

Frequently Asked Questions about Cisco Certified Refurbished Equipment

Cisco® Certified Refurbished Equipment is a price-competitive and trusted alternative in those cases when buying new equipment is not an option. Fully remanufactured to Cisco factory specifications, Cisco Certified Refurbished Equipment is backed by the same Cisco warranty, and service support options as the equivalent new product. Cisco Certified Refurbished Equipment is sold only through Cisco authorized resellers.

Certified Refurbished Equipment Basics

- Q: [What is Cisco® Certified Refurbished Equipment?](#)
- Q: [In what countries is Cisco Certified Refurbished Equipment available?](#)
- Q: [What types of Cisco products are available?](#)
- Q: [When should I consider Cisco Certified Refurbished Equipment?](#)

Product and Program Availability

- Q: [Is Cisco Certified Refurbished Equipment reliable?](#)
- Q: [Are products sold with a warranty? Can I get support?](#)
- Q: [What is an end-of-sale product?](#)

Ordering Process

- Q: [How do I purchase? Where can I get a quote?](#)
- Q: [How can I find out what products you carry in inventory and what quantities are available now?](#)
- Q: [Can Cisco Certified Refurbished Equipment be financed through Cisco Capital?](#)

Program Benefits

- Q: [Why does Cisco offer Cisco Certified Refurbished Equipment to its customers?](#)
- Q: [Why purchase Cisco Certified Refurbished Equipment instead of used Cisco equipment from a broker or private party?](#)
- Q: [How is the Cisco remanufacturing process different from what other used equipment vendors provide?](#)

Certified Refurbished Equipment Basics

Q: What is Cisco Certified Refurbished Equipment?

A: Since 2001, Cisco has sold its high-quality remanufactured products under the name Cisco Certified Refurbished Equipment. As the only Cisco Certified used equipment in the market, our products are available only through Cisco authorized resellers and distributors.

Q: In what countries is Cisco Certified Refurbished Equipment available?

A: Cisco Certified Refurbished Equipment is available in more than 80 countries. Please contact a Cisco remarketing account manager for complete details.

Q: What types of Cisco products are available?

A: We carry over 2800 active (currently on the Global Price List) and end-of-sale products (no longer available new but with at least one year of support available from Cisco Technical Assistance Center [TAC]). Our inventory includes products from all technology areas, including switching, routing, wireless, IP telephony, security, and other advanced technologies.

Q: When should I consider Cisco Certified Refurbished Equipment?

A: Cisco refurbished equipment is ideal as a standalone solution when specific parts and quantities are needed, however, it's value is even greater when blended in a solution with new Cisco equipment. Cisco refurbished equipment works especially well in the following scenarios:

- **Constrained budget:** When budget is limited, Cisco Certified Refurbished Equipment provides the maximum flexibility in procuring the technology you need. With prices up to 70 percent off original equipment prices, refurbished Cisco products provide a cost-effective solution individual product needs, or be combined with new Cisco products in a larger solution to reduce the overall cost and meet even the most challenging procurement requirements.
- **Product availability:** We maintain a large inventory of older or end-of-sale models needed to maintain installed network configurations or to optimize IT resources between planned migrations or upgrades. Our inventory of current models provides a solution if new product availability cannot accommodate your delivery requirements. In-stock products can generally ship within 24 hours.
- **Compliance with corporate "green" requirements:** Remanufactured equipment provides a tangible green solution to help customers address corporate "green" initiatives. A remanufactured unit uses less energy to "manufacture," helps to extend the useful life of Cisco products, and reduces the amount of electronic equipment ending up in landfills.

Product and Program Availability

Q: Is Cisco Certified Refurbished Equipment reliable?

A: Yes. Cisco Certified Refurbished Equipment has been fully remanufactured, upgraded per applicable proprietary engineering change orders, and thoroughly tested and retested to meet stringent Cisco specifications. Our rigorous and proprietary process ensures that our customers get genuine Cisco products, performance, and quality.

Q: Are products sold with a warranty? Can I get support?

A: All Cisco Certified Refurbished Equipment units are shipped with a valid software license and come with the same full Cisco warranty as new equipment, including limited lifetime warranties where applicable. Products are automatically eligible for Cisco SMARTnet® support.

Q: What is an end-of-sale product?

A: Cisco designates a product as having reached its end of sale (or end of life) when it is no longer being manufactured by Cisco. Although no longer in production, end-of-sale products are still remanufactured by Cisco Remarketing and are available for sale. Cisco warranties and Cisco SMARTnet support apply to both current and end-of-sale products. Cisco continues to support and service end-of-sale products until an announced end-of-hardware support date (typically five years after the end of sale).

Ordering Process

Q: How do I purchase? Where can I get a quote?

A: Cisco Certified Refurbished Equipment is sold in two ways: direct to those customers or partners who have a direct purchase agreement with Cisco, or through Cisco authorized partners and distributors for those customers and partners who do not have a direct purchase agreement with Cisco.

Customers and Partners with a Direct Order Agreement

1. Log in to the Order Management Portal using the orange log-in button on the [website: www.cisco.com/go/remarketing](http://www.cisco.com/go/remarketing)
2. Check the availability of the products you want.
3. Place your order. Your product will ship within 24 to 48 hours.

