RELEASE NOTES

October 2026.

Stock that works harder and systems that talk to each other.

VERSION

vC4.26.10.81
October 2026

ISSUED BY

Refurbr Ltd
Company No. 16800898

QUESTIONS

hello@refurbr.co.uk
+44 (0) 7405 150 693

IN THIS RELEASE

What's new in October.

October's about stock that works harder and systems that talk to each other. The headline is our new partnership with BIYU, which lets you add subscriptions and leasing to what you already offer. We've also launched Refurbr Network, our B2B trading network for wholesale device stock, and introduced Rex, our AI Support Assistant, built right into Refurbr. Pricing Intelligence shows where the margin really is, Batch Builder sells stock in lots or lists it on the Network and webhooks tell your other systems the moment something happens. Integrations get a proper permission model of their own and the warehouse gets quicker put away, cleaner stock takes and legacy IDs you can scan. It's a month for whoever sets prices, whoever runs the floor and whoever looks after your integrations.

01 **Subscriptions and leasing with BIYU.** 03
Add subscriptions and leasing to your existing offering, so one device can earn more than once.

02 **Refurbr Network is live.** 03
Buy and sell wholesale device stock across the trade with no commission, and 50% off membership for Refurbr customers.

03 **Meet Rex.** 04
Our AI Support Assistant, built into Refurbr, helps with onboarding and finding your way around the system.

04 **Pricing Intelligence.** 04
Realised margin by SKU and channel, aged stock and loss risk, all in one place.

05 **Batch Builder.** 04
Group stock into a batch, sell it as a lot or list it on Refurbr Network.

06 **Webhooks.** 05
Your other systems hear about orders, dispatches, stock, products and returns within seconds, with no polling.

07 **Integration tokens with their own permissions.** 05
Every integration gets exactly the access it needs and nothing more.

08 **Quick Relocate.** 06
Scan an asset, scan a shelf, done.

09 **Account credit limits.** 07
Set a limit per customer and see what's outstanding, overdue and still available.

01 — PARTNERSHIP

BIYU partnership, subscriptions and leasing.

We've partnered with BIYU, the operating system for circular commerce, so you can offer devices on subscription or lease as well as selling them.

Add to what you already offer.	Subscriptions and leasing sit alongside your existing sales, giving you a new source of recurring revenue.
One device, several customers.	A device goes out, comes back, is retested, data-wiped and refurbished, then goes out again to the next customer.
Full traceability.	Refurbr keeps the record of each device's journey, every time it goes round.
Buy outs included.	A subscriber who doesn't want to give a device back can buy it out and keep it.

Interested? Talk to us and we'll show you how it works.

02 — LAUNCH

Refurbr Network is live.

Refurbr Network is our new B2B trading network for the secondary tech industry. Buy and sell wholesale device stock, post what you're looking for and find trade service providers, all in one place.

Publish straight from Refurbr.	Send a batch from Batch Builder to the Network with nothing to re-key, and its stock stays in sync as units sell.
No commission.	We make the introduction and you deal directly. Your price, your terms, your margin.
Verified businesses.	Every paid member's company registration and VAT certificate are checked before they can list stock or deal direct.
Wanted posts and auctions.	Tell the Network what you're looking to buy, or put a whole batch up for auction. Only paid, verified members can bid and bids are binding.
More than stock.	Logistics, erasure, repair, packaging and parts suppliers can list their services too.
7-day free trial, then 50% off for Refurbr customers.	Paid membership starts with a 7-day free trial, then it's £29.50/month ex VAT instead of £59, added to your Refurbr invoice.
25% off for Circular Connect members.	We've launched in partnership with Circular Connect, and its members get 25% off membership plus a Circular Connect Member badge on their profile.

A free account lets you browse batches, see prices and post wanted requests, so it's easy to take a look. Join at `network.refurbr.co.uk`.

03 — AI SUPPORT

Meet Rex, your AI Support Assistant.

Rex is our new AI Support Assistant, built right into Refurbr, so help is there whenever you need it.

Help with onboarding.	New to Refurbr, or bringing on someone new? Rex can help you get started.
Find your way around.	Not sure where something is or how to do it? Just ask Rex.

