

## Faulty Stock

Fonehouse Services Grading	
<b>Minor Fault</b>	<ul style="list-style-type: none"> <li>• Battery health below 80%.</li> <li>• Cracked back glass.</li> <li>• Cracked front glass.</li> <li>• Faulty LCD.</li> <li>• LCD burn / halo / dead pixels.</li> <li>• Faulty digitizer.</li> <li>• Cracked camera lens.</li> <li>• Faulty camera module (front / back / flash /proximity sensor).</li> <li>• Faulty microphones.</li> <li>• Faulty buttons.</li> <li>• Faulty vibration.</li> <li>• Non-Genuine parts.</li> </ul>
<b>Major Fault</b>	<ul style="list-style-type: none"> <li>• Faulty Face ID / Fingerprint Sensor.</li> <li>• Bootlooping.</li> <li>• Any/all IC faults.</li> <li>• Faulty accelerometer.</li> <li>• Faulty connectivity (WiFi / Bluetooth / Network).</li> <li>• Faulty SIM reader.</li> <li>• Demo Unit.</li> <li>• Powers on, unable to test.</li> <li>• 2 or more faulty speakers (excludes earspeaker, earspeaker fail is an instant major - <u>iPhone only</u>).</li> <li>• Faulty charging port.</li> <li>• Knox Void.</li> </ul>
<b>BER</b> (Beyond Economical Repair)	<ul style="list-style-type: none"> <li>• Not powering on.</li> <li>• Signs of water damage.</li> <li>• Missing parts.</li> <li>• iCloud Locked.</li> <li>• Blacklisted.</li> <li>• MDM Locked.</li> </ul>

All faulty grading is **exclusive** of cosmetic condition.

Devices within a grade may contain faults found at a better grade, but will not contain any faults from worse grades:

- An item in 'Minor Fault' will have at least 1 minor fault, and will have no faults found in 'Major Fault' or 'BER'.
- An item in 'Major Fault' will have at least 1 major fault, and may have minor faults.
- An item in BER will have at least 1 BER fault, and may have major and minor faults.