

AMAZON RENEWED EU QUALITY POLICY AND PROGRAM POLICIES

Amazon Renewed Program Terms

This document covers the general quality requirements for a product to be eligible for sale on Amazon as Renewed. The requirements outlined below are intended to serve as a minimum required quality bar ~~across for~~ all Renewed product categories. Any category-specific requirements are noted in Appendix A and will supersede the general product quality requirements. Any brand-specific requirements are noted in Appendix B and will supersede both category-specific requirements and general product quality requirements.

A. General product quality requirements. All Renewed products must meet the following requirements:

1. Product

- ~~Each Pp~~ product must be inspected, repaired (if applicable), cleaned and tested to function and look like new.
- ~~If repaired, all components must be~~ Any potential refurbishing operation will only utilize Original Equipment Manufacturer (OEM) parts. Such parts can be new or refurbished to a like-new condition_ (with the exception of Apple for which no harvested parts can be used – see Appendix B.1).
- No signs of cosmetic damage (scratches, dents, etc.) should be visible when the product is held 30 centimeters away.
- No dead or stuck pixels should be present on products that contain displays. Displays should illuminate like the new equivalents, with no signs of dimming.
- Any markings on external surfaces of the product must be intact (e.g. product logo). No additional markings (e.g. supplier logo, engravings, etc.) will be allowed.
- All products must be restored to their original factory settings and be fully unlocked for use.
- ~~When present, batteries must have a capacity that exceeds 80% of the new equivalent.~~
- ~~Where present, displays should have no dead or stuck pixels, and show no signs of dimming.~~
- Where applicable, products must be restored to their original factory settings and must be fully unlocked for use.
- Where applicable, products must be upgradeable to the latest firmware supported by the OEM_ (with the exception of Microsoft PCs, which must already be sold with the latest available version of Windows—see Appendix A.2).

2. Accessories

- Products must include all accessories that come with a new equivalent (see Appendix A and B for any exceptions).
- Only OEM accessories will be utilized. Accessories provided must be OEM, either The accessories can be new or refurbished to a like-new condition (see Appendix A and B for any exceptions).
- Where applicable, wall plugs must be compatible to the marketplace region where the product is sold. Adapters are not allowed as an alternative.

- Products that come with a remote control should have a remote control that is already paired with the receiver. Alternatively, the package must contain an instruction manual on how the customer can pair the remote with the receiver and troubleshoot communication issues.

3. Instruction Manuals

- While not required, The inclusion of instruction manuals is highly encouraged in order to provide a better customer experience and aid in the reduction of negative reviews and product returns, but not mandatory. In the absence of physical instruction manuals, a link or reference to the manufacturer's instruction manual ~~should~~ be included, when possible.
- Original instruction manuals must be included where required by law.
- Safety instructions must be included where required by law. Original manuals must be included where required by

4. ~~End User Data~~ Personally Identifiable Information (PII)

- Seller must perform a complete forensic destruction of all personally identifiable information (PII) and all other data that originated with or related to an end user contained on or in any hardware, software, or media component of each product before sale. Products will be free of any PII before being circulated for sale. Examples of PII such end user data include but are not limited to name, date of birth, fingerprints or other biometric data, social security number, street address, email address, cloud storage account and credit card information.
- Any PII end user data must be removed in accordance with the National Institute of Standards and Technology (NIST) Standard on Media Sanitization or other applicable local regulations and standards. Please refer to NIST-SP.800-88.rev.1 for additional information.

5. Packaging

- Products must be packaged either in their original packaging or in a new cardboard box. No product can be mailed in an envelope or padded envelope.
- Packaging must be clean and free of any damage, markings and non-product related labels and stickers.
- If original packaging is used, the serial numbers on the box and the product must match. In addition, labeling must be applied on at least two sides of the package, explicitly identifying the product as 'Renewed', 'Refurbished', 'Remanufactured' or other applicable derivative.
- Products and accessories must be compartmentalized and must not be in direct contact with each other. They will be secured to ensure they are not be in direct contact with each other and do not and not able to move inside the box during handling and shipping.
- Product packaging must successfully pass drop-tests based on widely adopted standards like those of the International Safe Transit Association (ISTA).
- ~~Products~~ All shipment of products containing lithium batteries (both lithium ion ~~or and~~ lithium metal) ~~batteries~~ are classified as Class 9 – Miscellaneous Dangerous Goods. Refer to IATA and ICAO requirements as the product might require proper identification, classification, packaging, marking and labeling.

