




# VOXI REFURBISHED PHONES

November 2022

VOXI has not manufactured this device and it may not contain official OEM parts.

Phones are refurbished with care by our trusted partners: 

- TES AMM
- Ingram Micro
- New Way International
- Elite Mobile
- Unipart Logistics
- Tech Tigers
- PCS wireless
- Olympia

All refurbished devices have had a full diagnostic, visual check and deep clean by our partners. Each device has had a number of extensive tests performed, to ensure it is fully functional – checking the screen, battery, camera ensuring it is 100% fully functional. Cosmetic checks are performed to determine if the device is either like new or great.

**We're the UK's only network to offer a 24-month warranty on all refurbished phones purchased with monthly rolling data plans.**

Substantiation:

The below table details the warranty length of UK networks for refurbished phones. VOXI is the UK's only network to offer a 24-month warranty on all refurbished phones purchased with monthly rolling data plans no matter the grade.

	Refurbished Grade	Warranty Length	Source	Date Accessed
VOXI	Like New	24- Months	NA	NA
	Great	24- Months		
EE	Good As New	minimum of 12 months	<a href="#">Refurbished Phones   Good As New Phones &amp; Tablets   EE</a>	22/11/22
	Refurbished	minimum of 12 months		

O2	Like New	12 months	<a href="#">O2   Refurbished Phones and Second-hand Phones   Help &amp; Support</a>	
ID mobile	Refurbished	12 months	<a href="#">Refurbished Phones   Refurbished iPhones   iD Mobile Network</a>	
GiffGaff	Good	12 Months	<a href="#">giffgaff Handset Warranties   giffgaff</a>	22/11/22
	Very Good	18 Months		
	Excellent	18 Months		
	Like New	24 Months		
Smarty (reboxed)	Premium	12 Months	<a href="#">smarty (reboxed.co)</a>	22/11/22
	Great			
	Fair			

### VOXI Assured

Substantiation:

VOXI Assured: means that all refurbished devices had a full diagnostic, visual check and deep clean by our third party refurbished suppliers. Each device has had a number of extensive tests performed, to ensure it is fully functional – checking various components of the device, such as the screen, battery, camera ensuring it is 100% fully functional. Cosmetic checks are performed to determine if the device is either like new or great. More details on the checks on the below table. To find out more on the third party refurbished suppliers, see the relevant section below.

Refurbished phones are checked across the following components:						
Display test on:	Battery life test on:	Connectivity test on:	Camera test on:	Sensor test on:	Key tests on:	Audio tests on:
Touchscreen	Discharge	Wi-Fi connectivity	Rear camera for picture and video - focus	Proximity sensor	Hardware keys	Audio (inc. hands free mode)
Screen response	Minimum battery charge to 80%	Bluetooth connectivity	Rear camera for picture and video - quality	Ambient light	Power key	Headset port and sound
Multi-touch	Plug to the system (Data transfer)	Network connectivity	Camera flash	Gyroscope sensor	Volume up/ volume down	Speaker
Force touch		SIM card reading	Front camera for picture and video - focus	Accelerometer	Home key	Earpiece
Quality of the screen		Network connection	Front camera for picture and video - quality	Fingerprint	Mute key	Audio quality
LCD white/black		Call		Magnetometer		Microphone
LCD RGB				Mother board		

## Friendlier to the planet

### Buying a refurbished phone has a lower carbon footprint than buying a new one

Substantiation:

A lifecycle assessment study (Pamminger, R., Glaser, S. & Wimmer, W., *Modelling of different circular end-of-use scenarios for smartphones*. International Journal of Life Cycle Assessment (2021) 26:470-482) found that a refurbished phone (used for an average 1.93 years) can have a 55% lower contribution to climate change (or 'GWP') compared to a new phone (used for 2.5 years) (according to the study results shown on page 479).

Based on this study, buying and using a refurbished phone can be considered to be friendlier for the planet in comparison to buying and using a new phone, because it has a lower negative impact on climate change.

For a consumer-friendly report of the study [see here](#)

For the full study, see <https://link.springer.com/article/10.1007/s11367-021-01869-2#rightslink>



**Claim:**

**Which? Recommended Provider for Mobile Networks**

Substantiation:

VOXI has been recognised as a Which? Recommended Provider for Mobile Networks (April 2022). Which? is an independent consumer body and makes recommendations based exclusively on test and survey results. For more information, see [here](#).