

# Amazon Renewed Program Terms

This document covers the general quality requirements for a product to be eligible for sale on Amazon Renewed. The requirements outlined below are intended to serve as a minimum required quality bar across 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:

## Permitted products

- All Renewed products must be capable of being repaired and tested to look and work like new. Repair capability means that products must have components that can be replaced and/or upgraded to work and look like new.
1. Product inspection and testing
    - Each product must be inspected, repaired (if applicable), cleaned and tested to function and look like new.
    - Any 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 centimetres 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.
    - When present, batteries must have a capacity that exceeds 80% of the new equivalent.
    - 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.
  2. Accessories
    - Products must include all accessories that come with a new equivalent (see Appendix A and B for any exceptions).

- Accessories may not be sold as standalone ASINs.
  - Only OEM accessories will be utilized. The accessories can be new or refurbished to a like-new condition (see Appendix A and B for any exceptions). Consumable accessories (for example, air and water filters, brushes, strings, etc.) must be in new condition.
  - Where applicable, wall plugs must be compatible to the 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, 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. 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.
4. End User Data
- 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. Examples of 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 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, labelling 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 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).
  - All shipment of products containing lithium batteries (both lithium ion and lithium metal) are classified as Class 9 – Miscellaneous Dangerous Goods. Please refer to [IATA](#) and [ICAO](#) requirements as the product might require proper identification, classification, packaging, marking and labelling.

**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) and/or the United Kingdom (as the case may be). Sellers listing products sourced outside the EEA and/or the UK (as the case may be) must seek expert legal advice and make sure the rights owner does not object to such parallel import.

### C. Quality Controls and Enforcement

1. Seller Quality Management System (QMS)
  - The seller will maintain an internal QMS that enables the timely identification and reduction of product quality and operational defects. While certification is currently not required, adherence to the ISO 9001 policies and guidelines is highly encouraged.
2. Performance Monitoring
  - ~~To help ensure compliance with the Amazon Renewed Global Quality Requirements, s~~Sellers must meet the following performance metrics:
    - [Order Defect Rate](#) < 0.8%
    - [Renewed Seller % of Negative Reviews \(1- and 2-star reviews\) < 10% \(as a percentage of all reviews\)](#) ~~and Average Product Rating > 3.70~~
    - [Renewed Quality Score \(RQS\) > 98% \(seller level\)](#). ~~Details on 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.~~
    - [Seller overall Average Product Rating \(APR\) should be > 4.0](#)
  - Amazon Renewed reserves the right to conduct test buys to ensure compliance with the program's requirements. Products purchased for this purpose will be returned to the seller as per the regular returns process and will not affect any performance metrics.

[Details on guidelines, expectations and enforcement mechanisms can be found on Seller Central. Once approved to sell on Amazon Renewed, you can access your Seller Central Quality Reports page here](#)~~RQS and Average Product Rating reports here.~~

### D. Renewed Referral Fees

[If your Selling on Amazon account is accepted into Amazon Renewed, effective as of June 8<sup>th</sup> 2021, an additional Renewed Program Fee will be added to the Fees described on the Amazon Renewed Program Terms. This additional fee applies only to Renewed product sales associated with your account and differs by category. In particular, in addition to standard category Referral Fees:](#)

- [a 2% fee will apply on Renewed Mobile Phone Devices; and](#)

- [a 1% fee will apply on all other Amazon Renewed products.](#)

## 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 sanitisation. Said devices must be restored to their original factory settings.
- All devices 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 will not be 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.
- Screen protectors are encouraged but not required. 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.

### 2. Personal Computers

- All Microsoft laptops, tablets and PCs must come pre-installed with a Windows operating system 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, monitor screens 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 (re-manufactured, refurbished, refilled or other derivative) will not be allowed under stand-alone ASINs.

### 4. Small Kitchen Appliances

- Food processing products will only contain material that is compliant with applicable laws. All surfaces that could be in direct contact with food or liquids

must be cleaned and sanitized in accordance with 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 centimetres 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. Video game consoles
    - Gaming consoles must be tested for overheating and ensure full functionality of the optical disc drive or cartridge slot, and of all input and output ports (for example: A/C power, video, gaming controller, memory card).
    - Remote controller buttons, joysticks and connectivity (both wired and wireless) must be fully functional. Remote controllers sold in bundles must be pre-paired with their gaming console.

## 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), UKCA and/or UK(NI) safety certified (as the case may be). 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, UKCA and/or UK(NI) safety certified (as the case may be).
- 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.
- Apple accessories and parts including chargers, charging cables, and earphones are not permitted to be sold as standalone products.
- 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.
- The sale of Beats by Dre headphones is not permitted.

## Appendix C: Amazon Renewed Guarantee

All Renewed Products, with the exception of Amazon Devices (for example: Echo, Fire), are covered by the Amazon Renewed Guarantee, which will be honored by you. In addition, you are allowed to offer your own guarantee on a voluntary basis to the customer (“Voluntary Guarantee”). Amazon is not responsible for any claim related to Voluntary Guarantees you may offer.

1. **Conditions:**

- a. All Renewed products, with the exception of 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 prepaid 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.

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 the “Talk to the 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 defective product and receive either:
  - i. a replacement unit of the same model, color, and version of the originally purchased unit, if one is available, or
  - ii. a refund.
- 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 a European Amazon Renewed store.

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 catalogue 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 Selling Partner Support.

3. **Listing Restrictions**

- All Renewed products must be capable of being repaired/refurbished and tested to look and work like new in accordance with our Amazon Renewed Programme Terms. Repair/refurbish capability means that products must have electrical and/or mechanical components that can be replaced and/or upgraded to new or like-new condition.
- To ensure a positive customer experience, Amazon will remove any products from Amazon Renewed that are not capable of being repaired/refurbished, pose a hygienic or safety risk or violate any other Amazon policies.

4. Below is a list of permitted products:

<b>Allowed Products</b>
Air Conditioners
Audio Receivers & Amplifiers
Blu-ray & DVD Players
Cameras
Car Stereos, Security, Video & Radar Detectors
Chain Saws, Pole Saws & Log Splitters

Chippers, Shredders & Mulchers
Dehumidifiers
Digital Antennas
Digital Musical Instruments
Electric Ceiling Fans
Electrical Floor Cleaning Devices
Embroidery Machines
Fitness Machines
Fitness Watches
Generators
GPS Devices
Graphing & Scientific Calculators
Headphones
Headsets
Heaters
Home Stereo Equipment
Home Theatre Systems
Irons
Kitchen Appliances
Lawn Mowers, Hedge Trimmers & Edgers
Media Players
Microphones
Monitors
Outdoor Blowers & Vacs

PC Drives and Graphics Cards
PC Keyboards, Mice, Gamepads & Webcams
PC Motherboards
PC Networking Equipment
PC Power Supply
PC Processors
PC Servers
PCs
Phones
Pneumatic Tools
Portable Media Players
Power Tools, Power Drills & Power Saws
Pressure Washers
Printers
Projectors
Refrigerators
Scanners
Security Cameras & Systems
Sewing Machines
Shredders
Smartwatches
Snow Throwers
Sound & Recording Equipment
Soundbars

Speakers
Tablets
Televisions
Thermostats
Universal Remote Controls
Vacuums
Video Cameras
Video Game Consoles

5. 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.