

**Microsoft**  
AUTHORIZED

Refurbisher

**Microsoft**  
REGISTERED

Refurbisher

## Using genuine Windows operating systems is as important for refurbished PCs as it is for new PCs.

Only genuine Windows operating systems offer end users the quality they expect plus additional benefits—such as full access to downloads, updates, and enhanced features.

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### What is a Refurbished PC?

A refurbished PC is a used PC that has gone through the following processes that leave the PC ready for use by a new owner:

- **Data wiping of hard drive**
- **Testing and validation of hardware and component functionality**
- **Cosmetic repair and/or replacement of defective minor PC components**

With respect to operating system licensing, a PC is considered to be a refurbished PC if it has the original motherboard, or a replacement was made of a defective motherboard with one of exactly the same make, model and specification. A refurbished PC may also have replacement of or upgrades to the RAM, disk and graphics components. Major repairs, such as the installation of a new model motherboard, results in a “new” PC and not a “refurbished” PC.

### When is a new Windows operating system product and license required?

All software comes with legal conditions around who and how it can be used. This is often in the form of a software license. A Windows product is made up of a number of parts, some tangible like a Certificate of Authenticity, some intangible like the bytes of the software. The product license is the legal agreement which lists the conditions of software usage, and includes terms that prohibit the export to certain countries, details warranties and support, and describes how to transfer or terminate the license. Microsoft licenses its customers, such as an Original Equipment Manufacturer (OEM) or a refurbisher, to install Windows on a PC and then sell the PC to an end user.

The Windows software installed on the PC is licensed to the end user under the terms of the end user license agreement (EULA). The EULA includes the legal conditions for use of the software including transfer of the software and its license to a new owner and for the termination of the license. EULA Terms can vary by operating system, please use the Microsoft License Terms portal at <https://www.microsoft.com/en-us/useterms> to look up Microsoft Product EULAs.

If a PC has its original Windows product (including all components such as the software, the COA and the license) intact and the licensee follows all the terms in the EULA or product license required for license transfer, the licensee may transfer the software. If you have any questions about the terms of the license and its transfer provisions, please consult your legal advisor.

A refurbisher may receive a PC that is installed with Windows software. A new Windows license is required for that PC if the existing Windows software was not transferred in accordance with its EULA terms. In order to distribute Windows software on a refurbished PC to a new owner, the refurbisher must ensure that either 1) the Windows software was properly transferred under the terms of its license to the refurbisher and the terms of that license then allow the refurbisher to transfer that software with the refurbished system, or 2) the refurbisher installs and distributes a new Windows product under the terms of its Microsoft Authorized Refurbisher Agreement or its Registered Refurbisher Agreement.

### Why should I care whether the refurbished PCs I sell have the appropriate Windows licensing?

Selling a PC with an unlicensed copy of Windows infringes Microsoft's intellectual property rights and can subject the seller to legal action. If you sell a refurbished PC with Windows installed, it is your responsibility to ensure that all software installed on the PC is properly licensed. Infringement of intellectual property is taken seriously by the software industry and law enforcement. Piracy reports are investigated and, in the appropriate cases, legal action may be taken. For more information on infringement risks and "how to tell" whether software is genuine, please visit: [www.microsoft.com/piracy](http://www.microsoft.com/piracy).

### What if my customers don't care whether or not the PC I sell them is licensed for Windows?

Customers may not understand that their ability to use software is based on both obtaining the software and accepting the software's license terms. Purchasers of PCs with unlicensed software on them are likely to be subjecting themselves to easily avoidable legal risks as well as security, malware or virus risks. These risks can be mitigated by ensuring that an appropriately licensed version of Windows is provided with every PC.

### Is a refurbisher licensed to reinstall the original Windows on a PC they refurbish?

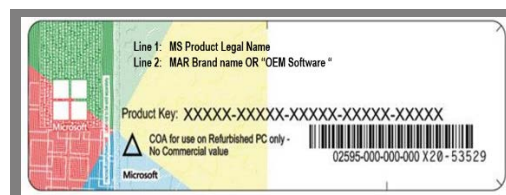
Only if they are the original equipment manufacturer who originally installed it under license from Microsoft or if they are the end user who is licensed by the End User License Agreement (EULA). If they are neither of these then they probably are not licensed to work with the Windows software that was provided with the PC to the refurbisher. Recognising this, Microsoft has created special licensing programs for refurbishers.

### How do I know a refurbished PC has one of the licenses for refurbished PCs?

The PC will have a special Certificate of Authenticity (COA) on it that includes the brand name of the refurbisher who installed the Windows software and saying "For Use on Refurbished PC Only"



Old COA



New COA

### What are the available Microsoft refurbisher programs?

Microsoft has a two licensing programs for refurbished PCs. These are:

- Microsoft Authorized Refurbisher (MAR) program
- Microsoft Registered Refurbisher program