B. Product Sourcing & Distribution.

As per Amazon's policy on parallel imports (Refer to [Europe Tax and Regulatory Considerations](#)), all Renewed products must be authorized for sale in the European Economic Area (EEA). Selling Partners listing products sourced outside the EEA must seek expert legal advice and make sure the rights owner does not object to such parallel import.

~~All Renewed products are covered by the Amazon Renewed Guarantee and you will be responsible for any claims under the Guarantee must come with the following warranty terms, to be honored and administered by the manufacturer, refurbisher, reseller or third-party provider.~~

C. Quality Controls and Enforcement

Appendix C: Quality Controls and Enforcement.

1. Seller Quality Management System (QMS)

The seller ~~must will~~ maintain an internal QMS that enables the timely identification and reduction of product quality and operational defects. While certification is not required, adherence to the ISO 9001 policies and guidelines is highly encouraged.

2. Performance Monitoring

~~If approved to list on Amazon Renewed, sellers must meet the following performance metrics:~~

- ~~To help ensure compliance with the Amazon Renewed Quality Requirements, sellers must meet the following performance metrics:~~
 - ~~Perfect Order Percentage > 85%, **Order Defect Rate** < 0.8% and **Product Review Score** > 3.5 **Average Product Rating** > 3.70.~~
 - ~~**Renewed Quality Score** (RQS) > 98% (seller level).~~

~~Details on **the RQS** guidelines, expectations and enforcement mechanisms can be found on Seller Central. **Once approved to sell on Amazon Renewed, you can access your RQS and Average Product Rating reports here.**~~

- Amazon Renewed reserves the right to conduct test buys ~~to ensure compliance with the Programme's Program's requirements at its own discretion~~. Products purchased for this purpose will be returned to the sellers as per the regular returns process and will not affect any performance metrics.

~~3. Enforcement~~

- ~~Failure to comply with the Global Quality Requirements might lead to the removal of selling privileges on Amazon Renewed, and might require the submission of a 'Plan of Action' to remediate and regain said privileges.~~
- ~~At any given point and at its sole discretion, Amazon Renewed reserves the right to remove any selling privileges if it is believed that an optimal customer experience is compromised.~~

Appendix A: Requirements by Product Category

1. Wireless

- All devices must undergo diagnostic tests with the use of external applications in order to ensure functionality and data sanitization. Said devices must be restored to their original factory settings.
- All phones must undergo IMEI checks to ensure that they are not blacklisted or stolen. Sellers must maintain ~~IMEI~~ check records for at least 120 days to support periodic inventory and order-level audits.
- Smartphones with a built-in, mandatory camera shutter sound ~~are will~~ not permitted to be sold on Amazon Renewed (e.g. select smartphones originating from Japan or South Korea).
- Phones that are branded and/or locked to a specific network are not permitted.
- Headphones and SIM cards are not mandatory.
- Any device that requires a SIM card must carry a SIM removal tool (original or generic).
- While highly encouraged, the use of OEM accessories like cables and wall chargers is not required. allowed to the extent they other above
- Screen protectors are encouraged but not required. ~~(without prejudice to Par. A5 above)~~Screen protection should come in the form of device seal wraps that can be removed upon unboxing, not tempered glass/ liquid screen protectors that remain attached to the device.
- ~~The~~While highly encourage, the use of OEM accessories like cables and wall chargers is not requiredencourage (however, not mandatory). Any gGeneric accessories must meet country standards of where the product is sold. are permitted to meet the requirements under Paragraph A.2.

2. Personal Computers

- All Microsoft laptops, tablets and PCs must come pre-installed with a ~~have the latest available~~ Windows operating system ~~pre-installed~~that is supported by Microsoft.
- All Microsoft laptops, tablets and PCs must be equipped with authentic software licenses, as evidenced by the availability of a Genuine Certificate of Authenticity (COA) provided by a Microsoft Authorized Refurbisher.
- The use of OEM accessories (e.g. keyboards and mice) is encouraged (but not required). Any generic accessories must be compatible with regional requirements where the product is sold.
- During packaging, ~~it is encouraged (but not required) for~~ monitor screens ~~must to will~~ be separated from their base and any other attachments, when possible.

