



BSI Kitemark™ certification helps The Renewed Store drive the future of sustainable, cost-saving refurbished IT



Founded in 1997 as Hardware Associates and rebranding to its new name in 2021, The Renewed Store helps businesses solve their IT challenges by sourcing and providing fit for purpose, refurbished IT equipment for customers across the UK.

With consumers, resellers, charities and the public sector, including education and healthcare among its client base, The Renewed Store aims to ensure technology is used and performs across the whole of its lifetime to maximise its value and to make IT more sustainable.

Becoming a BSI Kitemark certified reconditioner demonstrates the quality and reliability of The

Renewed Store refurbished goods, providing assurance that second-hand doesn't mean second grade. Building trust in this way not only strengthens sales, but also results in a reduction in landfill, increased sustainability and significant cost savings.

One of the key concerns organisations have when considering reconditioned IT equipment is quality and performance. All refurbished desktops, laptops and tablets go through The Renewed Store's stringent quality assurance process and include a 12-month warranty as standard.

Gaining BSI certification reinforces this process and therefore The Renewed Store's strong place in the refurbished IT market. The rigorous certification journey proves the company's commitment to verifying product quality. The result is that customers can feel secure in the knowledge that refurbished equipment purchased through The Renewed Store is 100% fit for purpose.



Find out more: [bsigroup.com](https://www.bsigroup.com)



“I founded the company with the belief that refurbished IT equipment was not only a high-quality, practical solution, but also essential to reduce the significant environmental impact of the industry.

Not only does our refurbished equipment perform ‘as new’ without the price tag – it also helps to reduce the reliance on the earth’s valuable and limited resources of core minerals.

The BSI Kitemark is the symbol of trust needed to help people think refurbished first.”

Bill Champness, Founder and Managing Director, The Renewed Store

Client challenge

The Renewed Store has been sourcing, supplying, and delivering refurbished IT hardware to companies and individuals for over 25 years. At a time when most organisations need to cut costs and make existing budgets go further, The Renewed Store provides high-quality equipment at prices up to 40% lower than new units. Opting for refurbished rather than new also helps organisations make a significant positive impact on their environmental footprint.

While the benefits are clear, the challenge lies in changing the perception of risk that is often associated with refurbished equipment and the preconceived idea that new is always best. With BSI Certification The Renewed Store seeks to build trust and desire for refurbished hardware by proving that its operations and quality procedures are thorough and always of the highest standards.

“We’re passionate about changing the perception that IT upgrades always have to be new,” explains The Renewed Store Managing Director Bill Champness. “Refurbished IT can deliver the same high performance as new and by changing our approach, together we can make a difference.”

BSI solution

The Renewed Store decided the best way to meet this challenge was to gain BSI certification. This is

an independently verified mark of trust, linking value with quality, that gives consumers confidence that the products will meet the level of quality they expect. To achieve certification The Renewed Store had to rigorously document its quality processes and procedures.

“Although we are very structured in our processes and meticulous in our quality control, the end-to-end process had never been fully captured in document form before, so we were keen to undertake the BSI certification process and in doing so review and refine our processes to make them the very best they can be,” explains Neil Robson, Renewed Store’s New Business Development & Framework Manager.

“Once we had established the layout for the new Quality Management System, it was a case of applying the principles of ISO 9001 and process mapping, then writing up the procedures for each aspect of the business. During the whole process we worked closely with the BSI team and will continue to embrace this approach of review and enhancement - since completion we have seen several opportunities for continued improvement and evolution of our practices.”

By maintaining its Kitemark certification through regular ongoing auditing, The Renewed Store demonstrates that its refurbished IT solutions put quality first.

Why BSI?

Bill Champness, The Renewed Store’s Managing Director, sums it up by saying: “The BSI Kitemark is instantly recognised as a symbol of quality – customers trust it. So it was the very best fit for our company and our products.”

