

# Microsoft<sup>®</sup> AUTHORIZED --- Refurbisher

## Useful Tips to Buying a Refurbished PC

Are you looking for your first PC or another PC for your home or business? In these economic times, a pre-owned PC that has been refurbished can be a great cost effective alternative to a new PC. You can use it to communicate with your friends and family, search the Internet, use for school and work, or play music and videos. There are many people selling PCs, so make sure you are an informed shopper. There are more differences between refurbished PCs than just the type of PC or other options that may come with it—you should also know what was done to get the PC ready for you.

**An easy way to sort through who you should buy a refurbished PC from is to ask them if they are a Microsoft<sup>®</sup> Authorized Refurbisher (MAR).** A refurbished PC sold by a MAR has been cleaned of the prior data, updated as needed with minor repairs or replacement of components, tested, and has genuine Microsoft Windows<sup>®</sup> XP operating system software installed on it so it is ready for a new owner. So, if you are considering buying a refurbished PC, take time to review these handy tips to help you make the right choice.

### ● **Tip#1 Ask the seller how the PC was refurbished.**

Not all PCs are refurbished using the same processes and standards. **Refurbishers in the Microsoft Authorized Refurbisher (MAR) program must operate using approved standards and practices.** Whether the work is done by the refurbisher or contracted out, there should be adequate systems for data wiping and reporting, including conformance to Department of Defense or similar standards on all hard disks being reused. There should also be conformance with applicable local health, safety, and environmental regulations.

If the refurbisher is not a MAR member, you should make sure you ask these questions to help you assess if the PC has been refurbished properly:

- Who does the refurbishing and what are their standards and policies?
- What process is used to make sure the hard drive data has been wiped and the hard drive is virus free?
- Where did the pre-owned PC come from and has it been upgraded with any new or used parts?
- What is their equipment disposal policy and are they environmentally responsible?

You can find a listing of the current MAR members at <http://www.refurbishedpcresellers.com>.

### ● **Tip#2 Ask if genuine operating system software is installed.**

**It is most cost effective to have a genuine operating system preinstalled on the PC. Buying a PC from a Microsoft Authorized Refurbisher (MAR) gives you genuine Microsoft Windows<sup>®</sup> XP operating system software loaded on your refurbished PC.**

If you buy from a MAR, a properly licensed refurbished PC will have both the original **Certificate of Authenticity (COA)** that came affixed to the PC when it was newly purchased AND a specially designed Windows COA for refurbished PCs. A refurbished PC COA has the authorized refurbisher's name, a unique product key, the product name, and statement "For Use on Refurbished PC Only—No Commercial Value—For Authentication Purposes Only".



You can get more information on genuine Microsoft software by visiting <http://www.microsoft.com/genuine> and <http://www.microsoft.com/resources/howtotell>.

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## ● **Tip#3 Find out if you get any support, warranty, or other services.**

Once you have quizzed the seller on their refurbishment practices, ask them questions about what else may come with the PC you are purchasing. **If you purchase a refurbished PC from a Microsoft Authorized Refurbisher (MAR), you can access free web-based operating system support from Microsoft.** Additional support can be purchased from Microsoft on a fee-per-incident basis. Here are some other useful questions to ask the refurbisher so your PC selection best meets your needs.

- Does the PC have a warranty, and if so, what does the warranty cover?
- What is the return policy?
- What is the return or failure rate of the PCs they sell?
- Do they offer technical support and is it free or fee-based?

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## Learn More

**If you want to find out more about the Microsoft Authorized Refurbisher Program or genuine Microsoft software, please visit these resources:**

List of Microsoft Authorized Refurbishers:

<http://www.refurbishedpcresellers.com>

MAR Program Information:

<http://www.microsoft.com/oem/mar>

Genuine Microsoft Software:

<http://www.microsoft.com/genuine>

<http://www.microsoft.com/resources/howtotell>



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