3. Printers and cartridges

- Printing cartridges must be removed from the printer and placed inside a sealed plastic bag to prevent ink or powder from leaking into the box.
- Moving parts such as doors and print heads must be taped and secured during transit. External paper trays must be disconnected and packed separately.
- Renewed ink and toner cartridges (remanufactured, refurbished, refilled or other derivative) are not allowed under stand-alone ASINs.

4. Small Kitchen Appliances

- Food processing products will only contain material that is ~~safe and non-toxic~~compliant with applicable laws. All surfaces that could be in direct contact with food or liquids must be cleaned and sanitized in accordance with ~~the~~local regulations and standards.

- Upon cleaning and prior to packaging, all products must be thoroughly dried. Products containing liquid tanks (e.g., espresso machine boilers, tea kettles, etc.) must be drained in full.
- No external stains or signs of calcified water should be visible on any of the external surfaces, when the product is held 30 centimeters away.
- Moving parts such as doors, trays and containers must be taped and secured during transit.

5. Power Tools, Lawn and Garden Equipment

- Products under these categories might be sold without their accessories, as long as this is clearly communicated through the Amazon product listing page.
- Petrol-operated products must be fully drained and wrapped in plastic bags in order to avoid any leaks and contamination within the package.

6. Softlines

- Garments, fabric and shoes must have no signs of untrimmed threads and missing stitches when held 30 centimeters away.

Appendix B: Requirements by Brand

1. Apple

- The Renewed store currently supports certain Apple iPhone models only. A list of supported models can be found [here](#).
- Apple-branded (OEM) charging cables and wall chargers will not be permitted with iPhone products. Only generic accessories that are purchased directly from an approved list of authorized brands will be permitted. All charging cables must be Mfi ('Made for iPhone') certified and all chargers must be CE (Europe) safety certified. You can find the approved list of authorized iPhone accessory brands [here](#).
- For non-iPhone Apple products, the use of OEM accessories is encouraged but not mandatory. If generic accessories are used, cables must be MFi ('Made for iPhone') certified and chargers must be CE safety certified.
- ~~The use of OEM accessories is encouraged, but not mandatory. If generic, cables must be MFi ('Made for iPod'). Certified cables and chargers must be CE safety certified.~~
- As part of the restoration to original factory settings under Paragraph A.1.g, the "Find my iPhone" (or equivalent feature) must be disabled from all devices.
- ~~If generic accessories are provided for an Apple product, the product must include a card or sticker inside the packaging stating that:

 - ~~The included cable is Mfi-Certified to be compatible with Apple devices.~~
 - ~~The included charger is CE safety certified.~~~~
- ~~Apple accessories and parts like including including chargers, charging cables and earphones are not permitted to be sold as standalone products, and headphones and batteries can be included with Renewed iPhones. However they must are not permitted to be sold separately as under standalone products ASINs.~~
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- ~~The use of harvested or refurbished Apple batteries is not allowed, for any of the Apple product categories. Any potential battery swaps will require the use of new Apple batteries only.~~

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- The sale of Beats by Dre headphones is not permitted.
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Appendix C-: Amazon Renewed Guarantee

All Renewed Products, ~~sold in Europe (UK, Germany, France, Italy and Spain)~~, with the exception of ~~traditional wristwatches and~~ Amazon Devices (for example: Echo, Fire), are covered by the Amazon Renewed Guarantee, which will be honored by you all sellers. In addition, ~~sellers you~~ are allowed to offer ~~their your~~ own guarantee on a voluntary basis to the customer ("Voluntary Guarantee"). Amazon is not responsible for any claim related to Voluntary Guarantees ~~a seller you~~ may offer. ~~Neither the Amazon Renewed Guarantee nor the Voluntary Guarantee affects the consumer's rights under the legal warranty.~~

1. Conditions

a. All Renewed products, with the exception of ~~traditional wristwatches and~~ Amazon Devices (for example: Echo, Fire) sold in the Amazon Renewed store are part of the Amazon Renewed Guarantee.

b. Merchant Fulfilled Network (MFN) sellers must opt in to pre-paid return mailing labels within Seller Central to make their Renewed products listings eligible for the Amazon Renewed Guarantee. Lack of compliance may result in the removal of Amazon Renewed selling privileges.

c. Fulfillment by Amazon (FBA) sellers are automatically eligible for the Amazon Renewed Guarantee.

d. The provisions concerning claims under the A-to-Z Guarantee set forth under your Amazon Services Europe Business Solutions Agreement will apply to claims under the Amazon Renewed Guarantee.

