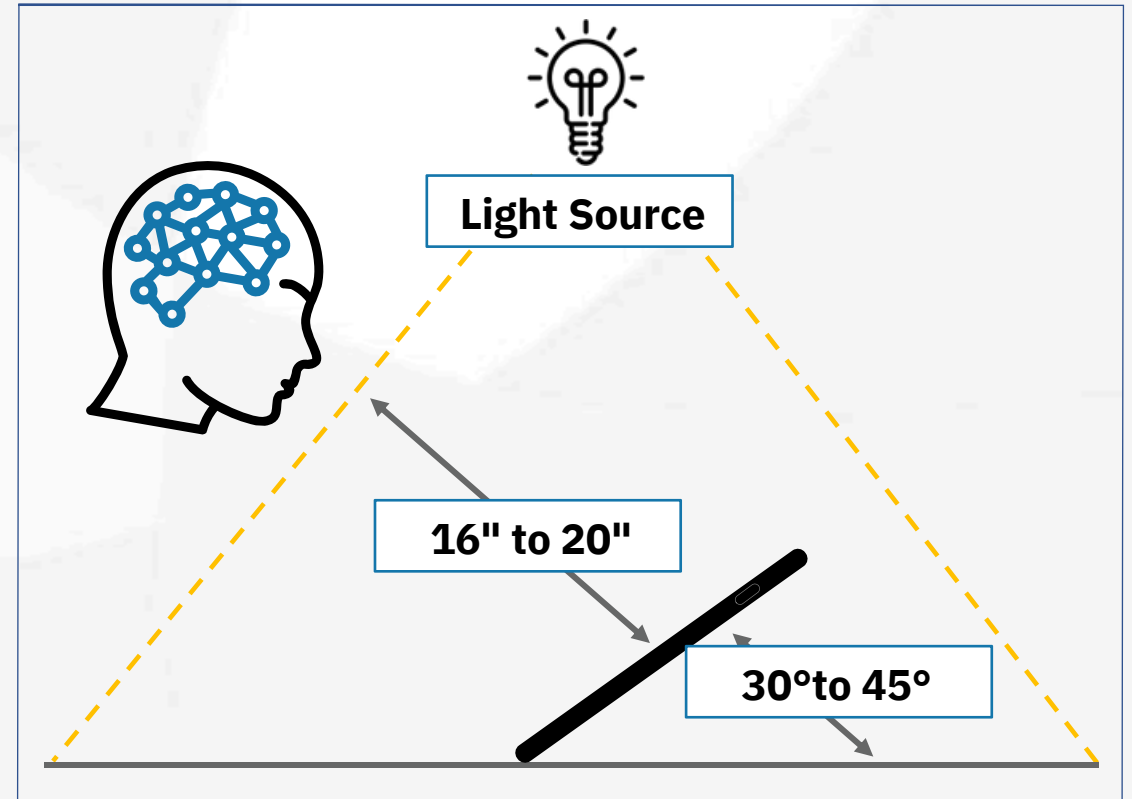
June 2020

Function Testing & Cosmetic Grading Scale

Attribute	AA+ Like New Condition Fully Functional	A+ Light Wear & Tear Fully Functional	A Light Wear & Tea Partially Functional	B+ More Aggressive Wear & Tear Fully Functional	B More Aggressive Wear & Tear Partially Functional	C Heavy Cosmetic Damage Key Functionality Tested	RR Heavy Cosmetic Damage Non-Functional
Data Cleared	Y	Y	Y	Y	Y	Y	Y
All Activation Locks are Disabled	Y	Y	Y	Y	Y	Y	
Device Powers On	Y	Y	Y	Y	Y	Y	
Device Establishes Network Connection	Y	Y	Y	Y	Y	Y	
Device Charges	Y	Y	Y	Y	Y	Y	
Digitizer Function	Y	Y	Y	Y	Y		
LCD Function	Y	Y	Y	Y	Y		
Less than 3 Missing Pixels	Y	Y	Y	Y	Y		
Wi-Fi Connectivity	Y	Y	Y	Y			
Rear Picture/Camera/Video Operational	Y	Y	Y	Y			
Speaker and Microphone Function	Y	Y	Y	Y			
Exterior Buttons Function (Home, Volume, Mute, Power, Etc.) Operational	Y	Y	Y	Y			
No Navigation Bar/Menu Burn-in	Y	Y	Y	Y			
No Bruising nor Burn-in Present	Y	Y	Y				
No Chips nor Delamination Present on Main Display Area or Screen Borders	Y	Y	Y				
Backlight Function	Y	Y		Y			
Proximity Sensor Function	Y	Y		Y			
Vibrator Function	Y	Y		Y			
Headset Jack Function	Y	Y		Y			
Bluetooth Function	Y	Y		Y			
GPS Function	Y	Y		Y			
LDI Function	Y	Y		Y			
Front Picture/Camera/Video Operational	Y	Y		Y			
Fingerprint/Facial Recognition Function	Y	Y		Y			
Battery Health (70%+)	Y	Y					
14-Day Buyers Remorse	Y						

