



DETAILED GRADE AND CONDITION DEFINITIONS

ACRONYM DEFINITIONS

FRP	Factory Reset Protection – This is an account lock preventing a user from being able to use the phone. Example: iCloud Lock, Samsung Reactivation Lock, Google Account Lock, McAfee.
DIGI	Digitizer – The section of glass over the LCD that registers user input through capacitive touch.
IMEI	International Mobile Equipment Identity – This is a unique number assigned to each device similar to that of a vin number on a car.
CDMA	Code Division Multiple Access – Type of network protocol typically used in the US with carriers such as Verizon and Sprint.
GSM	Global System for Mobiles – Type of network protocol that is more globally excepted. AT&T and T-Mobile are carriers in the US that use this protocol.

Each device is powered on and initially checked for FRP lock. Customer data is immediately deleted. Devices are then further tested and divided into categories: PGL, PFD, PFL, PBD, and PBL. Within each category there are also subcategories that will give you more insight into the product. Each category and subcategory is color coded and those colors are placed on our asset tags to ensure our devices have been graded and sorted properly. We do not verify that the devices have OEM screens. Though it is uncommon, it is possible to receive devices with an after-market screen.

CATEGORIES

PGL Powers on has a good LCD and good glass. Units are tested for; LCD, Digitizer, Cracked Glass, Volume Buttons, Power/Lock Button, Home Button, Touch ID (iPhone Only), Charge Port, Cameras, Microphones, Speakers, Wi-Fi, Test Call (iPhone Only).

PFL Powers on, has good glass with an LCD that has minor faults such as small amounts of water damage, burn-in, minor backlight issues, or hotspots. Units are tested as extensively as the PGL units.

PFD Powers on has a good LCD with cracked glass. The touch screen still functions. Units are tested for; LCD, Digitizer, Volume Buttons, Power/Lock Button, Home Button, Touch ID (iPhone Only), Charge Port, Cameras, Microphones, Speakers, Test Call (iPhone Only).

PBD Powers on and has a good LCD but a portion or all of the digitizer does not work properly. Units are only tested for a good LCD and Charge Port.

PBL Powers on and has a damaged LCD such as severe water damage, hotspots, LCD bleed, bad backlight or no display. The glass may or may not be intact. We only test to verify that these units power on.

SUBCATEGORIES

IMEI We checked the IMEI on the phone and it is not able to be activated on its original carrier or is still under carrier financing or blocked for use with that carrier.

AL FRP is enabled on the device. In its current state, it cannot be activated by any carrier.

NB Device uses an external battery but does not have one included. It may or may not have a battery door.

ID Device has a fingerprint sensor that is not functioning properly.

NS Device has failed a test call. In its current state, it cannot successfully make a phone call.



PGL – Power on, Good LCD

This is our highest grade of product which receives the most extensive level of testing. PGL units have a fully functional screen. They are tested for good LCD, digitizer, cracked glass, image burn, color delamination, volume buttons, power/lock button, home button, Touch ID (iPhone Only), front and rear cameras, microphones, speakers, charge ports, Face ID (iPhone Only), Wi-Fi, and test calls (iPhone Only). We do not currently test Bluetooth, wireless charging functions, or battery health/charge capacity.



WHAT CONSTITUTES AN RMA FOR A PGL DEVICE.

A. THE LCD IS BROKEN. FOR EXAMPLE:

1. No display
2. Bleed
3. Severe burn-in
4. Water damage
5. Severe discoloration
6. Three or more hot spots
7. Cracked glass
8. Non-responsive touch screen

B. NO POWER, SOFTWARE ISSUE, OR FRP

1. The device does not turn on.
2. Unit boot loops or never fully boots.
3. The unit has FRP enabled where it was not indicated.

C. NETWORK ISSUES

1. Failed Test Call (iPhone Only)

WHAT DOES NOT CONSTITUTE AN RMA FOR A PGL DEVICE.

A. COSMETICS. FOR EXAMPLE:

1. Unit housing with a minor crack. Units with minor imperfections or cracks are considered good.
2. Unit housing with a minor bend. Units with a slight bend are considered good. We will not send out units with severe cracks, bends, or units where a crack or bend affects functionality.
3. A minor burn-in only noticeable on a white screen. A slight burn-in defect will be considered a good LCD.
4. An LCD with two or less hot spots.
5. Minor discoloration or light shadowing only visible on a white screen.
6. Pitting to the exterior corners of the glass.
7. Cracked or missing glass on the back housing of the phone.
8. Crack to the camera glass on the back.
9. Cosmetic wear to the buttons. All units will contain buttons but will vary in the cosmetics.
10. Custom ROM's, firmware, jailbroken or rooted devices.
11. Devices that have a bad ESN/IMEI unless sold as verified good. All T-Mobile and Sprint phones are checked for Financed or Blocked status.
12. The device has an aftermarket screen.



