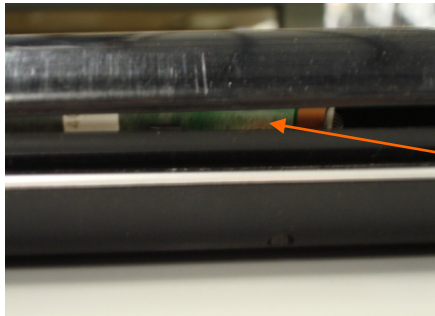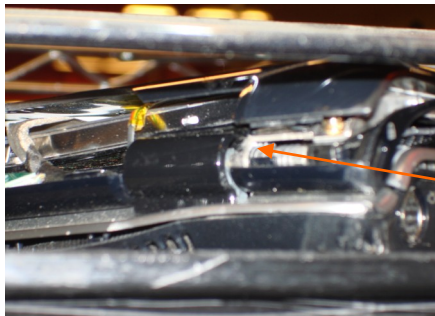### SCRATCHED/WORN:

Surface marring that does not penetrate through and cause separations or cracks; Used when there are surface imperfections such as scratch, nick, or worn areas of the computer
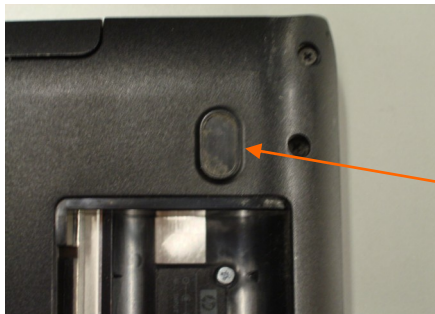

SEPARATION:

Not properly connected or joined (usually plastics); used when there are separations or non connected parts that are supposed to be joined parts.

DAMAGED/CRACKED:

Physically broken or bent in ways other than being scratched, worn or missing; used when there are broken pieces, holes, bent areas, or cracks on the unit. This would not include any scratched, worn, missing items/ pieces or separations.

MISSING COSMETIC PARTS:

Includes screw covers, feet, scratch guards or bumpers, bezels or other items, where no indications of damages are noted etc; used when there are missing rubber screw covers, feet, or any other rubber or plastic parts such as a cover, bezel, insert where no indications of damage are noted.

NO REPORTED PROBLEM:

No defects, damages, scratches, wear or other anomaly is observed; used when the unit is in like new condition