Visual Inspection Criteria Definition

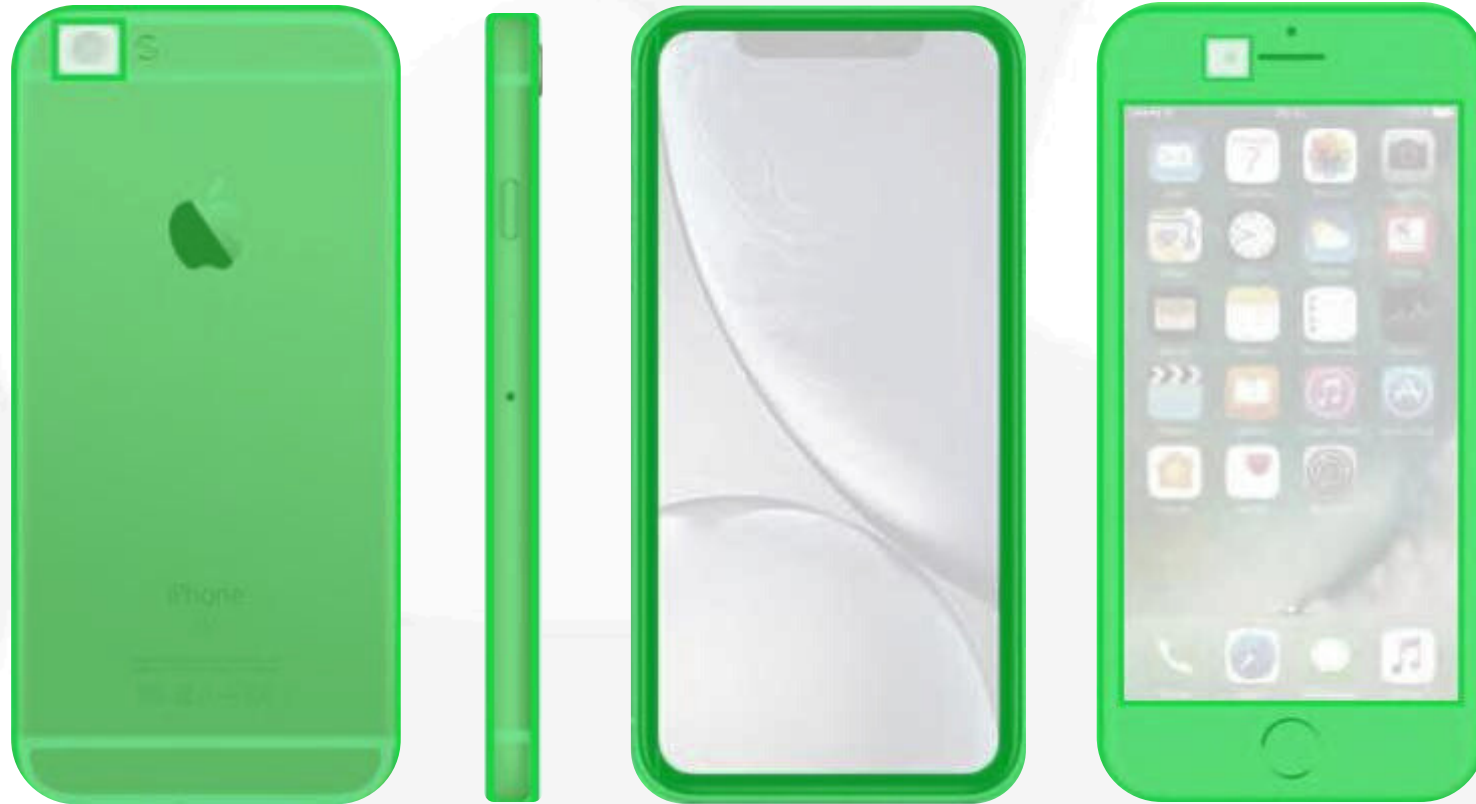
Visual impact inspection is performed at arm's length with a slight bend in elbow. The typical viewing distance is from 16 inches to 20 inches from face to device. The device should be viewed straight on and without having to rotate the device to determine a defect. Each surface area of device will be viewed once without an extended period of time on a single surface. Six (6) seconds maximum for surface "1" and should be tilted back 30-45 degrees to assist with visual impact inspection. Four (4) seconds maximum for surface "2" and "3".



Surface 1. Viewable Screen Area & Camera Lens



Surface 2. Body Non-Viewable Area Front, Side, & Back



Surface 3. All Ports & SIM Card Slot



Cosmetic Definitions

Light Scratches—Normal wear and tear outside of abuse.

Heavy Scratches—Easily noticed during proper visual inspection.

Chips—A piece of material missing or removed.

Warped/Bent —Visually bent or twisted out of shape.

Delamination—Separation of layers in lens.

Dings—A minor depression in a surface from a blow.

Dents-A major depression in a surface from a blow.

Discoloration—Area/surface that has a different color, faded, or stained.

