

Environmental Responsibility and Business Integrity Policy

Company Commitment

iGo Life Limited is dedicated to supplying high-quality, reliable, and fully compliant refurbished and used devices to global marketplaces, distributors, and end-users. We aim to achieve customer satisfaction, regulatory compliance, and sustainable business growth through consistent quality standards, rigorous testing, and ethical business practices.

Objectives

1. Ensure all devices meet or exceed industry-recognised standards for refurbished equipment.
2. Comply with marketplace requirements (e.g., Amazon Renewed, eBay Refurbished), OEM guidelines, and relevant UK/EU regulations (WEEE, GDPR, and environmental legislation).
3. Operate a transparent, robust testing, grading, and quality control system to ensure accuracy and build customer confidence.
4. Continuously improve processes through staff training, supplier audits, and customer feedback.
5. Promote environmental sustainability by responsibly extending the lifecycle of electronic devices.

Quality Standards

- Adherence to ISO 9001 (Quality Management Systems) and ISO 14001 (Environmental Management Systems) principles.
- Secure data erasure to ADISA, NIST 800-88 standards.
- Testing and refurbishment processes aligned with the Amazon Renewed Quality Charter, WEEE Directive and industry best practices.

Responsibility

Management ensures this policy is maintained and that all employees are aware of, understand, and apply its principles. Every staff member contributes to the quality of our products and services.

Environmental Responsibility and Business Integrity Policy

Device Testing, Diagnostics & Grading Process

1. Intake & Registration

Every device entering our facility is meticulously logged into our inventory management system, assigned by a unique identifier (IMEI; serial number; asset tag), and tracked by source and batch for full traceability. This rigorous approach ensures accountability and transparency at every stage of the device lifecycle.

2. Data Security & Erasure

We uphold the highest standards of data protection. All devices undergo secure data wiping to NIST 800-88 or ADISA-certified standards, with certificates of erasure generated and securely stored for compliance. Devices that cannot be wiped are physically destroyed, guaranteeing customer data is never at risk.

3. Device Testing, Diagnostics & Tools

iGo Life leverages Future Dial, a leading-edge diagnostic & DSE platform, to deliver fast, consistent, and fully auditable automated testing. This investment in technology ensures every device is evaluated to the same high standard, every time.

Automated Diagnostic Testing (FutureDial):

Key Automated Tests:

- **Bluetooth:** Confirms the device can reliably connect to and communicate with Bluetooth accessories.
- **Wi-Fi:** Validates stable connection to wireless networks, ensuring seamless connectivity for end users.
- **GPS:** Tests the device's ability to acquire and maintain accurate location data.
- **Motion Sensors:** Assesses accelerometer and gyroscope performance for applications requiring motion detection.
- **Barometer:** Verifies the presence and accuracy of the barometric sensor, important for advanced weather and fitness apps.
- **NFC:** Ensures tap-to-pay and contactless data transfer features function as intended.
- **Fingerprint Sensor:** Checks for fast, secure biometric authentication.
- **Proximity Sensor:** Ensures the device can detect nearby objects, critical for call and screen management.

Environmental Responsibility and Business Integrity Policy

- SIM Recognition: Confirms SIM card detection and network registration for reliable mobile service.
- Jailbreak/Root Detection: Identifies unauthorized modifications that could compromise security or performance.
- Battery Health: Measures battery capacity, charge cycles, and overall health to guarantee longevity.
- Advanced Battery Drain Test: Simulates intensive use to detect abnormal power consumption.
- AC/USB Charging: Verifies charging ports and circuitry for safe, efficient power delivery.

Manual Functional Testing

Our skilled technicians perform hands-on inspections and tests to catch issues automation may miss, ensuring a truly comprehensive assessment.

Manual Test Points:

- Screen: Inspects for cracks, dead pixels, discoloration, touch accuracy, and backlight uniformity using both visual and functional checks.
- Audio: Evaluates speaker clarity, microphone sensitivity, headset jack operation, and speakerphone performance.
- Camera/Video: Tests all camera functions (front/rear), flash, live preview, and both photo and video capture for image quality and responsiveness.
- Buttons & Keys: Checks every physical button (power, home, volume, etc.) for tactile feedback and reliable operation.
- Sensors: Verifies ambient light sensor (for auto-brightness), vibration motor, LID (Liquid Damage Indicator) sticker for water exposure, magnetometer (compass), face detection/Face ID, and LiDAR (if present) for advanced AR features.

Testing Tools & Visual Inspection

- Automated diagnostic software: FutureDial (primary).
- Battery cycle and health testers: Provide in-depth battery diagnostics.
- Standardised lighting and inspection stations: All visual inspections are performed under calibrated lighting, using magnification tools and high-resolution monitors. This enables detection of even the smallest cosmetic defects, such as micro-scratches or subtle discoloration.

Environmental Responsibility and Business Integrity Policy

- Compliance checklist: All inspectors follow a strict checklist to ensure grading and inspection is consistent, objective, and repeatable across all devices.

Our Commitment

iGo Life's investment in advanced diagnostic technology, continuous staff training, and robust process documentation demonstrates our unwavering commitment to quality, transparency, and customer satisfaction. We believe that every device we deliver should inspire confidence and delight in our customers.

4. Cosmetic Grading

Devices are visually inspected and graded:

- Grade A (Like New): Minimal/no signs of use, 100% functional
- Grade B (Very Good): Light wear, fully functional
- Grade C (Good): Noticeable wear, fully functional
- Grade D (Fair/For Parts): Heavy wear, minor faults, or not fully functional

5. Repairs & Refurbishment

- Defective components replaced with OEM or high-quality parts
- Battery and screen replacements performed by trained technicians
- Devices updated to the latest stable OS version
- Sanitised and packaged for resale

6. Quality Control & Approval

- Independent second-stage QA check
- Random batch sampling for additional assurance
- Packaging includes warranty information and grading label

7. Compliance & Documentation

- CE/UKCA markings applied where applicable
- WEEE-compliant recycling of non-repairable units
- Test logs and certificates retained for a minimum of 3 years

Device Testing & Refurbishment Process



Device Intake & Registration

Log IMEI, source, batch



Data Security & Erasure

- Wipe devices to NIST/ADISA standards
- Certificate issued
- Physical destruction if needed



Functional & Diagnostic Testing

- Automated tests (FutureDial)
- Manual tests
- Connectivity, sensors, battery, camera, audio, buttons



Visual Inspection & Cosmetic Grading

- Standardised lighting & inspection stations
- Grade A → D



Repairs & Refurbishment

- OEM/high-quality parts replacement
- Battery & screen replacement
- OS update, sanitisation & packaging



Quality Control & Approval

- Independent QA check
- Random batch sampling
- Warranty & grading label