PFL – Power on, Flawed LCD

PFL product powers on with an LCD that has either image burn-in, or hot spots on a white screen. The glass is not cracked or delaminating. This is our second highest grade of product and receives our most extensive level of testing. They are tested for good LCD, digitizer, cracked glass, image burn, color delamination, volume buttons, power/lock button, home button, Touch ID (iPhone Only), front and rear cameras, microphones, speakers, charge ports, Face ID (iPhone Only), Wi-Fi, and test calls (iPhone Only). We do not currently test Bluetooth, wireless charging functions, or battery health/charge capacity.



WHAT CONSTITUTES AN RMA FOR A PFL DEVICE

A. THE LCD IS BROKEN. FOR EXAMPLE:

1. No display
2. Bleed
3. Cracked glass
4. Severe discoloration
5. Non-responsive touch screen

B. NO POWER, SOFTWARE ISSUE, OR FRP

1. The device does not turn on.
2. Unit boot loops or never fully boots.
3. The unit has FRP enabled where it was not indicated.

C. NETWORK ISSUES

1. Failed Test Call (iPhone Only)

WHAT DOES NOT CONSTITUTE AN RMA FOR A PFL DEVICE?

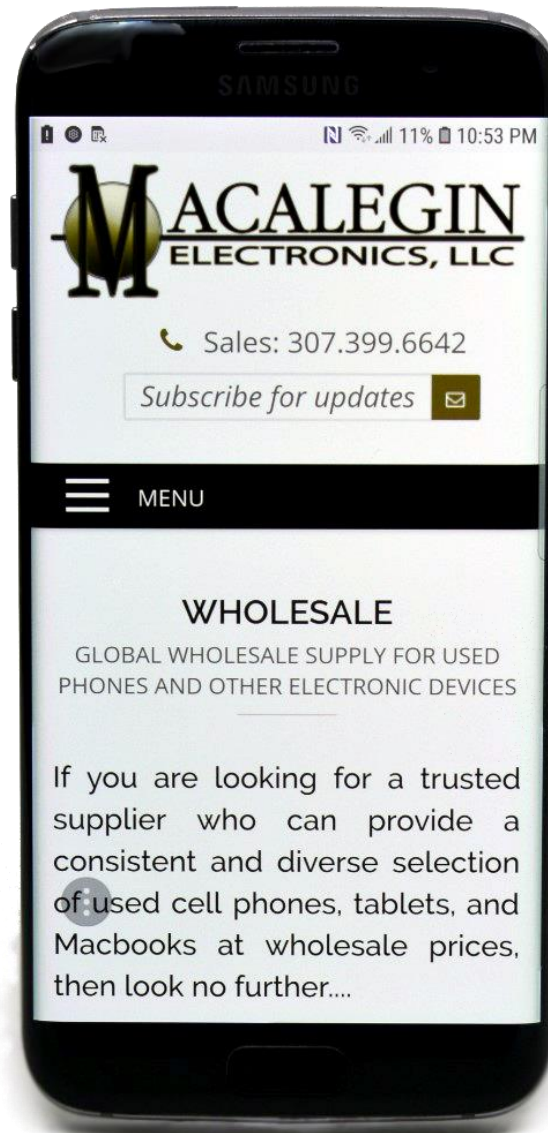
A. COSMETICS. FOR EXAMPLE:

1. Unit housing with a minor crack. Units with minor imperfections or cracks are considered good.
2. Unit housing with a minor bend. Units with a slight bend are considered good. We will not send out units with severe cracks, bends, or units where a crack or bend affects functionality.
3. Burn In.
4. An LCD with hot spots or small black dots (Samsung Screens).
5. Discoloration or shadowing.
6. Pitting to the exterior corners of the glass.
7. Cracked or missing glass on the back housing of the phone.
8. Crack to the camera glass on the back.
9. Cosmetic wear to the buttons. All units will contain buttons but will vary in the cosmetics.
10. Custom ROM's, firmware, jailbroken or rooted devices.
11. Devices that have a bad ESN/IMEI unless sold as verified good. All T-Mobile and Sprint phones are checked for Financed or Blocked status.
12. The device has an aftermarket screen.



PFD – Power on, Functional Digi

PFD product powers on with a good LCD. The glass is either cracked or has delamination or air pockets between the glass and LCD. Some units may also have very light image burn. We do test other functionality, but these devices may have a higher ratio of secondary issues than our PGL or PFL product.



WHAT CONSTITUTES AN RMA FOR A PFD DEVICE?

A. THE LCD IS BROKEN. FOR EXAMPLE:

1. No display
2. Bleed
3. Severe burn-in
4. Water damage
5. Severe discoloration
6. Multiple hot spots
7. Non-responsive touch screen

B. NO POWER, SOFTWARE ISSUE, OR FRP

1. The device does not turn on.
2. Unit boot loops or never fully boots.
3. The unit has FRP enabled where it was not indicated.

C. NETWORK ISSUES

1. Failed Test Call (iPhone Only)

WHAT DOES NOT CONSTITUTE AN RMA FOR A PFD DEVICE?

