



# How to Avoid the Risks of the Unauthorized Market

Purchase from unauthorized resellers may lead to



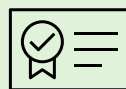
## No support from Cisco

Cisco® products purchased from unauthorized resellers may not be automatically eligible for Cisco support. Cisco has a right to inspect the products purchased from unauthorized resellers and to deny support.



## No warranty from Cisco







Only new or refurbished Cisco products purchased from an authorized Cisco reseller benefit from Cisco warranty.



## No end user license

Cisco products purchased from an unauthorized reseller may not have a valid software license.

# Potential risks associated with buying from unauthorized resellers

 <p><b>Counterfeit Cisco products</b> Products that have not been manufactured by Cisco or with Cisco's consent (i.e., a fake).</p>	 <p><b>Counterfeit upgraded products</b> Cisco products that have been modified from a lower to a higher version without Cisco's consent and outside of Cisco's control.</p>
 <p><b>Diverted products</b> Product sold to different end users than the ones reported in Cisco's point-of-sale data.</p>	 <p><b>Gray (unauthorized) products</b> Genuine Cisco products that have not been purchased from Cisco authorized channel partners.</p>
 <p><b>Stolen products</b> Cisco products that have been stolen from original end users or the manufacturer and resold without consent.</p>	 <p><b>Old products</b> Products that may be end of life or end of support.</p>

It can be tempting to buy from unauthorized distributors at a lower price.

But substandard gear can damage your network and your company.

Gain peace of mind with Cisco Refresh.

## Why is Cisco Refresh better?

For a **competitive** (or affordable) **price**, you'll get certified **remanufactured** equipment that comes with:

- Genuine hardware
- Upgrades
- A valid software license
- Full support
- Replacement guarantees
- Complete warranty.

And if you find you have grey market gear, Cisco Refresh gives you a cost-effective way to protect your network with certified, pre-owned products.

### How can I get started?

Go to our HealthCheck page and enter the serial numbers of your Cisco gear. There is no cost for this service, no matter what the outcome.

### More Resources

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