

Grading Guide Education

Grading Overview

Acceptable for Trade-in

Devices that meeting the following criteria can be traded-in

- Device must power on and off and hold a charge
- Display issues such as scratches, cracks and chips on the screen glass are acceptable*
- Minor display issues are acceptable such as discolouration and minor screen burn*
- Scuffs and imperfections to the casing are acceptable
- All components must be original
- Engraved devices are acceptable

*The screen is the glass covering the display.
The display is underneath the glass - typically an LCD or OLED

Unacceptable for Trade-in

We cannot accept devices that meet the following criteria

- The device does not power on or hold a charge
- Unresponsive Touch Screen
- Any extent of screen bleeding, streaks or lines across the display*
- Catastrophic damaged to the casing
- Any missing casing or components integral to the device - not including Mac peripherals

*The screen is the glass covering the display.
The display is underneath the glass - typically an LCD or OLED

Customer data and locks

- The device is locked or associated with: iCloud, FMiP, Google Account, Apple Business Manager or Knox
- The devices are not screen locked, pin locked, passcode locked etc.

*If these can be removed remotely, we can retest the devices