Cracks—Break without a complete separation of the parts.

Missing-Not able to be found because it is not in its expected place.

Cosmetics Grading

AA Grade

Surface 1, 2, and 3 Like New (14-Day Return)

A Grade

Surface 1, 2, and 3 Light Scratches

B Grade

Surface 1, 2, and 3 Heavy Scratches

Surface 1 Minor Burn-In

Surface 2 and 3 Chips, Cracks, Dents, and Dings

C & RR Grades

Surface 1 Cracks, Chips, Delamination, and/or Major Burn-In

Surface 2 Warped/Bent

Surface 3 Missing SIM/SD Tray



AA Grade

–Surface 1, 2, and 3: Like New (14-Day Return)

AA -Grade

Example of **Like New** on **Surface 1**(Viewable Screen Area & Camera Lens)



AA -Grade

Example of **Like New** on **Surface 2**(Body Front, Side, & Back Housings)



AA -Grade

Example of **Like New** on **Surface 3**(All Ports & SIM Card Slot)



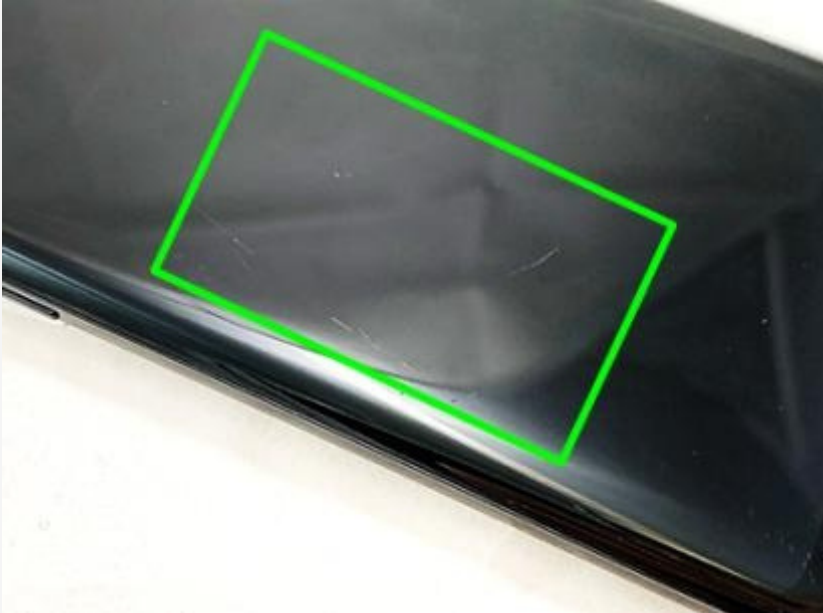


A Grade

–Surface 1, 2, and 3: Light Scratches

A -Grade

Example of **Light Scratches** on **Surface 1**(Viewable Screen Area)
-Normal wear and tear



A -Grade

Example of **Light Scratches** on **Surface 1**(Viewable Screen Area)
-Normal wear and tear



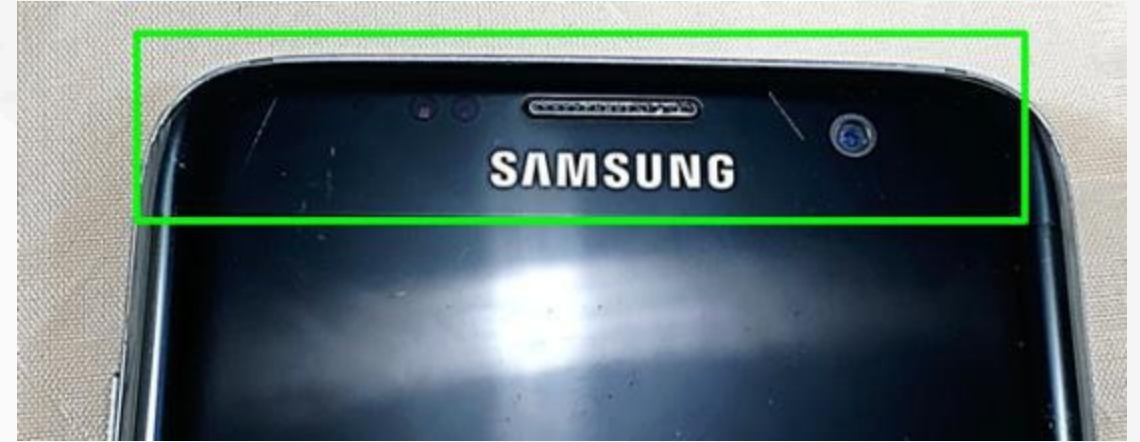
A -Grade

Example of **Light Scratches** on **Surface 1**(Camera Lens)
-Normal wear and tear



A -Grade

Example of **Light Scratches** on **Surface 2**(Body Front, Side, & Back Housings)
-Normal wear and tear





B Grade

- **Surface 1, 2, and 3: Heavy Scratches**
 - **Surface 1: Minor Burn-In**
- **Surface 2 and 3: Chips, Cracks, Dents, and Dings**

