

# Microsoft Windows for Refurbished PCs



**Microsoft**  
**AUTHORIZED**  
Refurbisher

**Microsoft**  
**REGISTERED**  
Refurbisher

Thank you for purchasing a refurbished PC with genuine Microsoft Windows operating system software preinstalled

## Instructions for Activating Windows Software for Refurbished PCs

This software has been preinstalled and there is a special license for PCs that have been refurbished. Your PC has two labels; either the original Certificate of Authenticity (COA) label the PC manufacturer installed or the Genuine Microsoft Label AND a COA from the PC refurbisher.

The refurbisher's COA is like the one shown below and is used for product activation on a refurbished PC.



Use this product key for product activation.

## Product Activation

This software uses product activation technology to reduce software piracy and ensure high product quality. To use the software, it must be activated using the product key that is on the COA as shown above. DO NOT use the product key from the original COA label. Activating the product is easy by phone or via the Internet, and is explained when the product launches. For more details on activation, visit the Microsoft Product Activation site at: [www.microsoft.com/piracy/activation.mspx](http://www.microsoft.com/piracy/activation.mspx).

## Customer Support

Product support for this software is available from Microsoft using a free web-based service or it can be purchased from Microsoft. The original PC manufacturer is not responsible for support on this software. Learn more about your product support options at: <http://support.microsoft.com>.

## Genuine Windows Software

Enjoy the downloads, support, updates, and enhanced features provided by your genuine copy of Windows software. For more information, please visit: <http://www.microsoft.com/genuine>.

For more information on Windows software, including system requirements, please visit: [www.microsoft.com/windows](http://www.microsoft.com/windows).

The product uses technological measures for copy protection — you will not be able to use the product if you do not fully comply with the product activation procedures. Product activation procedures and Microsoft's privacy statements will be described during the launch of the product. Microsoft Corporation, One Microsoft Way, Redmond, WA 98052-6399, USA.

### Useful Tips to Buying a Refurbished PC

Are you looking for a low cost or supplemental PC for your home or business? A pre-owned PC that has been refurbished can be a cost effective alternative to meet your PC needs and is an environmentally friendly option as well. There are many people selling refurbished 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 member of a Microsoft Refurbisher Program, either the Microsoft Authorized Refurbisher (MAR) or Registered Refurbisher Program (RRP).** A refurbished PC sold by a Microsoft partner has been cleaned of the prior data, updated as needed with minor repairs or replacement of components, tested, and has genuine Microsoft Windows operating system software installed to prepare it 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.** For instance, refurbishers in a Microsoft Refurbisher 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 with applicable local health, safety, and environmental regulations.

You should always make sure you ask these questions to help you assess if a PC has been refurbished properly:

- Who does the refurbishing and what are their standards and policies?
- What process is used to ensure the hard drive data has been completely 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?

- **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 supplied refurbisher gives you genuine Microsoft Windows operating system software loaded on your refurbished PC.**

If you buy a properly licensed refurbished PC it will have either the original **Certificate of Authenticity (COA)** that came affixed to the PC when it was newly purchased or a Genuine Microsoft Label AND a specially designed Windows COA for refurbished PCs. Look for the statement "For Use on Refurbished PC Only—No Commercial Value—For Authentication Purposes Only".

- **Tip#3 Find out if you get any support, warranty, or other services with the PC.**

Once you have questioned 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 refurbisher, 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?

### Learn More

Microsoft Refurbisher Programs: <http://www.microsoft.com/refurbishedpcs>

Genuine Microsoft Software: <http://www.microsoft.com/genuine> & <http://www.microsoft.com/resources/howtotell>