A. COSMETICS. FOR EXAMPLE:

1. Unit housing with a crack. Units with minor imperfections or cracks are considered good.
2. Unit housing with a bend. Units with a slight bend are considered good. We will not send out units with severe cracks, bends, or units where a crack or bend affects functionality.
3. A minor burn-in only noticeable on a white screen. A slight burn-in defect will be considered a good LCD.
4. An LCD with two or less hot spots.
5. Minor discoloration or light shadowing only visible on a white screen.
6. Cracked or missing glass on the back housing of the phone.
7. Crack to the camera glass on the back.
8. Cosmetic wear to the buttons. All units will contain buttons but will vary in the cosmetics.
9. Custom ROM's, firmware, jailbroken or rooted devices.
10. Devices that have a bad ESN/IMEI.
11. The device has an aftermarket screen.



PBD – Power on, Bad Digi

PBD product powers on with a visibly good LCD. The digitizer either has no function or partial function. Glass may or may not be cracked or delaminating. These units are only tested for a good LCD and charge port. We do not test or guarantee other functions or parts of the phone.



WHAT CONSTITUTES AN RMA FOR A PBD DEVICE?

A. THE LCD IS BROKEN. FOR EXAMPLE:

1. No display
2. Bleed
3. Severe burn-in
4. Water damage
5. Severe discoloration
6. Multiple hot spots

B. NO POWER, SOFTWARE ISSUE, OR FRP

1. The device does not turn on.
2. Unit boot loops or never fully boots.
3. The unit has FRP enabled where it was not indicated.

WHAT DOES NOT CONSTITUTE AN RMA FOR A PBD DEVICE?

A. COSMETICS. FOR EXAMPLE:

1. Unit housing with an obvious crack.
2. Unit housing with an obvious bend.
3. Cracked or missing glass on the back housing of the phone.
4. Crack to the camera glass on the back.
5. Cosmetic wear or missing buttons.
6. Custom ROM's, firmware, jailbroken or rooted devices.
7. Devices that have a bad ESN/IMEI.
8. The device has an aftermarket screen.



PBL – Power on, Bad LCD

PBL product has either a broken LCD with no display or has what we call a “double whammy”. This is a device with broken or delaminating glass and image burn. In most cases the LCD is still visible but because it fails in 2 categories we consider it to be a PBL unit. We do not test or guarantee other functions or parts of the phone.



WHAT CONSTITUTES AN RMA FOR A PBL DEVICE?

A. NO POWER, SOFTWARE ISSUE, OR FRP

1. The device does not turn on.
2. Unit boot loops or never fully boots.
3. The unit has FRP enabled where it was not indicated.

WHAT DOES NOT CONSTITUTE AN RMA FOR A PBL DEVICE?

A. COSMETICS. FOR EXAMPLE:

1. Unit housing with an obvious crack.
2. Unit housing with an obvious bend.
3. Cracked or missing glass on the back housing of the phone.
4. Crack to the camera glass on the back.
5. Cosmetic wear or missing buttons.
6. Custom ROM's, firmware, jailbroken or rooted devices.
7. Devices that have a bad ESN/IMEI.
8. The device has an aftermarket screen.



RETURN POLICY

Our return policy does not allow for items to be returned due to buyer remorse. All items are sold as stated and will only be eligible for return as stated in both the condition and model discrepancy.

Discrepancies

1. **Condition Discrepancy**- Items received in a condition that differs from the condition they were sold are subject to either a partial credit, return, or repair. Warranty period is 10 days from the receipt of goods.
2. **Model Discrepancy**- Items received that are not the stated purchased model are subject to either a partial credit, return, or repair. Warranty period is 10 days from the receipt of goods.

Process

1. **Notification**- Customer agrees to notify Macalegin Electronics of any discrepancies within 5 days of receipt. Customer agrees to provide serial or asset tag numbers of any phones in question. Customer agrees to provide pictures as requested. If the serial number or asset tag are missing, the internal IMEI of the device must match the IMEI in our database.
2. **Credit/Return/Repair**- Macalegin Electronics reserves the right to handle a discrepancy with either a return for credit, return for repair, or administering a partial credit to offset the discrepancy. Each situation will be handled on a case by case basis between the customer and Macalegin Electronics.
3. **Time**- Macalegin Electronics will administer credits in the following time frame:
 - a. **Partial Credit**- If a partial credit is awarded Macalegin will post the credit to the customer's balance sheet within 24 hours after the devices in question have been processed.
 - b. **Return**- Macalegin Electronics reserves the right to test and confirm the discrepancy as stated by the customer within a period of 7 business days. Upon confirmation, Macalegin Electronics will post a credit for the returned items within 5 business days of confirmation. Items that are not found to fall within the return policy will be returned to the customer.
 - c. **Repair**- Macalegin Electronics reserves the right to test and confirm the discrepancy as stated by the customer within a period of 7 business days. Upon confirmation, Macalegin Electronics will begin the repair process on the devices. All repaired items will be returned to the customer at no cost. Items that are deemed to be unfixable will be fully credited to the customer's account within 5 business days of final confirmation.