**Refurbishment Standards for Devices Sold on Our E-commerce Website**

At furbd we adhere to rigorous refurbishment standards to ensure that every refurbished device we sell meets the highest levels of quality, functionality, and customer satisfaction. Below are the key standards and processes we follow to refurbish our devices:

**1. Comprehensive Inspection and Testing**

* **Initial Assessment:** Each device undergoes a thorough inspection upon receipt. This includes checking for physical damage, assessing overall condition, and verifying that all parts are present.
* **Functional Testing:** We perform extensive hardware and software diagnostics to ensure that all components, including the CPU, GPU, memory, storage, ports, battery, and display, are functioning correctly.
* **Battery Health Check:** The battery is tested to ensure it retains a charge within acceptable limits. If the battery health is below our threshold, it is replaced.

**2. Data Sanitisation and Software Installation**

* **Data Wipe:** All previous data on the device is securely erased using industry-standard data destruction methods to protect the privacy of previous owners.
* **Operating System Reinstallation:** A fresh, licensed copy of the operating system is installed.
* **Software Installation:** Depending on the device type, essential software may be pre-installed. We ensure that the software is properly licensed and up to date.

**3. Component Replacement and Repair**

* **Replacement of Defective Parts:** Any defective or worn-out components, such as hard drives, memory modules, are replaced with new or certified refurbished parts that meet OEM specifications.
* **Quality Parts:** Only high-quality, compatible parts are used in the refurbishment process to ensure longevity and reliability.

**4. Cleaning and Detailing**

* **Internal Cleaning:** The interior of the device is cleaned to remove dust, debris, and any residue that may impact performance.
* **External Cleaning:** The exterior of the device is thoroughly cleaned and disinfected. Any stickers, residue, or marks are removed to ensure a polished appearance.
* **Accessory Inspection:** All accessories, such as chargers and cables, are inspected for functionality and cleanliness. Damaged accessories are replaced with equivalent items.

**5. Final Quality Control**

* **PAT testing:** All adapters, power cables are PAT tested to ensure they meet the required electrical safety standards
* **Final Inspection:** Before being approved for sale, each device undergoes a final inspection. This includes rechecking all functions, verifying that all refurbishments were successful, and ensuring the device meets our quality standards.
* **Packaging:** Devices are securely packaged in protective materials to prevent damage during shipping. They are accompanied by essential accessories.
* **Documentation:** Each device includes a full test report, giving a full breakdown of all components tested, including the battery, CPU, memory, confirming that it has passed our quality control standards.

**6. Warranty and Customer Support**

* **Warranty:** All refurbished devices come with a 3-month limited warranty, covering defects in materials and workmanship.
* **Customer Support:** We offer customer support to assist with any issues or questions regarding your refurbished device. Our support team is available through ask@furbd.org.uk

**7. Environmental Commitment**

* **Sustainable Practices:** We prioritise sustainability by refurbishing devices that would otherwise contribute to electronic waste. Our processes are designed to minimise environmental impact, including recycling and responsibly disposing of non-reusable components.
* **Eco-Friendly Packaging:** Where possible, we use recyclable materials for packaging and minimise the use of plastics.

By following these refurbishment standards, furbd ensures that our customers receive reliable, high-quality refurbished devices that offer excellent value and performance.