

GRADING GUIDE



mercantile 

Mercantile Pacific Asia Pte. Ltd.
(Singapore) - 11, Jalan Mesin,
#06-00 Standard Industrial Building,
Singapore 368813



ABOUT US

Mercantile is one of the largest suppliers of new and pre-owned mobile devices in the world with more than **20+ years of experience**. We are known for a consistent, quality, and authentic supply of pre-owned devices, having processed more than **100,000 devices**. We ship to **75+ countries** while contributing to redefining the standards of the circular economy and distribution of mobile phones.



COSMETIC FUNCTIONALS



P1 + COSMETIC FUNCTIONAL.



Back Glass

- Minor scratches
- No Chips
- No Cracks

Front Glass

- Very minor hair line Scratch
- No Chips
- No Cracks

Housing

- Very minor hair line Scratch
- No Dents/ Dings

Warranty List

- Fully warranty with no functional fault.



No Trace Impacts

P2+ COSMETIC FUNCTIONAL.



Back Glass

- Few scratches
- No Chips
- No Cracks

Front Glass

- Few scratches
- No Chips
- No Cracks

Housing

- Minor Scratches
- Non Obvious Dents/ Dings

Warranty List

- Fully warranty with no functional fault.



Very Minor Scatches

P3+ COSMETIC FUNCTIONAL.



Back Glass

- Heavy scratches
- Corner Chips
- Minor Cracks

Front Glass

- Heavy scratches
- Corner chips Chips
- No Cracks

Housing

- Few Scratches
- Few Dents/ Dings

Warranty List

- Fully warranty with no functional fault.



Slight Indentation

P4+ COSMETIC FUNCTIONAL.



Back Glass

- Heavy scratches
- Corner Chips
- Minor Cracks

Front Glass

- Heavy scratches
- Corner chips Chips
- No Cracks

Housing

- Multiple Scratches
- Few Dents/ Dings

Warranty List

- Fully warranty with no functional fault.



Several scartches on housing
Several chips on the chassis



RMA POLICY





We want you to be completely satisfied with your purchase of a used iPhone from us. If for any reason you are not satisfied with your purchase, you may be eligible for a return under our RMA (Return Merchandise Authorization) policy.

To be eligible for a return, the phones must meet the following criteria:

- The phone must be returned in the same condition with warranty sticker, IMEI sticker intact on the phone.
- The phone must be returned inside the same primary packaging with grading sticker/ any other mercantile label as sold during the sale.
- The phone should not have been tampered with at any level.
- The phone should not have undergone any wear/ tear/ scratches – any deterioration with respect to physical condition/ cleanliness/ exposure to moisture/ corrosive/ othersubstances.

If the iPhone meets all the above criteria, you may request an RMA by contacting our customer service team within 30 days of the date of purchase. The RMA request will be reviewed and approved or denied based on the condition of the iPhone. If the RMA request is approved, you will be provided with instructions on how to return the iPhone to us. The iPhone must be returned in its original packaging, with all included accessories, and in the same condition in which it was received. We reserve the right to refuse returns that do not meet these requirements. Once the returned phones have been received and verified to meet the above criteria, a CN will be issued to the customer within 5-7 business days. Please note that shipping and handling fees are non-refundable.

If the iPhone is returned to us and found to not meet the above criteria, the RMA request will be denied, and the phones will be returned to the customer at their expense. Thank you for choosing to purchase a used iPhone from us, and we hope that you are completely satisfied with your purchase. The RMA policies are subject to change with time and without prior notice. Please reach out Mercantile team for latest policy document. If you have any questions about our RMA policy or the return process, please don't hesitate to contact our customer service team for assistance.

GRADE A - P1+

Warranty Excluded

At our company, we prioritize quality control to ensure accurate grading of all devices. While we strive to prevent any errors in cosmetic grading, we recognize that mishandling by customers can sometimes result in minor scratches or scuffs. Therefore, cosmetic claims are generally not entertained, but we will consider such cases on a case-by-case basis, considering the customer's history and relationship with us. We appreciate your understanding in this matter and strive to provide the best possible service to all our customers.

Warranty Included

The warranty terms cover all iPhone functions that are relevant to day-to-day use and exclude any non-essential functions. Please refer to the general warranty terms for more information. Please note that Mercantile team reserves all rights, and warranty claims are only valid within 30 days of the invoice date, unless stated otherwise in the invoice, PI, or official email communication.

