

Status	Description	Termination	Condition	Packing	Guarantee
Factory new products	Our new retail products come directly from the industry's leading manufacturers. This product range mainly consists of laptops and desktops, as well as servers, monitors, tablets and storage systems.	Unterminated PN	Factory new product.	Original packaging from the manufacturer.	Original manufacturer's warranty.
Bulk	Bulk are new products that come either in unsealed original packaging or in non-original packaging. They are covered by your original manufacturer's warranty.	Ends in -02	Factory new product.	□ unsealed original packaging or non-original packaging.	Original manufacturer's warranty.

New remanufactured products					
Condition	Description	Termination	Condition	Packing	Guarantee
Gold	This category, mainly, consists of completely new surplus stock, which is marketed at outlet prices. We purchase these products either directly from the manufacturers themselves or through authorized resellers. Mainly, they come from excess stock or canceled orders, but they can also be ex-demo models that have been returned or items whose packaging has deteriorated. This group of products represents the same quality as those that are factory new and have gone through a meticulous remanufacturing process, carried out by technicians certified by the manufacturers.	(G)	New product in impeccable physical condition.	Original manufacturer's or custom packaging.	Full warranty
Silver		(S)	New product with some practically invisible aesthetic flaw (never on the screen or keyboard).	Original manufacturer's or custom packaging.	Full warranty
Bronze		(B)	New product with some visible aesthetic flaw (never on the screen or keyboard).	Original manufacturer's or custom packaging.	Full warranty
Demo		Ends in -06	Ex-demo model with visible aesthetic flaws and slight marks of use.	Neutral brown box.	Full warranty

Refurbished computer equipment						
Laptops						
Degree	Description	Termination	Screen	Keyboard/Touchpad	Battery	Not supported
Grade A	A Grade A laptop has a good overall level of quality, which means that it carries few and very light marks of use.	Ends in -08-A	Susceptible to very light surface pressure signals or virtually invisible dead pixels.	Good condition, without defects or missing keys, but likely to present marks of use	Functional battery.	The following defects are NOT supported on a Grade A laptop: Broken plastic parts or damaged interface ports. Traces of anti-theft stickers, but you can carry a faded area if a regular sticker has been removed.
Grade B	A Grade B laptop has a reasonable overall level of quality, which means it bears some wear and tear marks.	Ends in -08-B	Susceptible to surface pressure signals, dead pixels and small scratches, even when turned on.	Good condition, without defects or missing keys, but likely to present marks of use.	Functional battery.	The following defects are NOT supported on a Grade B laptop: Broken plastic parts or damaged interface ports. Traces of anti-theft stickers, but you can carry a faded area if a regular sticker has been removed.
Grade C	A Grade C laptop has a regular overall level of quality, which means it carries highly visible wear and tear marks. A Grade C laptop will inevitably present one or more of the following defects: Broken plastic parts, defective USB ports; At least one of them will always work. Remains of anti-theft stickers or other types of marks due to the removal of stickers.	Ends in -08-C	Pressure signals, dead pixels and scratches.	Used, but perfectly functional.	The battery usually works properly; However, it may be necessary to have the charger connected for the laptop to work.	A Grade C laptop will inevitably have one or more of the following defects: Broken plastic parts. Faulty USB ports; At least one of them will always work. Remains of anti-theft stickers or other types of marks due to the removal of stickers.

Refurbished computer equipment			
Desktops			
Degree	Description	Termination	Other comments
Grade A	A Grade A PC has a very good physical appearance, that is, it has few marks of use. A Grade A PC never includes a keyboard or mouse.	Ends in -08-A	On a Grade A PC are NOT supported: Broken plastic or defective ports. Marks left by alarm stickers (however, there may be small color differences in the housing).
Grade B	A Grade B PC has an acceptable physical appearance, that is, it may have slight marks of use. A Grade B PC never includes a keyboard or mouse.	Ends in -08-B	On a Grade B PC are NOT supported: Broken plastic or defective ports. Marks left by alarm stickers (however, there may be small color differences in the housing). A Grade B PC is likely to carry marks left by alarm stickers.
Grade C	A Grade C PC has a regular physical appearance, that is, it can present notable marks of use. A Grade C PC never includes a keyboard or mouse.	Ends in -08-C	A Grade C PC is likely to carry: Broken plastic parts. Faulty ports (however). Marks left by alarm stickers.

Refurbished computer equipment			
Tablets and mobiles			
Degree	Description	Termination	Other comments
Grade A	A tablet / mobile of Grade A presents very good physical appearance, that is, it presents few marks of use.	Ends in -08-A	On a Grade A tablet/mobile are NOT supported: Large scratches on the screen or housing.
Grade B	A Grade B PC has an acceptable physical appearance, that is, it may have slight marks of use.	Ends in -08-B	A Grade B tablet/mobile is likely to carry: Slight scratches on the screen and on the housing.
Grade C	A Grade C tablet/mobile has a regular physical appearance, that is, it can present notable marks of use.	Ends in -08-C	A Grade C tablet/mobile is likely to carry: Large scratches on the screen and on the case.