B -Grade

Example of **Heavy Scratches** on **Surface 1** (Viewable Screen Area)
-Easily noticed during proper visual inspection



B -Grade

Example of **Heavy Scratches** on **Surface 1**(Viewable Screen Area)
-Easily noticed during proper visual inspection



B -Grade

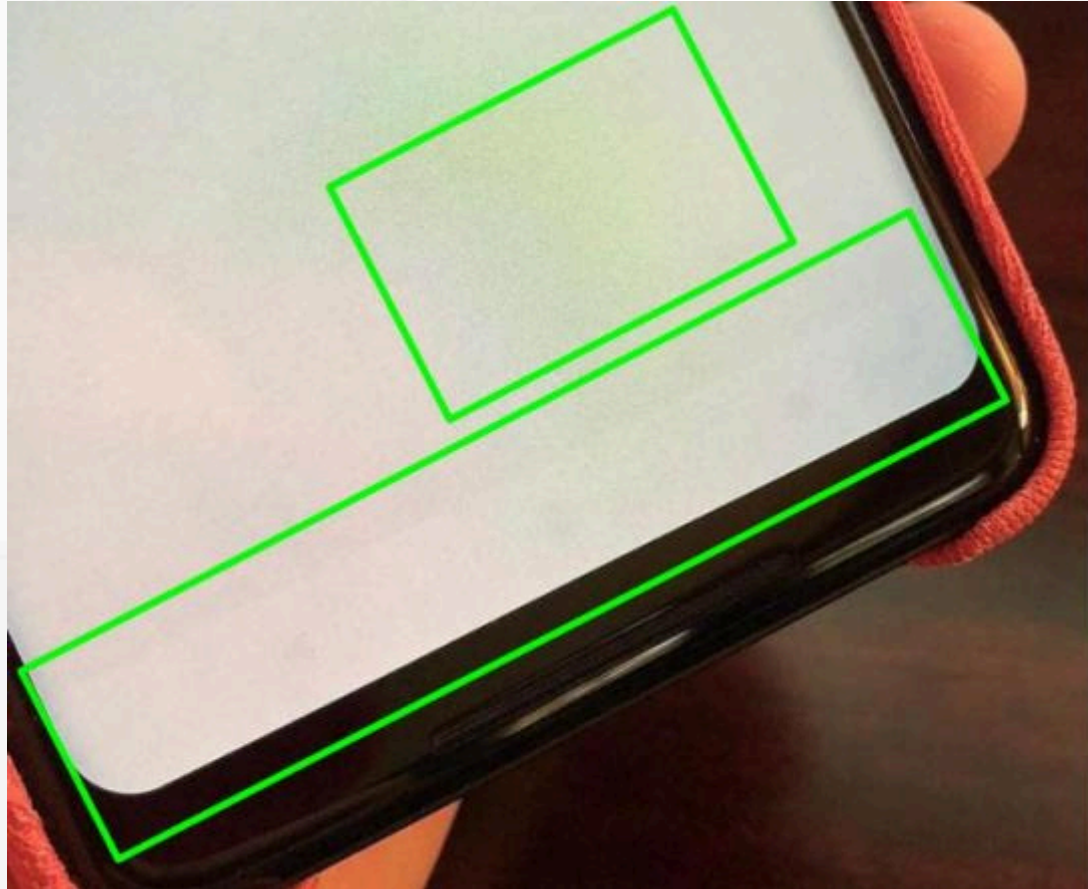
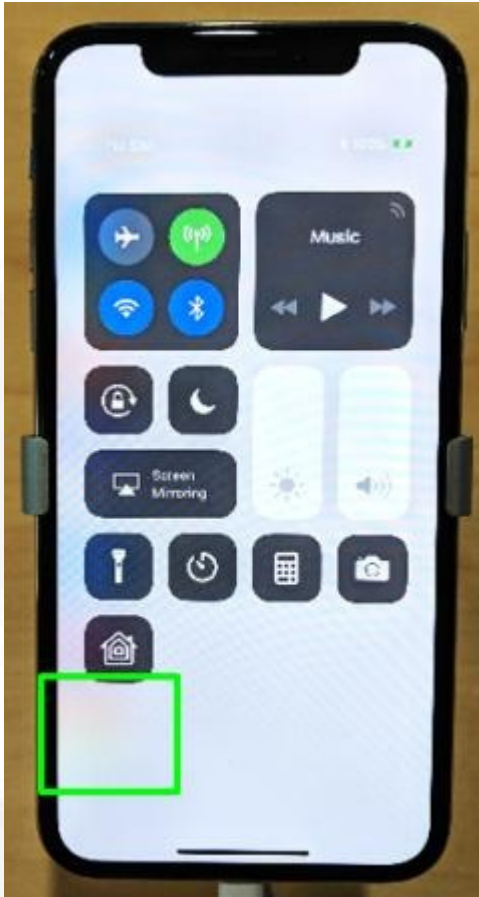
Example of **Heavy Scratches** on **Surface 1**(Camera Lens)
-Easily noticed during proper visual inspection



