



Quick Reference: Comparison Between Cisco Certified Refurbished Equipment, New Cisco Equipment, and Cisco Equipment from Unauthorized Sources

While your intent should always be to sell new Cisco® equipment first, there are some situations in which new equipment is not an option. In these cases, genuine Cisco Certified Refurbished Equipment from Cisco is the most reliable alternative for your customer.

Feature	New Cisco Equipment	Cisco Certified Refurbished Equipment	Cisco Equipment from Unauthorized Sources
Availability and supply	<ul style="list-style-type: none"> - All products currently on the product price lists are available for order by end customers and resellers directly from Cisco⁽¹⁾ or from authorized distributors (who stock many of Cisco's products). Additional new equipment is manufactured to fulfill demand. 	<ul style="list-style-type: none"> - Available globally through select authorized distributors and may be sold by any authorized Cisco reseller. - Product is usually shipped by the distributor to the reseller or end customer from Cisco. (Exact process varies by country). - Product SKUs and quantities are limited and vary daily. Products are sold on a first-come, first-served basis and cannot be back-ordered⁽³⁾. Note: Many products that are no longer for sale are available as refurbished. 	<ul style="list-style-type: none"> - Varies. - Cisco offers no assurance as to the quality, authenticity, or legitimate ownership of the product.
Part numbers and pricing	<ul style="list-style-type: none"> - See the global pricing list⁽⁴⁾ or the Distribution Products Reference Guide (DPRG) at http://www.cisco.com/dprg⁽⁵⁾ for current part numbers and pricing. 	<ul style="list-style-type: none"> - Refurbished part numbers are normally the equivalent of a comparable new part number with "-RF" added at the end. - Available quantities can be viewed on Cisco's website (http://www.cisco.com/go/refurbished) - click on "Check Inventory"⁽⁶⁾. - List prices are approximately 25 percent lower than the list price of the equivalent new product. Reseller and certification discounts apply to refurbished Cisco products as well. Contact Cisco or an authorized distributor for reseller pricing. 	<ul style="list-style-type: none"> - Part numbers are often advertised as identical to Cisco part numbers. However Cisco offers no assurance that product configurations (including software versions, amount of memory included, etc.) match those of Cisco products. Also, products may include non-Cisco approved or third party components (such as memory, cables, and GBICs).
Fully tested and certified by Cisco	<ul style="list-style-type: none"> Yes. 	<ul style="list-style-type: none"> - Yes. - Remanufactured, tested and certified to factory specifications by the same vendors who service Cisco SMARTnet® contracts. Proprietary hardware and firmware product upgrades applied to bring product to the most appropriate revision per Engineering Change Orders (ECOs) 	<ul style="list-style-type: none"> - No - Quality varies by seller, no market standard exists
Standard warranty	<ul style="list-style-type: none"> - Yes. See http://www.cisco.com/go/warranty for more information. 	<ul style="list-style-type: none"> - Yes. - Same warranty terms as Cisco new product equivalents. Supports both hardware and software. 	<ul style="list-style-type: none"> - No. - Cisco products are sold with end user warranties, which are personal to the first end user, and, unless authorized by Cisco, the warranty may not be transferred. Equipment purchased from unauthorized sources may therefore come without any official Cisco warranty, and Cisco has the right to deny all warranty support for such equipment.

Feature	New Cisco Equipment	Cisco Certified Refurbished Equipment	Cisco Equipment from Unauthorized Sources
Eligibility for Cisco Services support (SMARTnet, etc.)	Yes. Cisco support eligibility extends to all products currently being sold new, plus an additional period after the product is no longer for sale.	- Yes. - Automatic eligibility for SMARTnet support and ordered using the same part numbers and pricing as new equivalent new product. For products that are no longer for sale, there will usually still be at least one year of support available for the product from Cisco. ⁽⁷⁾	- No. - Cisco support plans are personal to the end user contracting Support Services, and may not be transferred, unless expressly agreed to with Cisco, and in most cases on payment of an inspection fee and possession of a valid software license.
Valid software license included	- Yes.	- Yes. - Sold with Cisco IOS® Software license.	- In most cases, Cisco's policy is that Software licenses are non-transferable to any product that has passed through more than one owner
Configuration	- Dependent on the product and sales channel; contact your Cisco sales representative for more information.	- Currently sold "a la carte" in standard configurations, see ordering tool for details of standard configurations of Cisco Certified Refurbished Equipment.	- Cisco offers no assurance as to the configuration of products bought outside the authorized channel.
Eligibility for Cisco Technology Migration Program (TMP)	- Yes. - New products can both be traded in and traded to (i.e. traded in for Cisco TMP credit and purchased using TMP credit).	- Yes. - Cisco Certified Refurbished Equipment can only be traded in for credits used toward purchase of new equipment. TMP credits cannot be used toward purchase of refurbished equipment.	- No. - Cisco TMP is only applicable to the purchase of products purchased from authorized sales channels.

1. Only available for customers with a direct purchasing agreement with Cisco.
2. A one-time registration may be required when accessing the Distribution Products Reference Guide (DPRG).
3. As a result, new equipment may be the best choice for customers in some situations.
4. Only available for customers with a direct purchasing agreement with Cisco.
5. A one-time registration may be required when accessing the DPRG.
6. Only available for customers with a direct purchasing agreement with Cisco.
7. Verify Cisco service availability with your Cisco sales representative.

For information visit us on the web:

Cisco Certified Refurbished Equipment: www.cisco.com/go/remarketing
Cisco Brand Protection: www.cisco.com/go/bp



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