

Application & Membership Process

1. Complete online application process at <http://www.microsoft.com/registeredrefurb>
 - Sign an online program agreement.
 - Provide information that can be used to assess the application.
2. Refurbishers that apply to join the program must pass an online test before membership is approved. This test ensures all members fully understand the program rules, their obligations, and the quality of service and knowledge that is required to be in the Registered Refurbisher program.
3. Microsoft will confirm the validity of application before granting a refurbisher the status of Microsoft Registered Refurbisher.
 - Applications are reviewed by the Microsoft Anti-Piracy group.
4. Members of the program are granted access to a secure portal in order to obtain product keys needed for their licenses and, in some cases, must submit information about the licenses they supply.
5. All Registered Refurbishers are subject to audit and must meet environmental and data wiping standards specified in the program agreement.

Refurbisher Requirements

- Install licensed software only on eligible PCs. An eligible PC is a used computer that is at least 6 months old and may need its original valid Windows Certificate of Authenticity (COA).
- Perform a complete wipe of the contents of the hard drive to recognized standards, prior to installing genuine Microsoft software.
- In accordance with program rules, supply refurbished PCs preinstalled with genuine license(s), new COA label and recovery solution.

Overview

The Microsoft Registered Refurbisher Program is designed for small and medium-sized refurbishers across the globe that wish to supply refurbished PCs preinstalled with Microsoft software to consumers, businesses, educational institutions, and not for profit entities.

Program Benefits

The program enables refurbishers to acquire and preinstall genuine Microsoft software at a price that is affordable for refurbished PCs.

Other program benefits for eligible participants include:

- Access to cost effective, genuine Microsoft software licenses.
- Access to utilities and information to help with software preinstallation.
- Recognition and status as a Microsoft Registered Refurbisher.
- Opportunity to differentiate a refurbishment business in the market by supplying refurbished computers preinstalled with genuine Microsoft software.

Available License Types

There are two license types available for qualified systems:

- Refurbished computers with **commercial** licenses can be supplied to any type of customer, consumer, or small business.
- Refurbished computers with **citizenship** licenses can only be supplied to Eligible Recipients including certain customer groups such as educational institutions, non-profit charitable organizations and other approved recipients.

Eligibility Requirements

- An online application process must be completed. 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.
- Applications for membership of the program can be submitted from any country except the People's Republic of China, Albania, Armenia, Azerbaijan, Belarus, Bosnia and Herzegovina, Georgia, Kazakhstan, Kyrgyzstan, Macedonia, FYRO, Moldova, Mongolia, Montenegro, Russian Federation, Serbia, Tajikistan, Turkmenistan, Ukraine, and Uzbekistan.

Q. What is the Microsoft Registered Refurbisher 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.

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

A. Product availability varies by type of license. Commercial licenses are available for Windows 7 Home Premium, Windows 7 Professional, and Skype 6.11. Citizenship licenses are available for Windows 7 Professional, Windows Multipoint Server 2011 Premium, Microsoft Office Home & Business 2010 and Skype 6.11. Program products are available in multiple languages.

Q. Who is eligible to join the program?

A. Public or private and commercial or non-commercial organizations are eligible to apply for the program. Organizations should be carrying out quality computer refurbishment for end user customers.

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 opportunity via market differentiation, access to tools to simplify Windows deployment on refurbished PCs, and cost effective genuine Microsoft licenses for refurbished PCs.

Q. Are later versions of Windows available through this program and what is the upgrade path?

A. Refurbished PCs are typically three to five years old so it may be more suitable to run compatible operating system versions from that time period. If a refurbished PC has the necessary technical specifications to run a newer operating system version, the refurbisher may elect to preinstall it based on availability. End users can also choose to update refurbished PCs by acquiring an upgrade Windows license through retail options.

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.

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 is affixed as described in the program instructions.

Q. How is media supplied?

A. Commercial licenses are supplied with a Recovery Media pack and may also be supplied with a hard disk based recovery image.

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. 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. What does Microsoft define as a refurbished PC?

A. A refurbished PC is a used computer, at least 6 months old, 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 and will require a standard new PC operating system license.

Q. How can I find out more information?

A. More information about the Registered Refurbisher Program is available at www.microsoft.com/registeredrefurb.