~~e. Sellers will be able to appeal the Amazon Renewed Guarantee reimbursement only in cases where the incorrect item was shipped back (for example, with a different serial number or model), or the item was returned in a different condition than when it was shipped (damaged by the customer). Sellers must be able to provide documentation to prove either of these scenarios. To appeal, please contact us by following these steps:~~

- ~~Sign in to Seller Central and click Contact Us.~~
- ~~On the left side, select Selling on Amazon.~~
- ~~On the right side pop-up panel, type "Amazon Renewed".~~
- ~~On the left side, click on Amazon Renewed Issues.~~
- ~~In the text box that appears, describe the issue and click Send to create a case with our support team.~~

2. Type of coverage

a. If the product does not work as expected, Renewed customers will be able to access Amazon's "Talk to the Expert" support team.

b. If ~~technical troubleshooting~~ the Talk to an Expert support team does not fix the issue or if a customer continues to not be satisfied with the product, Renewed customers will have the right to return the product and receive either:

- a replacement unit of the same model, color, and version of the originally purchased unit, [if one is available](#) or
- a refund, ~~if no replacement unit is available.~~

[c. Theft, accidental damage, and problems associated with software or data loss are not covered under the guarantee.](#)

3. Period of coverage

The Amazon Renewed Guarantee will be valid for one year after a customer's receipt of a Renewed product sold in an [European](#) Amazon Renewed store ~~in the UK, France, Germany, Spain, or Italy.~~

4. Amazon Renewed Program Insert

[Every Renewed product must come with the Amazon Renewed Program Insert, which contains general information about the Amazon Renewed program and Amazon customer service contact information. You can find the link to download the Amazon Renewed Program Insert template under the Amazon Renewed help page.](#)

Note: Neither the Amazon Renewed Guarantee nor the Voluntary Guarantee affect the consumer's rights under the [A-to-Z Guarantee](#).

[Appendix D: Catalog Requirements](#)

[Renewed sellers must comply with the following Renewed catalog requirements in addition to the Product detail page rules:](#)

1. Renewed Product Listing

- [Renewed products must be listed under the original brand of the product offered. You cannot use your seller name under the product's brand attribute.](#)
- [You are not allowed to include references to a seller name or a seller brand on the Product Listing \(detail\) page. This applies to the main content as well as the product title, description, bullet points, pictures, or any other place on the detail page. Content will only contain references to the original brand of the product.](#)
- [You are not allowed to include content that refers to warranty terms or processes that are different from the Renewed Warranty Requirements.](#)
- [Listing in bundles \(such as a mobile device with a protective case\) is not permitted.](#)

2. Renewed ASIN Creation

- [You are not allowed to create multiple ASINs for the same Renewed product.](#)
- [To create a Renewed ASIN you will use the Renewed ASIN Creation tool. When an equivalent New ASIN is not available and requires you to create a new Renewed ASIN manually, you must indicate the term "\(Renewed\)" in parentheses in the suffix of the title.](#)
- [You are not allowed to create new Renewed Apple ASINs. If you need a Renewed Apple ASIN that is not already in the Renewed Catalog, you must request creation through Seller Support.](#)

3. Listings

Product Categories. Wireless device protective cases, charging accessories (cables, wall plugs, etc.) and ink and toner cartridges are not permitted to be sold in the Amazon Renewed program.

Pricing. Customers expect Renewed products to cost less than their New equivalents. Renewed products must be priced with a minimum 5% discount from the current featured offer on New Equivalent ASIN on Amazon. Any Renewed offers that do not meet such requirement 1) will not be eligible to be the featured offer on the product detail page, 2) may be removed from the Amazon Renewed catalog, and/or 3) may lead to permanent loss of selling privileges for the relevant ASINs.