

Assurant's CPO Device Grading Guide

High-quality devices backed by
expert grading and a 6-month
extended warranty



ASSURANT®

We're so confident in our grading quality that we offer a **six-month warranty with all our CPO devices.**

The **No. 1** concern that stops consumers from buying used devices is fear that the device won't work as expected.

A recent Assurant study found that consumers are up to 60% more likely to purchase a used device if: (1) there were an extended warranty option and (2) their phone were certified after passing a rigorous quality inspection. That's where Assurant comes in.

With more than 350K square feet across three Assurant Device Care Centers, our facilities house:

- World-class automation to improve grading accuracy
- **2,000+** experienced graders
- **13M phones** sold annually and **21M+** processed every year
- The industry's top CPO device grading capabilities

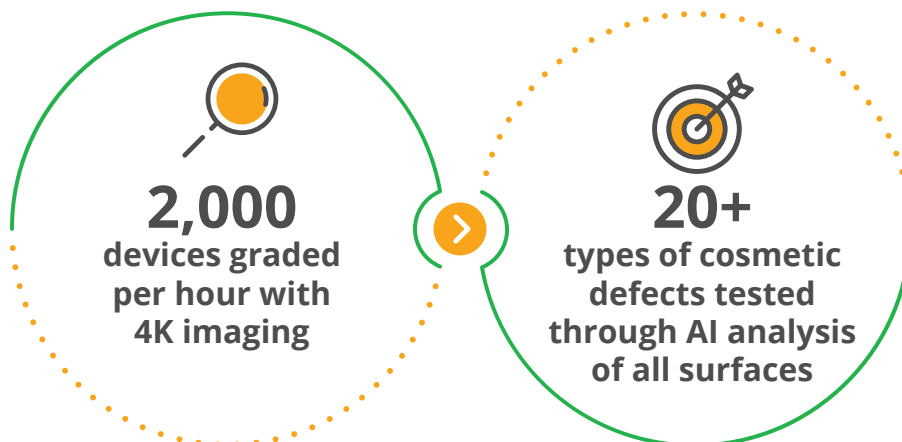
Our teams and technology work together to ensure every device is meticulously evaluated for cosmetic and functional quality, cleaned and repaired as needed, and assigned an accurate grade before being resold.



How to Choose the CPO Devices That Are Right You

Through our highly automated and meticulous grading process, Assurant is able to grade more than 2,000 devices per hour. We quickly and accurately perform a series of cosmetic and functional tests to assign each device a grade, helping you ensure the quality of your purchases. And our six-month functional warranty gives your buyers the extra assurance they need to feel confident purchasing a certified pre-owned device.

Device Grades	Cosmetic Standard	Battery Health	Functional
Like New	Pristine condition with minimal signs of use. No aftermarket parts used.	80%+	<ul style="list-style-type: none"> Comprehensive testing to ensure device is fully functional 6-month functional warranty Data cleaned and data wiped
Premium	Excellent cosmetic condition with only minor cosmetic wear and tear. No aftermarket parts used.	80%+	<ul style="list-style-type: none"> Comprehensive testing to ensure device is fully functional 6-month functional warranty Data cleaned and data wiped
Consumer Ready	Good cosmetic condition with minor cosmetic wear such as light scratches or other blemishes. No aftermarket parts used.	80%+	<ul style="list-style-type: none"> Comprehensive testing to ensure device is fully functional 6-month functional warranty Data cleaned and data wiped
Consumer Friendly	Average cosmetic condition with defects across all surfaces, including pin dots and scuffs; no lifting screen or foreign material under screen or camera. Aftermarket parts may be used.	75%+	<ul style="list-style-type: none"> Comprehensive testing to ensure device is fully functional 6-month functional warranty Data cleaned and data wiped



Here's What Devices in Each Grade Could Look Like

Phone Grades

Like New



Premium



Here's What Devices in Each Grade Could Look Like

Phone Grades

Consumer Ready



Consumer Friendly



Functional Grading

Expert technicians use Assurant's proprietary software to evaluate each device's internal system, volume, camera, and pixel function. More than 50 functional tests are performed before a final grade is assigned, including testing to ensure the phone's battery life extends to at least 75%.

Tests	Platform Cosmetic Standard	
Permissions	Apple	Android
Wireless Charger	Apple	Android
Dead Pixels	Apple	Android
Burn-In/ Bruising	Apple	Android
Touch Screen	Apple	Android
Earpiece	Apple	Android
Speakers	Apple	Android
Headsets	Apple	Android
Headset Button	Apple	Android
Headset Record	Apple	Android
Headset Remove	Apple	Android
Power Button		Android
Volume Button	Apple	Android
Mute Switch	Apple	
Screen Capture	Apple	
Touch ID	Apple	
Face ID	Apple	Android
Bixby Key	Apple	
Fingerprint	Apple	
Microphone Manual	Apple	Android
Motion Sensor	Apple	Android
Proximity Sensor	Apple	Android
NFC Scanner	Apple	Android
Vibrate	Apple	Android
S Pen Remove		Android

Tests	Platform Cosmetic Standard	
S Pen Button		Android
S Pen Paint		Android
S Pen Insert		Android
SS-MegaCam Test		Android
SIM Card Present	Apple	Android
SD Card Present		Android
SIM Card Remove		Android
SIM Card Absent	Apple	Android
SD Card Absent		Android
Back Camera	Apple	Android
Front Camera	Apple	Android
Battery Info	Apple	Android
Battery Charge	Apple	Android
GPS	Apple	Android
Compass	Apple	Android
Barometer	Apple	Android
Light Sensor	Apple	Android
Backlight	Apple	Android
Wi-Fi	Apple	Android
Bluetooth	Apple	Android
Device Internal Reading		
Battery Health	Apple	
MDM Lock	Apple	Android
Rooted Device	Apple	Android
OEM Part Validation	Apple	



**Learn more about
Assurant's high-quality
grading process that
leverages automation
and human expertise
to deliver you certified
pre-owned devices
backed by warranties.**

