

A man in profile, looking at a laptop in a server room. The background is dark with some blurred lights and equipment. The text is overlaid on a dark, semi-transparent area on the left side of the image.

Device Review Criteria

Each year, millions of devices are replaced even though they still work or could be repaired. Beyond the environmental impact, recycling is part of a circular economy approach: recovered materials are reused to manufacture new equipment. Recycling therefore means taking concrete action toward a more sustainable future. Discover our device evaluation criteria for responsible recycling and reuse.



proximus **NXT**

Fully functional and in perfect condition 100%

Power & Functionality

- The device powers on and off properly
- It charges and retains battery charge
- No functional defects identified in:
 - Audio
 - Camera
 - Screen (display)
 - Sensors
 - Connectivity
 - Ports and buttons

Customer Data & Lock Status

- No activation lock present, including:
 - iCloud / Find My iPhone (FMiP)
 - Google Account
 - Apple Business Manager
 - Administrator account
 - Samsung Knox

Cosmetic Condition

Touchscreen and Display

(The touchscreen refers to the glass you touch; the display is underneath – LCD or OLED)

- Surface scratches are acceptable
- The touchscreen is fully functional and readability is not affected
- The touchscreen does not lift or move when pressed
- The screen shows no cracks or fractures

Housing

- Minor scratches and light imperfections are allowed
- No cracks are accepted
- Custom engravings are accepted but result in a 50% reduction in value

Buttons

- No missing or replaced parts (as this may affect functionality, safety, or security)
- Scratches on buttons are acceptable

Note

This list is not exhaustive. Other defects identified during the evaluation may affect the device's eligibility or trade-in value.

Damaged 50%

✘ Unacceptable Defects

⚙️ Functional Defects

Any defect affecting the proper operation of the device, including:

- Audio
- Camera
- Screen (display)
- Sensors
- Connectivity
- Ports
- Buttons

👤 Cosmetic Defects

Touchscreen and Display

(The touchscreen refers to the glass you touch; the display is underneath – usually LCD or OLED)

- Chips or chipping around the touchscreen glass
- Cracks in the touchscreen glass
- Broken touchscreen glass
- Lifting or separation of the touchscreen glass (partial detachment)
- Presence of white spots or missing pixels
- Display discoloration, including:
 - Screen burn-in
 - Halo effect
 - Pink tint on the display

📦 Housing

- Cracked or missing housing

i Note

This list is not exhaustive. Other defects identified during the evaluation may result in device exclusion or affect its valuation.

Non-functional 0%

Power & Charging

- The device does not power on
- The device does not charge or does not hold a charge

Touchscreen & Display

(The touchscreen refers to the glass you touch; the display is underneath – usually LCD or OLED)

- Display not functioning
- Touchscreen not responsive

Buttons

- Buttons not functioning
- Missing button (power, volume, or Home button)

Customer Data & Lock Status

- Activation lock enabled, including:
 - iCloud / Find My iPhone (FMiP)
 - Google Account
 - Apple Business Manager
 - Administrator account
 - Samsung Knox
- Screen locked (PIN code, passcode, pattern, etc.)
- Unable to erase device data

Camera

- Camera not functioning
- Camera lens missing, cracked, or damaged

Cosmetic Defects – Display

- LCD smudging
- Lines on the LCD screen or dead pixels
- Cracked or broken LCD display

Housing & Battery

- Swollen battery
- ⚠️ Devices with a swollen battery must not be returned
- Any device received in this condition cannot be returned
- Missing housing

Note

This list is not exhaustive. Other defects identified during the evaluation may result in device rejection.