

Product Condition Classification

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Used Product Classifications

The following condition standards apply to all returned, inspected, and removal inventory unless otherwise specified by a client-specific SOP.

Condition	Description	SKU Format
Used - Like New (ULN)	• Broken seal or open box. • No visible wear or damage. • Fully functional. • All original packaging, manuals, and accessories present. • Components appear unused.	[Original SKU]_ULN
Used - Very Good (UVG)	• Minor cosmetic imperfections. • May contain faint scratches or minor handling marks. • Fully functional. • Accessories may show minor wear. • Packaging may be repackaged.	[Original SKU]_UVG
Used - Good (UGD)	• Noticeable cosmetic wear. • May contain scratches, scuffs, or small dents. • Fully functional. • Packaging may be damaged, incomplete, or replaced. • Accessories may be incomplete, replaced, or show wear.	[Original SKU]_UG

Condition	Description	SKU Format
Used - Acceptable (UAC)	• Heavy cosmetic wear. • May contain deep scratches, dents, or heavy scuffing. • Item remains functional. • Non-essential components may be missing if documented. • Packaging is typically damaged, missing, or replaced.	[Original SKU]_UA

Condition Decision Matrix

Inspection Result	Condition
Open box, appears unused, complete	ULN
Minor cosmetic imperfections, fully functional	UVG
Noticeable wear, fully functional	UGD
Heavy wear, still functional	UAC

Note: When evaluating a unit, functionality always takes priority over cosmetic condition. A non-functional item must be classified as Damage regardless of cosmetic appearance.

Damage Or Wrong Product Classification

Condition	Description	SKU Format
Damage (D)	• Not functional. • Significant physical damage. • Missing essential components. • Fails inspection for resale under any used condition grade.	[Last 5 of UPC or EAN]_D_[INBOUND ID]
Wrong Item (WI)	• Received item does not match expected inventory. • Item does not exist in inventory. • Condition is not evaluated. • Item requires client review or identification.	[Last 5 of UPC or EAN]_WI_[INBOUND ID]

Condition Decision Matrix

Inspection Result	Condition
Not functional or missing essential components	D
Incorrect product received	WI