B -Grade

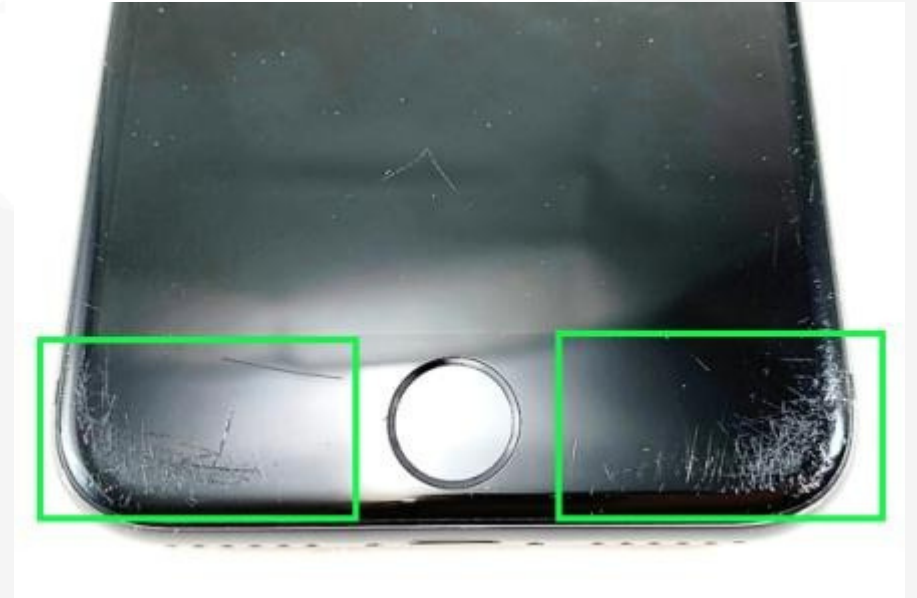
Example of **Minor Burn-In** on **Surface 1**(Viewable Screen Area)

-A ghost image is a permanent discoloration in a certain area on an electronic display