- All buttons working
- All Cameras – Picture, Video, zoom, etc. (No white paper test)
- Microphone
- Speaker
- Touch/ Face ID
- Power
- GPS connectivity
- Headphone Jack
- Voice memo recorder
- WLAN connection
- iOS activation check
- Accelerometer
- LCD screen – no dots, discoloration, line, missing pixel
- Charging port
- Location services
- iCloud account
- Barometer
- Device firmware NFC
- Gyroscope test
- Multi touch screencheck
- Vibration
- SIM reader test
- Complete device passcode unlock
- Proximity sensor
- SIM tray check
- Light sensor
- Complete factory reset
- 3D touch
- Bluetooth
- Rotation check
- Jailbroken check



GRADE B - P2+

Warranty Excluded

At our company, we prioritize quality control to ensure accurate grading of all devices. While we strive to prevent any errors in cosmetic grading, we recognize that mishandling by customers can sometimes result in minor scratches or scuffs. Therefore, cosmetic claims are generally not entertained, but we will consider such cases on a case-by-case basis, considering the customer's history and relationship with us. We appreciate your understanding in this matter and strive to provide the best possible service to all our customers.

Warranty Included

The warranty terms cover all iPhone functions that are relevant to day-to-day use and exclude any non-essential functions. Please refer to the general warranty terms for more information. Please note that Mercantile team reserves all rights, and warranty claims are only valid within 30 days of the invoice date, unless stated otherwise in the invoice, PI, or official email communication.

- All buttons working
- All Cameras – Picture, Video, zoom, etc. (No white paper test)
- Microphone
- Speaker
- Touch/ Face ID
- Power
- GPS connectivity
- Headphone Jack
- Voice memo recorder
- WLAN connection
- iOS activation check
- Accelerometer
- LCD screen – no dots, discoloration, line, missing pixel
- Charging port
- Location services
- iCloud account
- Barometer
- Device firmware NFC
- Gyroscope test
- Multi touch screencheck
- Vibration
- SIM reader test
- Complete device passcode unlock
- Proximity sensor
- SIM tray check
- Light sensor
- Complete factory reset
- 3D touch
- Bluetooth
- Rotation check
- Jailbroken check



GRADE C - P3+

Warranty Excluded

At our company, we prioritize quality control to ensure accurate grading of all devices. While we strive to prevent any errors in cosmetic grading, we recognize that mishandling by customers can sometimes result in minor scratches or scuffs. Therefore, cosmetic claims are generally not entertained, but we will consider such cases on a case-by-case basis, considering the customer's history and relationship with us. We appreciate your understanding in this matter and strive to provide the best possible service to all our customers.

Warranty Included

The warranty terms cover all iPhone functions that are relevant to day-to-day use and exclude any non-essential functions. Please refer to the general warranty terms for more information. Please note that Mercantile team reserves all rights, and warranty claims are only valid within 30 days of the invoice date, unless stated otherwise in the invoice, PI, or official email communication.

- All buttons working
- All Cameras – Picture, Video, zoom, etc. (No white paper test)
- Microphone
- Speaker
- Touch/ Face ID
- Power
- GPS connectivity
- Headphone Jack
- Voice memo recorder
- WLAN connection
- iOS activation check
- Accelerometer
- LCD screen – no dots, discoloration, line, missing pixel
- Charging port
- Location services
- iCloud account
- Barometer
- Device firmware NFC
- Gyroscope test
- Multi touch screencheck
- Vibration
- SIM reader test
- Complete device passcode unlock
- Proximity sensor
- SIM tray check
- Light sensor
- Complete factory reset
- 3D touch
- Bluetooth
- Rotation check
- Jailbroken check



GRADE D - P4+

Warranty Excluded

At our company, we prioritize quality control to ensure accurate grading of all devices. While we strive to prevent any errors in cosmetic grading, we recognize that mishandling by customers can sometimes result in minor scratches or scuffs. Therefore, cosmetic claims are generally not entertained, but we will consider such cases on a case-by-case basis, considering the customer's history and relationship with us. We appreciate your understanding in this matter and strive to provide the best possible service to all our customers.

Warranty Included

The warranty terms cover all iPhone functions that are relevant to day-to-day use and exclude any non-essential functions. Please refer to the general warranty terms for more information. Please note that Mercantile team reserves all rights, and warranty claims are only valid within 30 days of the invoice date, unless stated otherwise in the invoice, PI, or official email communication.

- All buttons working
- All Cameras – Picture, Video, zoom, etc. (No white paper test)
- Microphone
- Speaker
- Touch/ Face ID
- Power
- GPS connectivity
- Headphone Jack
- Voice memo recorder
- WLAN connection
- iOS activation check
- Accelerometer
- LCD screen – no dots, discoloration, line, missing pixel
- Charging port
- Location services
- iCloud account
- Barometer
- Device firmware NFC
- Gyroscope test
- Multi touch screencheck
- Vibration
- SIM reader test
- Complete device passcode unlock
- Proximity sensor
- SIM tray check
- Light sensor
- Complete factory reset
- 3D touch
- Bluetooth
- Rotation check
- Jailbroken check



mercantile 
THANK YOU!