Customers Who Do Not Have a Direct Order Agreement

You can get a quote for Cisco Certified Refurbished Equipment through any Cisco authorized partner. Placing your order is still a simple two-step process.

1. Contact your authorized Cisco partner or use the [Find a Partner](#) tool if you do not currently work with a Cisco partner.
2. Receive a quote from your partner, who will determine product availability and place the order on your behalf.

Partners Who Do Not Have a Direct Order Agreement

Cisco Certified Refurbished Equipment is available through select Cisco authorized distributors worldwide.

1. Contact your authorized Cisco distributor for your quote.
2. Review the quote from your distributor and confirm that the quote takes into account any applicable promotions.
3. Place your order with the distributor. Your product will ship within 24 to 48 hours.

Q: How can I find out what products you carry in inventory and what quantities are available now?

A: To view current products and availability, visit the www.cisco.com/go/remarketing and click on the Check Inventory button on the right side of the page. Select your geographic region. Note that the inventory listed represents what is available for immediate shipment and there may be additional products in process or in the warehouse. List pricing is stated in the local currency corresponding to the geographic region selected and does not include additional discounts due to promotions. For pricing and promotions specific to your country, customers should contact a Cisco authorized reseller in their area, and resellers should contact a Cisco authorized distributor or Cisco Remarketing.

If you are unable to find the product or the quantities of the products you need, please [contact us](#). The product may not be listed for several reasons:

- The product may not have been assigned a part number yet.
- The product may not exist in our finished goods inventories at this time; however, it may be in the pipeline and available soon.
- The product has reached end of support, and is available on a request-only basis.

Q: Can Cisco Certified Refurbished Equipment be financed through Cisco Capital?

A: Yes. Cisco Capital offers a variety of easy and flexible financing programs enabling customers to lower their total cost of ownership, realize tax savings, simplify operating budgets, and make the most of their capital budgets. Please contact a Cisco account manager or Cisco Capital lease manager for information: www.cisco.com/go/ciscocapital

Program Benefits

Q: Why does Cisco offer Cisco Certified Refurbished Equipment to its customers?

A: Cisco realizes that our customers seek used Cisco products for a variety of reasons: whether to meet price parameters, product availability, or because they want an environmentally friendly solution. In these cases, it is important for us to provide a secure and reliable source for these products, as well as the convenience of a single source for both new and used Cisco products. By controlling the remanufacturing process and partnering with our valued network of authorized distributors and resellers, we can deliver the utmost in value to our customers and the end-to-end solution they expect, as well as the quality, reliability, and convenience of genuine Cisco products.

Q: Why purchase Cisco Certified Refurbished Equipment instead of used Cisco equipment from a broker or private party?

A: There are five good reasons:

- **Peace of mind:** From sourcing to finished product to post-sales support, Cisco Certified Refurbished Equipment provides you with the same performance, quality, support, and value you have come to expect from new Cisco products.
- **Performance and reliability:** Cisco Certified Refurbished Equipment is completely remanufactured, upgraded, and tested by trained Cisco remanufacturing technicians in state-of-the-art facilities. All parts and processes employed in the remanufacturing process are certified by Cisco, and all units are backed the same warranty as new Cisco products.
- **Lowest total cost of ownership (TCO):** Competitive pricing, no hidden costs (such as inspection and relicensing fees), and Cisco Capital financing options combine to make Cisco Certified Refurbished Equipment a logical, safe, and financially prudent investment.
- **Extensive inventory:** Cisco carries over 2800 current and end-of-sale, genuine Cisco Certified Refurbished Equipment models in inventory. Cisco Certified Refurbished Equipment is available through our network of over 40,000 Cisco partners worldwide.
- **Focus on your business, not your network:** Purchasing our high-quality, certified remanufactured products directly from Cisco provides peace of mind unmatched by other used Cisco equipment options leaving you free to focus on your business, not your network.

Q: How is the Cisco remanufacturing process different from what other used equipment vendors provide?

A: Cisco Certified Refurbished Equipment differs from other used equipment in the rigorous and proprietary remanufacturing process applied to it. All remanufacturing is performed by Cisco authorized contract repair manufacturers using Cisco authorized parts, processes, and standards. In addition, all processes are ISO 9001 and 14001 certified processes and include:

- Counterfeit screening, inspection, testing, repair and reconditioning, and restoration of default settings
- Compliance verification for all performance, electrical, safety, and environmental standards
- Application of proprietary engineering change orders and hardware and firmware upgrades
- Installation of a new and valid Cisco IOS® Software license for maximum performance.

The Cisco Certified Refurbished Equipment seal signifies the performance, quality, support, and value that you expect with all Cisco products.

Used or refurbished equipment from third parties, as well as equipment sourced outside of Cisco authorized channels, faces the following risks:

- **Unknown provenance or ownership history:** The unit may be counterfeit, damaged, or missing critical product upgrades. Risks posed include security, safety, and network integrity.
- **May not be properly refurbished:** The unit may have been inadvertently damaged during testing, may not have been completely tested, or may have been tested to a lower set of standards than Cisco specifications.
- **Limited support:** Support, if any, often consists of hardware replacement. However, with network intelligence increasingly embedded in the software, both hardware and software support are vital to maintain full network performance.
- **Higher total costs:** Unknown costs may include hidden fees (including inspection and relicensing fees), network outage costs (support, troubleshooting, and parts replacement), and lost revenues due to business downtime.