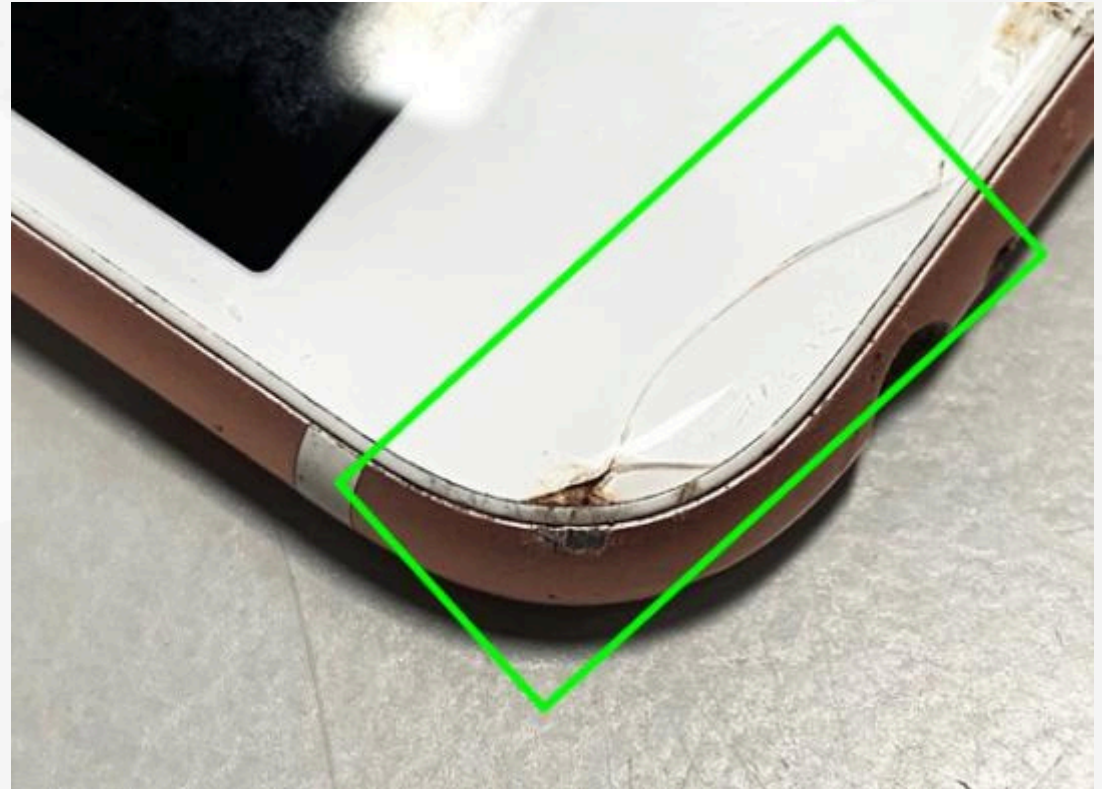
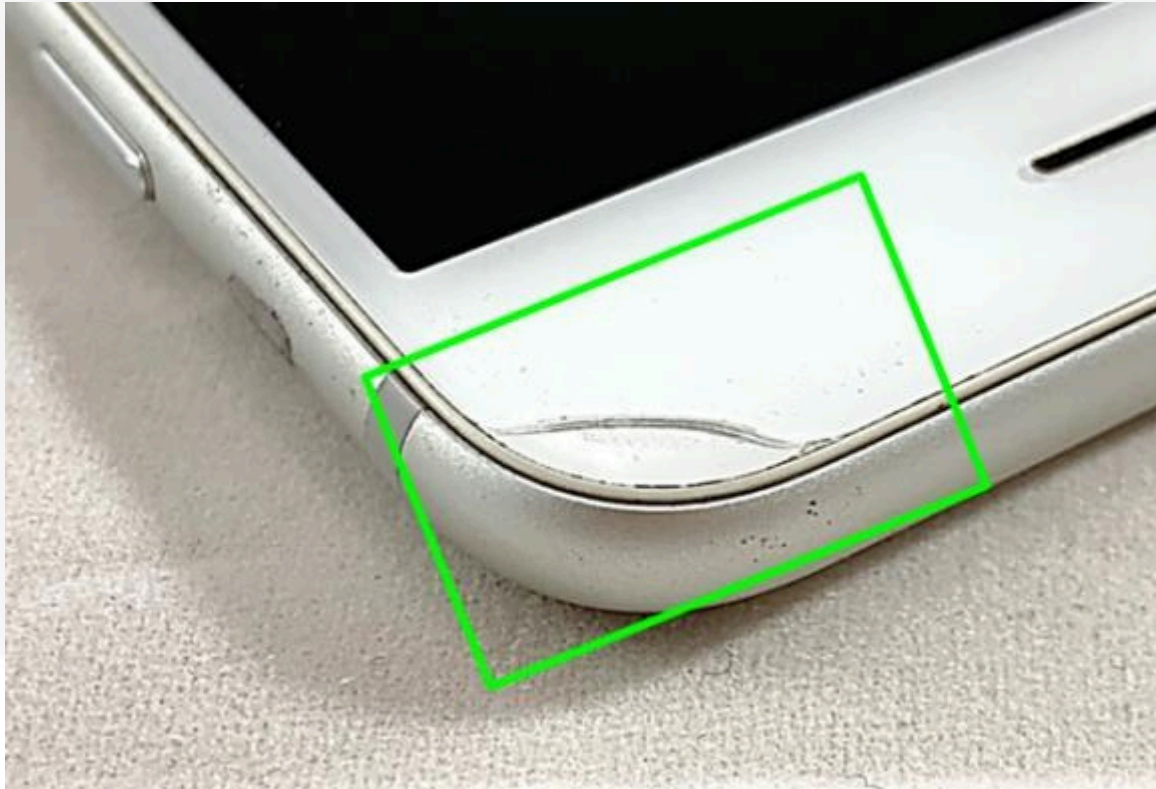
B -Grade

Example of **Heavy Scratches** on **Surface 2**(Body Front Housing)
-Easily noticed during proper visual inspection



B -Grade

Example of **Cracks** on **Surface 2**(Body Front Housing)
-Example of cracks



B -Grade

Example of **Delamination** on **Surface 2**(Body Front Housing)
-Separation/bubbling of layers



B -Grade

Example of **Chips** on **Surface 2**(Body Front Housing)
-A piece of material missing or removed



B -Grade

Example of **Chips** on **Surface 2**(Body Side Housing)
-Example of chips; material missing or removed



B -Grade

Example of **Dings & Dents** on **Surface 2**(Body Side Housing)
-A minor/major depression in a surface from a blow (dings and dents)



