

This deck provides participants in the Microsoft Registered Refurbisher Program (**RRPs**) an overview of the process to transition into the updated Microsoft Authorized Refurbisher Program (**MAR Program**).

From October 2020 there will only be one Microsoft Refurbisher program, the MAR Program. RRP who wish to continue to preinstall genuine Microsoft product for refurbished devices may become Third Party Refurbishers (**TPRs**) and buy refurbisher products (Citizenship and Commercial) from MAR partners who have a direct agreement with Microsoft to distribute and sublicense Microsoft product to TPRs.

Moving to this model will enable our refurbisher community to become more agile, reduce operational costs and reach a larger number of end customers currently not served. Ultimately, this will modernize and simplify the channel for both partners and Microsoft.

The following pages provide more details including:

- RRP Transition Checklist
- Microsoft Authorized Refurbisher (MAR)
- Third Party Refurbisher (TPR)
- TPR Benefits
- TPR Onboarding Process

Microsoft Registered Refurbisher Program Transition Overview

RRP Transition Checklist	Date
Final date to order Commercial product from Microsoft OEM Distributors. Any returns of Commercial product must be managed pursuant to the terms of your agreement with the OEM Distributor.	Sept 30, 2020
Final date to order Citizenship product from RRP Portal. Citizenship product may not be returned.	Sept 30, 2020
Final date to download RRP Product keys (Commercial & Citizenship) from the RRP Portal.	Dec 31, 2020
RRP Agreement expiration date.	Dec 31, 2020
RRP Portal closure.	Dec 31, 2020
Final date for distribution of Refurbished PCs and termination of the RRP Logo License Agreement.	June 30, 2021
Installation Media. Company may retain a reasonable number of copies of the OPK for the Product. Company may use the OPK only to support End Users of Refurbished PCs.	
RRPs who wish to continue to preinstall genuine Microsoft product for refurbished devices may become Third Party Refurbishers (TPR) under the Microsoft Authorized Refurbisher Program. TPRs must enter into an agreement with a Microsoft Authorized Refurbisher (MAR). To find a MAR near you, please go to the Device Partner Center here to view the latest MAR directory. The MAR partner will provide more information on the onboarding process.	From Sept 1, 2020
Please ensure that all required Company records, such as Product key history are retrieved from the RRP portal prior to portal closure.	Dec 31, 2020
MS may request an audit for a period of one year after the end of the RRP agreement. The audit may include a review of the process to verify PCs match the definition of a Qualified PC and comply with the Refurbishment requirements. The audit will take place during regular business hours. Refurbisher must make reasonable efforts to make all records available at one convenient location. Auditors will take reasonable measures not to interfere with Refurbisher's normal course of business.	Dec 31, 2022

Microsoft Registered Refurbisher Program Transition Overview

Microsoft Authorized Refurbisher (MAR)

What is a MAR?

MARs provide access to low cost genuine Microsoft product for Refurbished Devices, also, offering services, solutions & software to Third Party Refurbishers.

Products Available from MARs

- ❑ Windows 10 Home
- ❑ Windows 10 Pro
- ❑ Windows 10 Pro Citizenship (Charity/Education, etc.)
- ❑ Office pre-installation kit. (30 days trial version)
- ❑ Office Web Apps

Benefits of working with MARs

- ❑ Access to reduced price genuine Microsoft product.
- ❑ Digital capabilities to obtain digital product key and Genuine Microsoft Refurbisher Label (GMRL) for Windows product.
- ❑ Access to MAR logo for market differentiation (volume requirements apply).
- ❑ Potential access to additional services, support, imaging and refurbishing tools (inquire with MAR) and other products.
- ❑ Training and technical support to transition to digital product.
- ❑ Access to preinstallation tools.
- ❑ Access to refurbished devices.
- ❑ Potential access to Marketing resources.

Transition Overview

Third Party Refurbisher (TPR)

Third Party Refurbisher license terms for Windows Products includes the following.

