

# Seller Warranty Certificate

## For Products purchased on Back Market

**Effective date: July 2026**

*For orders before July 2026, please refer to the applicable version of the [Terms of Sale](#) and the [Seller Warranty](#)*

### 1. What is the Seller Warranty?

**The Seller Warranty is a free 12-month commercial warranty covering defects in materials and workmanship, provided by the Seller on top of your statutory rights under the law of England and Wales.**

Every product sold on Back Market comes with a free 12-month Seller Warranty, provided directly by the Seller (the "Seller Warranty"). This warranty covers defects in materials and workmanship from the delivery date onwards. It sits on top of your statutory rights under the law of England and Wales, not instead of them.

The capitalized terms in this Seller Warranty have the meaning assigned to them (i) in this Seller Warranty when they are defined, or (ii) when they are not defined in this Seller Warranty, in the [Terms of Sale](#). In this document, "you" and "your" refer to the Buyer.

#### ***At a glance: Seller Warranty on Back Market***

| Item                                                                               | Timeframe                                                                       |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------|
| <b>Seller Warranty duration</b>                                                    | 12 months from delivery (or longer if specified by Seller on the Product Sheet) |
| <b>Response to warranty claim</b>                                                  | Within 24 hours (excl. weekends and public holidays)                            |
| <b>Return label provided</b>                                                       | Within 1 business day                                                           |
| <b>Repair or replacement</b>                                                       | Within 5 business days of receiving the product                                 |
| <b>Repair or replacement for large/heavy products (30kg+ or 1.5m+) and e-bikes</b> | Within 30 days of receiving the product                                         |

## 2. How long is the Seller Warranty?

**12 months from the delivery date.**

## 3. How much does the Seller Warranty cost?

**Nothing!**

The Seller Warranty is provided free of charge and in addition to any statutory rights you already hold.

## 4. What does the Seller Warranty cover?

**All defects in materials and workmanship that appear within 12 months from delivery.**

The Seller warrants that the Product is free from defects in materials and workmanship for 12 months from the delivery date. This warranty is in addition to your statutory rights.

Under the Seller Warranty, you benefit from:

- **A timely response:** an answer to a warranty claim within **24 hours** (excluding weekends and public holidays);
- **Free return shipping:** once you submit a warranty claim via your customer account, a free return label will be provided to you within one (1) business day. All return shipping costs are covered by the Seller, including the costs of sending the repaired or replacement Product;
- **A timely repair or replacement:** the Seller will provide a repair or replacement within five (5) business days of receiving the returned Product(s). For logistical reasons, for large or heavy Products (i.e. Products weighing more than 30 kg or with dimensions of more than 1,5 m) and electric bikes, the Seller has 30 days from the receipt of the Product(s) to offer a replacement or repair solution. Reimbursement will be offered only when repair or replacement of the Product is not possible. In such a case, you may return the Product and receive a full reimbursement, or keep the Product and receive a partial reimbursement.

## 5. What is excluded from the Seller Warranty ?

**Oxidation, breakage, unauthorised manipulation, abnormal use, negligence, and normal wear and tear.**

The Seller Warranty is excluded in the following cases:

- when the Product is oxidized or broken (e.g., water damage, cracked screen from a drop, ...);
- when one or more of the components of the Product have been manipulated by you or a third party not authorized by the Seller (e.g., third-party screen replacement, battery swap, modification of internal components by you or a third party, ...);
- when the use of the Product by you exceeds a so-called normal use, i.e. a use usually expected from a similar product (e.g., using a consumer laptop as a 24/7 server, ...);
- in case of negligence or lack of maintenance of the Product by you, or in case of an accident occurring after the delivery of the Product (e.g., dropping the product, scratches from poor handling, spilling liquid on it, ...).

In addition, normal wear and tear of the Product is not covered by your statutory rights nor by the Seller Warranty (e.g., gradual battery degradation, minor cosmetic scuffing over time).

## 6. How to make a Seller Warranty claim on Back Market?

**Log into your Back Market customer account, click "Get help" on the relevant order, and follow the instructions. You will receive a free shipping label.**

To exercise your warranty rights, log into your Back Market customer account and click "Get help" on the relevant order, or click on "message us here" at the bottom of [this page](#). You will then receive a free shipping label to return the defective Product from the United Kingdom. Return shipping costs are covered by the Seller.

You must package the returned Product carefully to prevent damage during transport. Before returning the Product, you must also delete all personal data from the Product and log out of any connected accounts. Instructions for deleting personal data and log out from connected accounts can be found in our [help center](#).

## 7. What if the Seller doesn't respond? Back Market's assistance

**If the Seller fails to respond to a warranty claim within 5 business days, Back Market will step in to assist on the Seller's behalf.**

If the Seller does not provide a repair or replacement within 5 business days of receiving the returned Product(s), Back Market will step in on the Seller's behalf, provided that the claim is considered justified and no warranty exclusion applies. After consulting with you, Back Market will, on behalf of the Seller, implement one of the following solutions depending on the nature of the complaint:

- a full refund of the order price or disputed Product;
- a replacement with a Product conforming to the one originally ordered;
- a repair of the non-conforming Product.

## 8. Who is responsible?

**The Seller.**

The Products are sold directly by the Seller. Back Market is not the seller of the Products but a marketplace. Back Market acts as a simple intermediary and cannot be held liable for any dispute arising under this Seller Warranty. Back Market's assistance does not exclude or limit the Seller's own liability towards you.

If you wish to take legal action, the Seller's identity and contact details can be found on the Seller's Sheet or on the relevant sales invoice.

## 9. Is the Seller Warranty the same as insurance?

**No. The Seller Warranty is not an insurance policy and does not cover loss or theft.**

The Seller Warranty does not constitute an insurance policy. Neither you nor any third party qualifies as an insured party under the Seller Warranty. For example, it does not apply in cases of breakage, loss or theft of the Product.

If you wish to be covered against breakage or theft, separate paid insurance policies are available in addition to the legal guarantees and the Seller Warranty.

#### 10. What are your legal rights beyond the Seller Warranty?

**This Seller Warranty is provided on top of your statutory rights under the law of England and Wales. It does not replace or limit those rights in any way.**

For more information on your statutory rights, you can refer to the [Terms of Sale](#).

#### 11. What law applies and how can a Seller Warranty dispute be resolved?

**This Seller Warranty is governed by the law of England and Wales. If a dispute arises, you can use a free Alternative Dispute Resolution (ADR) process before considering legal proceedings.**

The Seller Warranty is governed by the law of England and Wales.

If a dispute arises in connection with this Seller Warranty, you may refer the matter to an ADR body free of charge, for an amicable resolution between you and the Seller. The conditions for doing so are set out in the [Terms of Sale](#).

Please note that Back Market is not the Seller of the Products. If you wish to initiate legal proceedings, the Seller's identity and contact details can be found on the Seller's Sheet or on the relevant sales invoice.

#### 12. An issue within the first 6 months?

**If you experience a problem with your Product up to 6 months following delivery, you may be eligible for our Express Replacement service: receive a replacement device before returning the original, so you're never left without a product.**

To check eligibility and start the process, log into your Back Market customer account and click "Get help" on the order concerned. If Express Replacement is available for the order, it will appear as an option.

The Express Replacement service is subject to specific [terms and conditions](#).

### **13. What to keep in mind about the Seller Warranty?**

- Free 12-month commercial warranty provided by the Seller
- Backed by Back Market if the Seller fails to respond to a valid warranty claim
- In addition to (not instead of) your statutory rights
- How to make a claim? Log in your Back Market account, click on “Get help”