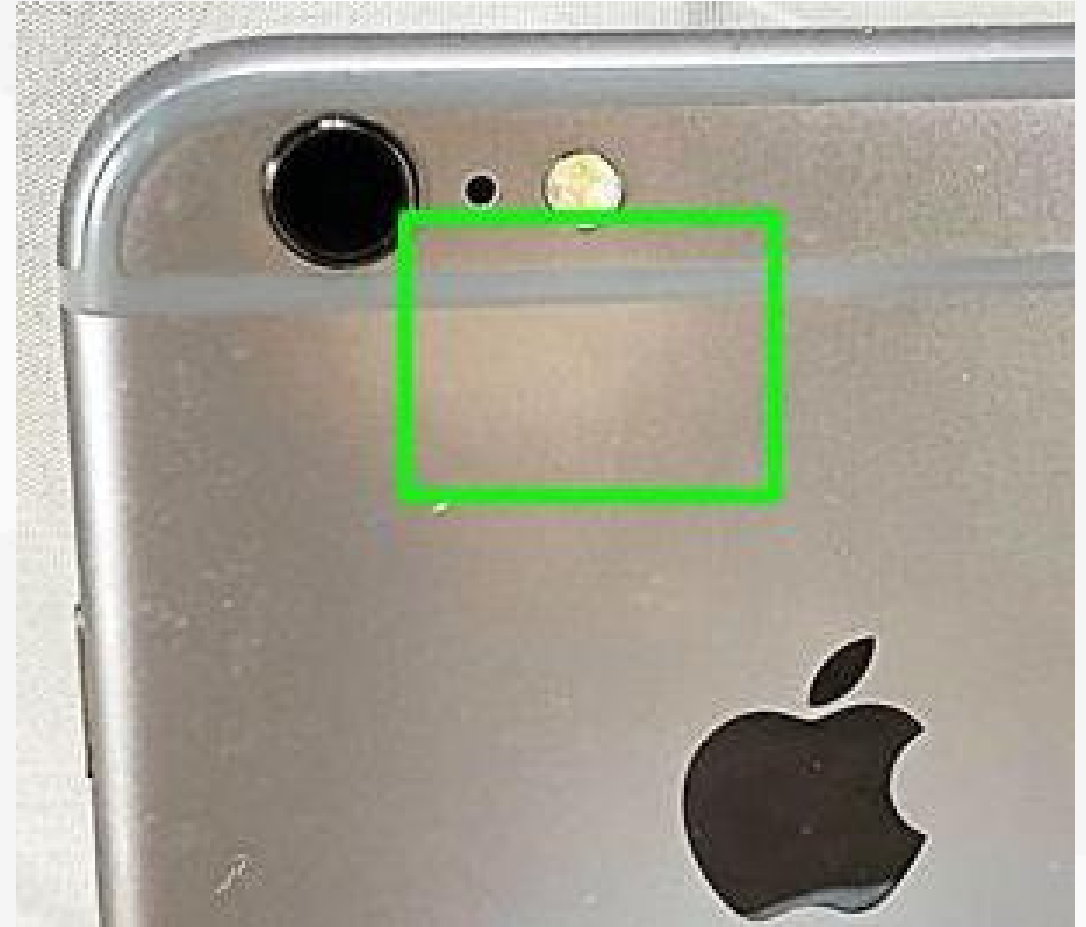
B -Grade

Example of **Heavy Scratches** on **Surface 2** (Body Back Housing & Side Housing)
-Easily noticed during proper visual inspection



B -Grade

Example of **Discoloration** on **Surface 2**(Body Back Housing)
-Area/surface that has a different color, faded, or stained.



B -Grade

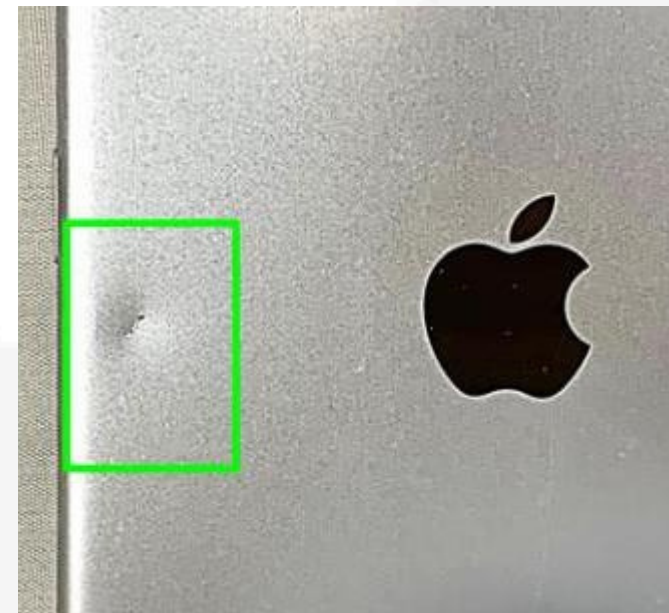
Example of **Cracks** on **Surface 2**(Body Back Housing)

-Examples of cracks



B -Grade

Example of **Dings & Dents** on **Surface 2**(Body Side Housing & Back Housing)
-A minor/major depression in a surface from a blow (dings and dents)



B -Grade

Example of **Delamination** on **Surface 2**(Body Side Housing & Back Housing)
-Separation/peeling of layers



B -Grade

Example of **Heavy Scratches** on **Surface 3**(All Ports & SIM Card Slot)
-Easily noticed during proper visual inspection





C & RR Grades

- Surface 1: Cracks, Chips, Delamination, and/or Major Burn-In**
- Surface 2: Warped/Bent**
- Surface 3: Missing SIM/SD Tray**