04 — MARGIN

Pricing Intelligence.

Knowing what you sold something for isn't the same as knowing what you made. Pricing Intelligence works out the realised margin on every SKU, by channel, with channel fees and refunds taken off.

Margin by SKU and channel.	See which products and marketplaces actually earn.
Sell through and aged stock.	Spot what's moving and what's sitting.
Loss risk.	Flag stock that's heading towards selling below cost before it gets there.
Fee rates in view.	Each channel's fees sit alongside the figures they affect.

It's switched on per customer. Ask us and we'll enable it.

05 — SALES

Batch Builder.

Build a batch from anything ready for sale.	Add assets by tag, legacy ID, serial or IMEI, or straight from your Goods Stock selection. Anything that can't go in is refused with a reason.
Batched stock is held.	It drops out of feeds, picking and the portal, so nothing gets sold twice.
Sell it your way.	Create a sale for the whole batch, a quantity per line or just the assets you pick, priced per unit or as a lot.
List it on Refurbr Network.	Send a batch to Refurbr Network and its stock stays in sync as units sell on either side.

It's switched on per customer. Ask us and we'll enable it.

06 — WEBHOOKS

Webhooks, your systems hear it first.

Refurbr can now tell your other systems the moment something happens, rather than waiting for them to ask.

Events across the business.	Orders, picking, packing, courier booking, dispatch, stock transfers, goods in, asset moves, stock adjustments, stock levels and subscriptions. This month added product changes and every step of a return, from raised through to credited.
Within seconds.	Each event goes out as soon as it happens, not on the next scheduled run.
Signed and retried.	Every delivery is signed so your receiver knows it's genuine, and anything that can't be delivered is retried automatically.
Customer safe.	Return events never carry costs, suppliers or internal notes, so they're safe to send to a customer's own system.

Set endpoints up under System > Webhooks. Subscription sales arrived in the same release, with their own events.

SHOW IT:

Add an endpoint, change a product's price and watch the event land on the receiver a second later.

07 — INTEGRATIONS

Integrations with exactly the access they need.

We've rebuilt how integrations sign in, so every connection gets the right access and nothing more.

Three kinds of token.	Integration tokens for Refurbr's own tools, System tokens for third party systems and User tokens that belong to a single customer account.
Permissions per token.	Tick exactly what each token can do, or start from a template.
Act on someone's behalf.	A trusted integration can act as a named person, with the change history recording it, for example "Jo Smith (via Marketr)".
More your storefront can do.	Customer tokens now work with sales and returns, and a storefront can record a payment against an invoice, so a card payment taken online settles the invoice straight away.

08 — PERMISSIONS

A simpler way to manage who can do what.

The separate admin user type has gone. There are now just staff and customers, and what anyone can do comes from their roles.

Full access is a role.	It holds every permission, including ones we add later. It can't be edited or deleted and the last holder can't lose it.
Existing admins carry on.	Everyone who was an admin has been given Full access, and the starter role called Admin is now called Manager.

09 — WAREHOUSE

A quicker warehouse floor.

Quick Relocate.	Scan an asset by tag, serial, IMEI or legacy ID, then scan its new location and it moves there and then. No list, no dropdown, no confirm.
Legacy IDs you can scan.	Show the reference from your previous system on Goods Stock, search by it and scan it at picking and packing. Ask us to switch it on.
Stock takes catch every repeat.	Every repeat scan is now recorded, with who scanned it and where, and the report gets a "Scanned More Than Once" list. Duplicate asset tags can't hide any more.
Stock takes on the phone.	Handsets can run a stock take, not just signed in benches.
Testing Workbench sets any status.	A passed unit can go straight to RESERVED or any other active status, and the bench remembers each operator's choice.
Picking by tracking number.	Search picking by the courier tracking reference.
Chargers prompted at pick.	Map a charger to a product and the picker's prompted to add it. Skipping it needs a reason, so nothing leaves short without someone saying why.

10 — MATERIALS

Materials recovery.

