

Cosmetic Grading Standard

The A / B / C / D cosmetic rubric VIG LLC applies to refurbished devices — what each grade means, and the conditions under which graders inspect.

ENTITY	FACILITY	APPLIES TO	REVISION
VIG LLC	2630 Andjon Drive, Dallas, TX 75220	Refurbished devices, all categories	Rev A — June 2026

UNCONTROLLED WHEN PRINTED OR DOWNLOADED

1 The four grades

A

Grade A **LIKE-NEW**

Like-new condition. **No visible wear at arm's length** under standard inspection lighting. Screen, lid, palmrest, and chassis free of scratches, dents, and discoloration. Keyboard legends crisp; no shine on keycaps.

B

Grade B **LIGHT WEAR**

Light surface scratches visible on close inspection; **no dents**. Screen clean — free of scratches, pressure marks, and dead-pixel clusters visible in normal use. Minor keyboard shine acceptable.

C

Grade C **VISIBLE WEAR · FULLY FUNCTIONAL**

Noticeable scratches or dents on lid or chassis; **minor bezel blemishes** permitted. Display fully usable; cosmetic marks must not interfere with the image. Unit is **fully functional** — wear is cosmetic only.

D

Grade D **AS-IS / PARTS**

Heavy cosmetic wear — deep scratches, dents, or cracked housings/bezels. Routed to **as-is / for-parts** channels with condition disclosed. Never represented as a refurbished-grade working unit.

2 Inspection conditions

Grades are only comparable if every grader inspects the same way. Cosmetic grading at VIG is performed under fixed conditions:

CONDITION	REQUIREMENT
Lighting	Even, diffuse workbench lighting of at least typical office intensity (≈500 lux). No raking light or direct glare; the surface is tilted through the light to reveal scratches.
Viewing distance	Arm's length — approximately 24 in / 60 cm — for the grade call. Closer inspection is used to characterize defects, not to assign the grade.
Surfaces checked	Lid/top case, display and bezel, palmrest and keyboard, base, hinge area, and ports — each surface checked before the grade is recorded.
Screen check	Display inspected powered on (solid white and solid black fields) for scratches, pressure marks, and dead pixels, and powered off for surface marks.
Record	The grade (A/B/C/D) is recorded on the unit's cosmetic checkpoint with defect notes and photos where marks are grade-determining.

3 Grading is cosmetic only

ONE RUBRIC, ONE BAR FOR FUNCTION

Cosmetic grade describes appearance — nothing else. **All grades pass the same functional QC and the same data-sanitization verification.** A Grade C unit has met every functional test a Grade A unit has; the difference is purely cosmetic. Grade D units are sold as-is / for parts with condition disclosed, and like all material they are released only after data sanitization is verified per NIST SP 800-88 Rev. 1.

Cosmetic grading never substitutes for, and never waives, the functional test checklist or the per-serial wipe-log verification. Disputed or borderline grades are escalated to a QC supervisor, whose call is recorded on the checkpoint.

4 Related documents

- **VIG-QC-OVR-001** — Quality Control Program Overview (public).
- **VIG-QC-SOP-100** — Quality Control Procedures (client portal, controlled).
- **VIG-QC-FRM-103** — Inspection Clipboard Pack, including the Cosmetic Grade sheet (client portal, controlled).