

Product condition management

New¶

item_condition¶

Here, the rules apply to all categories except Clothes, Handbags and Accessories and Shoes.

- New - Clearance - 1001
- New - Stock clearance - 1002
- New - Product with defect - 1003
- New - Exhibition model - 1004
- New - Creation / Crafts - 1005
- New - Customer returns - 1006
- New - Off-label product- 1007

For the Clothes, Handbags and Accessories and Shoes categories.

- New without tag - Clearance - 4001
- New without tag - Stock clearance - 4002
- New without tag - Product with defect - 4003
- New without tag - Exhibition model - 4004
- New without tag - Creation / Crafts - 4005
- New without tag - Customer return - 4006
- New without tag - Off-label product - 4007
- New with tag - Clearance - 5001
- New with tag - Stock clearance - 5002
- New with tag - Product with defect - 5003
- New with tag - Exhibition model - 5004
- New with tag - Creation / Crafts - 5005

- New with tag – Customer return – 5006
- New with tag – Off-label product – 5007

Definition of each type of new item¶

- **Clearance:** Product initially stocked and put back on sale at a lower price than the original price, belonging to the following types: unsold, old collections, end of series or factory outlets.
- **Stock clearance:** Product sold for one of the following reasons: permanent cessation of activity, seasonal suspension of activity, substantial change in operating conditions.
- **Product with defect:** Product with a slight manufacturing defect that does not have the quality and/or performance expected of a new product of the same type.
- **Exhibition model:** Product often unpacked and sometimes used to display to customers for observation, trial or performance testing.
- **Creation / Craft:** Product manufactured or transformed in small quantities, either entirely by hand or using tools or mechanical means with the direct manual contribution of the craftsman.
- **Customer return :** Product that has recently been sold and returned to the seller in new condition but can no longer be sold at its original price because it has been unpacked or has damaged packaging.
- **Off-label product :** Product from which the brand has been removed before being put up for sale at a lower price than the original price.

Parent and children products¶

If the status of the parent product is New – Clearance, then all child products must also be New – Clearance.

Refurbished¶

In which categories?¶

The categories for which this value is available are :

- Computers
- Photos, Audio & Video
- Phone and smart devices (variation possible)
- Consoles (variation possible)
- Bikes
- DIY and tools work
- Gardening and plants

'item_condition'

- Refurbished – Very good condition – 6001
- Refurbished – Good condition – 6002
- Refurbished – Satisfactory condition – 6003

Refurbished parent and children's products

If the status of the parent product is Refurbished – Good condition, the child products may have different refurbished statuses. For example, the status of a child product could be :

Parent product: Refurbished - Very good condition
Children's product 1: Refurbished - Good condition
Children's product 2: Refurbished - Satisfactory condition

Grouping refurbished products in a single ad

We recommend grouping refurbished products into a single listing. For the buyer, it streamlines their user journey:

- **Search:** Instead of reviewing X ads from the same seller for an identical product during a search, they can view a single ad.
- **Customization:** Buyers will encounter a single ad with all available options and choices, providing a better customization selection to meet their needs.

For the professional, it simplifies catalogue management:

- Managing a single product with multiple characteristics instead of handling multiple items.

Second-hand¶

'item_condition'¶

- Very good condition
- Good condition
- Satisfactory condition