

Grading Guide

Grading Mobile and Tablet

Grade	Grade Definition	Grading Criteria
A - 100%	Fully Functional and Pristine	<ul style="list-style-type: none"> • Touch Screen Glass - no surface scratches • Casing - no small chips, dents, scratches or imperfections are permitted • LCD/OLED Display is free of any imperfections or blemishes
B - 100%	Fully Functional and Good Condition	<ul style="list-style-type: none"> • Touch Screen Glass - no surface scratches • Casing - small chips, dents, scratches or imperfections are permitted • LCD/OLED Display is free of any imperfections or blemishes
C - 100%	Fully Functional with Wear	<ul style="list-style-type: none"> • Touch Screen Glass - scratches permitted that are noticeable when the screen is powered on • Casing - moderate chips, dents, scratches or imperfections are permitted • LCD/OLED Display is free of any imperfections or blemishes
D – 50%	Extreme Use – Some functional and Display faults	<ul style="list-style-type: none"> • LCD/OLED Display - discolouration, screen burn, pressure damage or missing pixels are permitted • Touch Screen Glass - chips, cracks or a shattered screen is permitted • Evident front glass lifting or moving when pressed • Faulty speaker, microphone or camera flash • Etching and customized engravings are allowed but are subject to a 50% reduction in value
E - Zero	Catastrophic / LCD Broken	<ul style="list-style-type: none"> • Does not power on or hold a charge • Touch screen is not responsive • LCD or OLED Display - any extent of screen bleeding, fractures, streaks or lines across the display • Swollen battery • Camera is not functional, missing lens, cracked or damaged • Faulty or missing buttons • Missing enclosure or casing • Port or jack damaged or faulty, casing or phone is bent • Unable to data erase, account locked or IMEI blocked

Grading Mac

Grade	Grade Definition	Grading Criteria
A - 100%	Fully Functional and Pristine	<ul style="list-style-type: none"> • Screen Glass - no surface scratches • Casing – no small chips, dents, scratches or imperfections are permitted • All buttons and camera are functional
B - 100%	Fully Functional and Good Condition	<ul style="list-style-type: none"> • Screen Glass - no surface scratches • Casing - small chips, dents, scratches or imperfections are permitted • All buttons and camera are functional
C - 100%	Fully Functional with Wear	<ul style="list-style-type: none"> • Screen Glass - surface scratches that do not impact readability are allowed • Casing - moderate chips, dents, scratches or imperfections are permitted • All buttons and camera are functional
D – 50%	Extreme Use – Some functional and Display faults	<ul style="list-style-type: none"> • LCD/OLED Display - discolouration, screen burn, pressure damage or missing pixels are permitted • Screen Glass – screen coating damage, chipped, cracked or shattered • Evident front glass lifting or moving when pressed • Faulty speaker, microphone or charging/USB port • 2 or less faulty or missing buttons (does not apply to iMacs) • Etching and customized engravings are allowed but are subject to a 50% reduction in value
E - Zero	Catastrophic / LCD Broken	<ul style="list-style-type: none"> • Does not power on or hold a charge • Displays is cracked, scratched beyond usability or non-functional • 3 or more faulty or missing buttons (does not apply to iMacs) • Enclosure is bent, dented or cracked beyond repair • DEP, iCloud or Firmware locked • Unable to data erase or restore OS • Non-Apple parts which can impact functionality of the device • Motherboard failure or liquid damage