

GUIDE TO THE RULES APPLICABLE TO NON-NEW PRODUCTS

**Second-hand or refurbished**

**Entry into force from 16 July 2020**

Cdiscount, in a concern of clarity towards the Purchaser and the Seller, and to improve the customer experience, wishes to inform you with this document of the conditions of sale of "Refurbished" or "Second Hand" products on its website [www.cdiscount.com](http://www.cdiscount.com).

It is recalled in the preamble that a refurbished product is a second-hand product which, unlike a second-hand product sold "as is", has been repackaged and/or refurbished, i.e. for example the replacement of the battery, the addition of compatible accessories etc...

Therefore, the publication of an offer by the Seller of a Product in a "Refurbished" state implies acceptance of these rules.

The non-new Products (in the list in Annex 1) which you might offer to sell should only be refurbished. Consequently, regardless of the qualification you would have given when submitting the offer, the requalification of the offer in a refurbished state will be done automatically by Cdiscount's information systems when it is put online.

Failure to comply with these rules will result in the withdrawal of the concerned offers.

**1. Seller's obligations on refurbished and non-new products**

Prior to any online offers of Reconditioned Product, the Seller must ensure directly or through a third party:

- a) That the product is:
  - 100% functional
  - Clean (e.g. no engraving, stickers, protective accessories...)
  - Has the required accessories as defined in point (c) where applicable
  - Is repackaged
  - Does not present any safety risk and complies with the regulations applicable to the product
  - Does not infringe any intellectual property rights
  
- b) Check-points:

Each Seller undertakes to carry out at least the following 15 check-points when applicable, in order to ensure their correct operation:

1. Button Functionality	2. Reset according to factory data (no personal data, geolocation, account data, etc.)
3. Unlocking any operator	4. Proximity sensor
5. Networks: Wifi/ Bluetooth/ 3G/ 4G Tel Network	6. Oxidation*

7. Screen (with no dead pixels)	8. Jack socket
9. Microphone and speakers	10. Touch ID
11. SIM card reader	12. Flash
13. Cameras	14. IMEI Code
15. Battery **	16. Connectors
17. Graphic card	18. Fan
19. Hard disk	20. Touchpad
21. Keyboard (operation & backlight)	

\*The Seller undertakes, in particular, to ensure that the oxidation tablets are checked and replaced if the Product has been opened.

\*\*The Seller undertakes to ensure that the battery capacity of the Product offered for sale reaches at least 80% of its nominal capacity.

All checkpoints and test results must be available to the Buyer at any time upon request.

c) Required accessories

All these accessories must be new. The accessories are either original or compatible with the product.

The charger is mandatory when selling a laptop, MP3/MP4, tablet.

The charger and headphones are mandatory when selling a smartphone.

**2. Obligation du Vendeur sur la présentation des produits Seller's obligation about products'presentation :**

When submitting his offer, the Seller shall take care to choose the state that corresponds to the aesthetic appearance of his product according to its category. You can refer to the descriptions on the Cdiscount website by clicking this link: <https://www.cdiscount.com/n-261273/pagesaurfixe/guide-du-reconditionne-cdiscount.html>.

**Annexe 1 : Categories of Refurbished products**

<b>Category Level 1</b>	<b>Category Level 2</b>
HOME APPLIANCES	BEAUTY – WELL-BEING
HOME APPLIANCES	HAIR
HOME APPLIANCES	FLOOR & HOME MAINTENANCE
HOME APPLIANCES	NAILS
HOME APPLIANCES	BREAKFAST - COFFEE
HOME APPLIANCES	COOKING
HOME APPLIANCES	HEALTH - HYGIENE
HOME APPLIANCES	SERVING – CONSERVATION
COMPUTER PRODUCTS	COMPONANT – SPARE PARTS
COMPUTER PRODUCTS	SCREEN – SPEAKER
COMPUTER PRODUCTS	DESKTOP COMPUTER
COMPUTER PRODUCTS	LAPTOP - NETBOOK
COMPUTER PRODUCTS	TABLET
VIDEO GAMES	CONSOLE & GAME ACCESSORIES
VIDEO GAMES	VIDEO GAMES ACCESSORIES – CONSOLE ACCESSORIES
VIDEO GAMES	CONSOLES
PHONES – GPS	PHONE ACCESSORIES
PHONES – GPS	SMART WATCH
PHONES – GPS	SMARTPHONE – MOBILE PHONE