

REFURBISHED PHONE CHECKLIST



PRICE

Pay attention to the price difference between the refurbished phones and the brand new ones. Is the price now within your budget? Is the price competitive?

CONDITION

Generally, there are three grades of conditions: Grade A refurbished phones are sealed new or have very little wear. Grade B phones might have some scratches or mild damage. Grade C phones can have obvious signs of wear.



UPGRADE

Some refurbished phones are outdated. Does the reseller examine the product before they resell it to you? Is the hardware upgraded? Is it compatible with your current system?



WARRANTY

Many people overlook the importance of warranty on refurbished phones. This can save you a lot of trouble when you need it. Do the seller offer warranty? How long is the warranty? What's covered?



SUPPORT

If you are not a VoIP expert, make sure you have a support contact to ask when you encounter some issues during the installation or integration process.