Promote assets.	Enter a category, weight, quantity and location on a shipment's Materials tab and the assets are created there and then, each carrying a fair share of the cost.
Batch Performance.	See each batch's recovery, cost, forecast and realised value per material while it's still being worked, and roll every batch in a period into one view.
Customer rates.	Each material can hold its own rate per customer, so a pallet added to an order is priced at that customer's rate automatically.
Pallet labels that keep up.	Labels show the running weight and status, you're offered a reprint after every add and the print window opens on the printer and label you used last.
Materials on the phone.	Receiving, breakdown, weigh ins and pallets can all be done from the mobile app.

11 — SHIPPING AND FINANCE

Shipping and finance.

Customs details you control.	Set the country of origin per product type, and give each facility its own company, VAT and EORI numbers for exports.
Incoterms that are always set.	Customers and facilities can each have a default, and a cross border booking always carries one, so the courier and the commercial invoice agree.
Account credit limits.	Set a limit on a customer's Financial pane and see their balance, overdue balance and available credit.
Declare the price the customer paid.	Courier bookings can declare the accepted price rather than the net price.
BackShip labels in view.	Back Market orders show when a BackShip label's waiting, before anyone gets to dispatch. Ask us to switch it on.
Addresses checked before they fail.	Delivery addresses too long for a courier label are flagged when the order's accepted, while they can still be edited. Ask us to switch it on.

12 — REFINEMENTS

A few more refinements.

Platform notices.	We can now show notices inside Refurbr, such as a heads up before planned maintenance.
Change history explains itself.	History entries can say why something changed, like which order an asset was assigned to.
A tidier menu.	Long menus wrap into extra columns as the screen gets wider, instead of scrolling sideways.
Sales Performance Dashboard.	Choose how credit notes are netted off and how the credits total is shown.
Aiken results, tidied.	Grading notes and storage sizes arrive in a consistent format.
A little seasonal cheer.	Refurbr dresses up for the time of year, starting with Halloween and Bonfire Night, then winter and Christmas. Anyone who'd rather not can switch it off under their own User Settings.

13 — FIXES

Fixes worth knowing about.

Commercial invoices get the details right.	They use your facility's address rather than the entity's, default to DAP rather than EXW, group lines by HS code however the code's been typed and are created for every international DespatchCloud booking.
Dispatch notes show who actually sold the goods.	Dispatch notes and the carriage summary now carry the selling entity from the order.
Re-grading keeps listings honest.	Moving an asset to another SKU now updates the old SKU's quantity and listings too, so it can't be oversold.
No more duplicate imported orders.	Orders imported at the same moment can't be created twice or share an order number.
Materials priced by the tonne bill correctly.	Per kg prices keep their full precision instead of rounding to two decimal places, and material pallet orders carry the customer's address.
Marginal purchase orders stay marginal.	The marginal flag on a purchase order carries through to every line.
Stock you add by hand at zero cost can be sold.	It's no longer held back from sales and picking.
Stock imports leave SKUs alone.	Updating status or location by import no longer moves assets onto new products, and blank cells are left blank when you ask for them to be ignored.
A missing logo no longer stops a PDF.	Invoices and other documents still produce if an entity has no logo set.

14 — SECURITY

Infrastructure and security.

We've kept investing in the foundations this month.

Stronger protection throughout.	We've added further layers of protection across sign in, password reset, two factor authentication, permissions and integrations.
Faster lists.	Busy list views and searches respond more quickly, particularly on large stock files.
An updated platform image.	The system runs on a refreshed, fully patched base.

15 — WHAT'S NEXT

Looking ahead.

October's changes mean stock goes further. A device can earn more than once, a pallet can go out as one lot and your other systems know what's happening as it happens.

Next we're carrying on with returns, building on the new webhooks and token permissions and continuing to smooth the path from the goods in door to the sale.

Questions or feedback? We'd love to hear from you.

EMAIL
hello@refurbr.co.uk

PHONE AND WHATSAPP
+44 (0) 7405 150 693

WEB
refurbr.co.uk

REFURBR LTD
Company No. 16800898

REGISTERED OFFICE
Woodland Lodge, Dunston Business Village,
Stafford Road, Penkridge, ST18 9AB