- ❑ TPR may refurbish Windows devices that meet the following criteria:
 - ✓ Devices must be used and previously had a genuine Windows product installed,
 - ✓ Devices must have been in distribution at least 6 months,
 - ✓ Device hard drive must be data wiped, and
 - ✓ Devices must be appropriately refurbished and tested.
- ❑ Pre-install genuine Windows software on Refurbished devices;
- ❑ TPRs may **not** distribute Microsoft Product standalone – Product may **only** be distributed pre-installed on eligible devices.
- ❑ TPR's must adhere to terms and conditions of the MAR Program as per the agreement with the MAR. Terms of the MAR Program are provided by the MAR with whom you choose to do business. The MAR is responsible for managing TPRs, onboarding, licensing, imaging, operations, etc.
- ❑ TPRs must provide reporting required by Microsoft, through their MAR, and has a continued relationship with Microsoft, which will be a third party beneficiary of the TPR / MAR license terms.
- ❑ A TPR may have agreements with more than one MAR.

Microsoft Registered Refurbisher Program Transition Overview

TPR Benefits

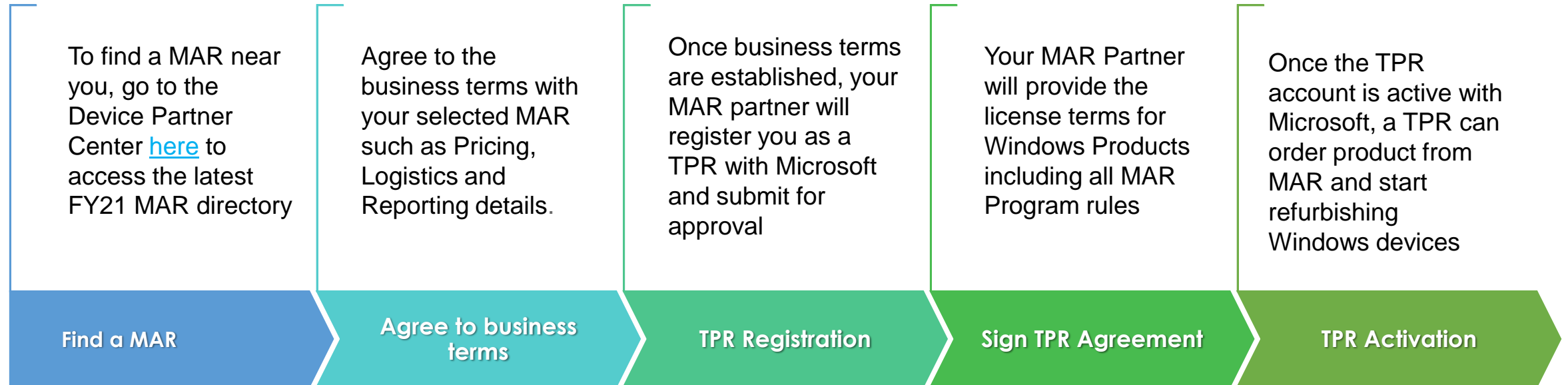
- ❑ Continued access to genuine Windows products with simplified purchasing & product key acquisition.
- ❑ TPR may refurbish used Windows devices, even devices without a visible COA.
- ❑ TRPs receive technical training & support from their MAR, including imaging tools, processes requirements, and transition to digital product keys.
- ❑ TPRs can request MAR partners to register their own brand to be printed on the MAR COA.
- ❑ TPRs may be allowed to use MAR logo if pre-defined (volume) requirements are achieved.
- ❑ Potential for TPR to distribute refurbished computers under its own 'brand' name (restrictions apply, please discuss with MAR)

To find a MAR near you, please go to the Device Partner Center [here](#) to access the latest MAR directory.

Microsoft Registered Refurbisher Program Transition Overview

TPR Onboarding Process

Beginning October 1, 2020, Microsoft Refurbisher product may only be acquired in the MAR Program, which requires a refurbisher to sign an agreement with a Microsoft Authorized Refurbisher partner and onboard as a Third Party Refurbisher.



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Thank you.