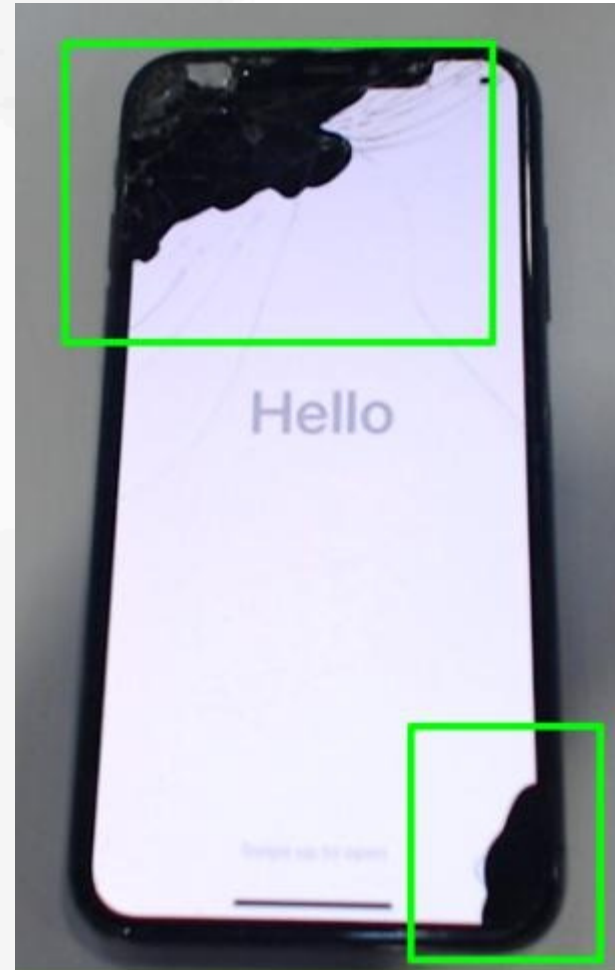
C & RR -Grade

Example of **Cracks** on **Surface 1** (Viewable Screen Area)
-Break without a complete separation of the part



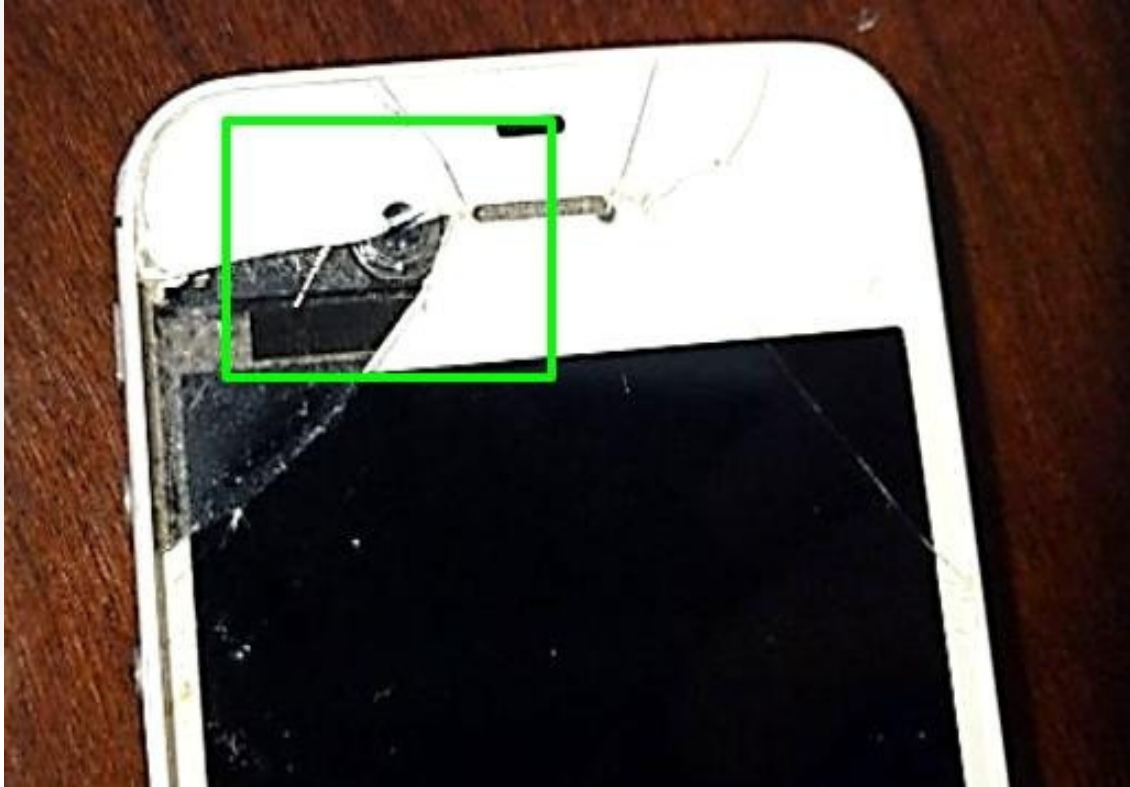
C & RR -Grade

Example of **Major Burn-In** on **Surface 1**(Viewable Screen Area)
-A ghost image is a permanent discoloration in a certain area on an electronic display



C & RR -Grade

Example of **Chips** on **Surface 1**(Camera Lens)
-A piece of material missing or removed



C & RR -Grade

Example of **Chips** on **Surface 1**(Camera Lens)
-A piece of material missing or removed



C & RR -Grade

Example of **Cracks** on **Surface 1**(Camera Lens)
-Break without a complete separation of the part

