

Inventory conditions for cell phones are now limited to: New, Used or Salvage.

We no longer recognize the condition types of "Customer Returns", "Refurbished", etc. for cell phones and other mobile devices.

"**New**" items are brand new items with original packaging.

"**Salvage**" means the phones have not been tested or that they are broken, missing parts, user ID locked or otherwise non-functional; they are usually only good for parts and cannot be disputed for quality purposes.

All other phones are now described as "**Used**" condition and must include a Grade.

**Mobile Grading**

**Grade A**

Like new condition

Negligible scratches and blemishes. Tested and fully functional with clean ESN and no user locks (for example FMIP / iCloud locked).

**Grade B**

Light wear and tear

May have one or several light scratches that do not catch a fingernail or tool. No cracks present on the device or display. Tested and fully functional with clean ESN and no user locks (not FMIP / iCloud locked).

**Grade C**

More aggressive wear and tear

May have cracks on certain surface areas such as camera lens, rear lens but not on display cover lens (Glass panel and Digitizer). Tested and fully functional with clean ESN and no user locks (for example FMIP / iCloud locked).

**Grade D**

Heavy cosmetic damage with cover lens cracks

Will have excessive damage on multiple surface areas and cracks on the display cover lens but not on the LCD. In addition there may be missing parts, liquid damage and screen burn present. Units are tested but may not be fully functional. Clean ESN and no user locks (not FMIP / iCloud locked).

**Grade E**

Heavy cosmetic damage with LCD damage

Will have excessive damage on multiple surface areas including the display internal structure. Damage may range from but not limited to liquid damage, missing parts, screen burn etc. Units are tested but may not be fully functional. Clean ESN and no user locks (not FMIP / iCloud locked).