

# Microsoft® Registered Refurbisher Program

## Frequently Asked Questions

### Q. What is the Registered Refurbisher Program program?

A. This is a program that enables Microsoft to work with small and medium-sized refurbishers to license genuine software on refurbished computers for the commercial and citizenship market at a significantly reduced cost.

More information about the Microsoft Registered Refurbisher Program is available at

[www.microsoft.com/registeredrefurb](http://www.microsoft.com/registeredrefurb).

### Q. How are licenses distributed?

A. Licenses are provided through Microsoft Authorized OEM Distributors for commercial licenses and from the Registered Refurbisher program website for citizenship licenses.

### Q. Are there different types of licenses for different types of customers?

- A. Yes. There are two types of licenses available in the Registered Refurbisher Program.
- Commercial licenses are available for refurbishers to supply to any type of customer. This can include end user customers who are consumers or small businesses.
  - Citizenship licenses are available for refurbishers to supply only to Eligible Recipients. These include customer groups such as educational institutions, non-profit charitable organizations, and other approved recipients.

### Q. What software is included in the Registered Refurbisher Program?

A. Product availability varies by type of license and geographic location. Commercial licenses are available for Windows® XP Starter, Windows XP Home Edition, Windows XP Professional, Microsoft Office Home & Student 2007, and Microsoft Office Basic 2007. Citizenship licenses are available for Windows XP Professional and Microsoft Office Basic 2007. Program products are available in multiple languages.

### Q. Who is eligible for the Microsoft Registered Refurbisher program?

A. Public or private and commercial or non-commercial organizations are eligible to apply for the program. Organizations should be carrying out good quality computer refurbishment for end user customers. Commercial licenses are available in a select group of countries.

### Q. Is there a charge to join the program?

A. There is no charge to join the program but there are charges to acquire the licenses to be preinstalled through the program. These vary depending on the type of product and type of license.

### Q. What are the benefits of the program for refurbishers?

A. The program provides refurbishers several benefits including: recognition and status as a Microsoft Registered Refurbisher, an opportunity to build additional opportunities via market differentiation, access to tools to simplify Windows deployment on refurbished PCs, and cost effective genuine Microsoft licenses for refurbished PCs. These benefits allow refurbishers to provide a hardware solution that features a genuine Windows experience.

### Q. How does a refurbisher become a member of the program?

A. There is an online application process. The process includes signing an online program agreement and providing information that can be used to assess the application. This is fully explained at the start of the application process. The program agreement can be downloaded and reviewed before the application process starts. For more information, visit [www.microsoft.com/registeredrefurb](http://www.microsoft.com/registeredrefurb).

### Q. What steps are taken to help ensure the quality of the refurbishers that participate in this program?

A. Microsoft confirms the validity of applications before granting a refurbisher the status of Microsoft Registered Refurbisher. Applications are reviewed by the Microsoft Anti-Piracy group. Program members are granted access through a secure portal to obtain Products Keys needed for their licenses and in some cases submit information about the PCs they supply. They are subject to audit and must meet environmental and data wiping standards specified in the program agreement. Microsoft will investigate any complaint about a Registered Refurbisher and has the option to withdraw Registered Refurbisher status at any time.

### Q. What type of PCs can be refurbished through the program?

- A. The program agreement includes a definition for Qualified PCs which are allowed to be refurbished and preinstalled with a license in the program. A Qualified PC must:
- have been in distribution, or used by an end user, for at least 6 months, and
  - to the best of the refurbishers' knowledge, contain the original motherboard
  - have a pre-existing Windows COA affixed (for Windows products)

Refurbishers must use commercially reasonable efforts to determine whether the PC has been in distribution or used by an end user for at least 6 months.

### Q. What does Microsoft define as a refurbished PC?

- A. A refurbished PC is a used PC that has gone through processes such as data wiping, testing, and minor repair that leave the computer ready for use by a new owner. Refurbishment is considered to either leave the original motherboard as is, or replace a defective motherboard with one of exactly the same make, model and specification. Otherwise, replacing a motherboard results in a "new" PC and not a "refurbished" PC.

### Q. Are later versions of Windows part of the program and what is the upgrade path?

- A. Refurbished PCs are typically three to five years old and therefore are generally more suitable to run Windows XP. If a refurbished PC has the necessary technical specifications to run Windows 7, the refurbisher may elect to preinstall it, or the new owner can upgrade from Windows XP for Refurbished PCs by acquiring Windows 7 via retail options.

### Q. What does the end user customer receive?

- A. When a Registered Refurbisher distributes a refurbished PC to an end user customer, they must include the following:
- The PC preinstalled with the program license and the original pre-existing Certificate of Authenticity (COA) still affixed to the PC
  - A new program COA affixed to the PC
  - A Product Key information sheet including the Product Key for that PC
  - Also:
    - If the license is a commercial license, Recovery Media will be included and the Registered Refurbisher may also include a hard disk based recovery image if they wish.
    - If the license is a citizenship license, there is no recovery media but the Registered Refurbisher may include a hard disk based recovery image if they wish.
    - Depending on the product supplied, a printed End User License Agreement may also be included.

### Q. How do customers benefit from purchasing refurbished PCs?

- A. End user customers that purchase refurbished PCs from Microsoft Registered Refurbishers can be assured that the PC is supplied preinstalled with a genuine license. By obtaining refurbished PCs from a Microsoft Registered Refurbisher, they have the opportunity to obtain a solution, rather than just hardware, and enjoy the benefits of genuine licenses including downloads, upgrades and enhanced features.

### Q. Is there a COA? If so, what does the refurbisher do with it?

- A. Yes, refurbishers will obtain program COAs through established distribution processes. The COA must be affixed to the refurbished equipment in a visible area.

### Q. How is media supplied?

- A. Commercial licenses are supplied with a Recovery Media pack or a hard disk based recovery image.

### Q. Is product activation required?

- A. Yes. A product key is provided on a printed document.. The refurbisher may activate the PC. If not, the end customer will need to activate the PC.

### Q. Who provides support?

- A. Web-based support is available from Microsoft free-of-charge. Additional support is available from Microsoft on a fee-per-incident basis only. Refurbishers are not obligated to provide support, but are permitted to provide or sell support services.

### Q. Is this the only licensing program for refurbished PCs?

- A. No. There is also the Microsoft Authorized Refurbisher program. This program is a commercial offering for large refurbishers that meet a minimum volume threshold of computers shipped yearly with Microsoft licenses. More information on all of the Microsoft Refurbished PC programs can be found at [www.microsoft.com/refurbishedpcs](http://www.microsoft.com/refurbishedpcs).

### Q. Why is it important to use genuine Microsoft software?

- A. By using genuine Microsoft software, customers can be confident that they will have access to the latest features, security, and support, which will help to improve their productivity and expand the capabilities of their PC. They will also have access to new innovations and offerings available only to genuine Microsoft software customers.

### Q. Why is it important for customers to buy from the legitimate dealer channel?

- A. The value of genuine software is undermined when products are distributed by dishonest dealers. It is important for customers to purchase from the legitimate channel to ensure they receive genuine products that are manufactured to the highest possible standards of product quality and reliability and to ensure that their support requirements are met.

### Q. How can I find out more information?

- A. More information about the Microsoft Registered Refurbisher Program is available at [www.microsoft.com/registeredrefurb](http://www.microsoft.com/registeredrefurb).