

CONDITIONS

SMARTPHONES AND TABLETS GRADES

All devices will be data cleared, and free of enterprise (MDM) / customer (FMiP / user) locks. Each listing and the associated manifest will specify the operator (carrier) lock status. See the table below for examples of functional failures. Manifests detail device-level diagnostics.

Grade	Cosmetic Description	Functional Description	Battery Health
AA	Buyer's remorse / open box returns Like new condition <ul style="list-style-type: none">Minimal scratches and blemishesExternal LDI not triggered	Fully Functional	≥ 80%
A+	Like New Condition <ul style="list-style-type: none">Minimal scratches and blemishesExternal LDI not triggered	Fully Functional	≥ 70%
A		May have minor functional failure	Any
B+	Light Wear and Tear <ul style="list-style-type: none">Will allow more scratches and blemishes than Grade A but no lens cracks on any surfaceExternal LDI not triggered	Fully Functional	≥ 70%
B		May have minor functional failure (display only)	Any
C+	More aggressive wear and tear <ul style="list-style-type: none">Will allow some cracks on certain surface areas such as camera lens, rear lens but not on display cover lensExternal LDI not triggered	Fully Functional	≥ 70%
C		May have minor functional failure	Any
D+	Heavy cosmetic damage with cover lens cracks <ul style="list-style-type: none">Will have excessive damage on multiple surface areas and cracks on the cover lensMissing small parts such as side keys, finger print sensor, speakers, flexes, front camera, daughter boards, camera/flash lens and internal mechanical parts (Display, PCBA, Main/Rear Camera, Housing and Battery not considered small)Externally viewable LDI triggered but no corrosion	Fully Functional	≥ 70%
D		May have minor functional failure	Any
E (R2)	Any	Data not cleared, Batter Swollen, Bent	Any

EXAMPLES OF FUNCTIONAL FAILURES

Degree of Failure	Display Failure	Other Failure
Minor	<ul style="list-style-type: none">Missing pixels but no more than threeBurn-in image on bar or menu areasTouch failure for product in which the touch panel is part of the cover lensAll external display defects except cracks	<ul style="list-style-type: none">FlashProximity and light sensorHeadset jackVibratorFinger print sensor if not linked to the main boardBattery HealthFlip sensor
Major	<ul style="list-style-type: none">Missing pixels, more than threeBurn-in image in center areaMissing or discolor linesTouch failure for product in which the touch panel is part of the displayDark, white and discoloration spotsBacklight brightness	<ul style="list-style-type: none">Rear cameraFront cameraSpeakers or microphonesSide keysDead batteryFinger print sensor if linked to the main boardCannot defect SIM or SD cardDoes not chargeCannot connect to PCWi-fi, Bluetooth, GPS