

# Juniper Certified Pre-Owned Program Guide

When buying new is not an option, trust only Juniper Certified Pre-Owned.

## Program Overview

The Juniper Certified Pre-Owned (CPO) program gives you the flexibility to offer your customers pre-owned hardware that is officially certified and supported by Juniper Networks. Juniper CPO (“JCPO”) is a great fit for customers needing to support legacy networks, customers with limited budgets, and for customers who are buying used hardware from unauthorized sources.

Not all Juniper CPO hardware is pre-owned or used. Inventory for Juniper CPO includes hardware that may be acquired through demonstration returns, RMAs, stock rotations, new overstock factory inventory, or sourced from other opportunities such as open market purchases. Regardless of the inventory source, all Juniper CPO hardware is certified for resale.

Juniper CPO hardware is refurbished and updated as needed, and certified for resale through the CPO program’s certification process.

The Juniper CPO certification process may include:

- Component repair and replacement
- Latest revisions of embedded software incorporated bug fixes
- Default configuration reset
- Original Juniper packaging and labeling
- Certification qualifying testing and serial number verification

Juniper CPO includes two kinds of hardware offerings:

- Current line hardware (production), which carries the same warranty and support options as new hardware.
- End-of-production hardware (which is hardware that is no longer being manufactured, but still eligible for possible Juniper support), carries a 12 month hardware warranty where Juniper will use commercially reasonable efforts to ship the replacement hardware within twenty (20) business days after receipt of the product at a Juniper Networks Repair Center including Dead on Arrival (“DOA”) hardware. Customers who have purchased end-of-production hardware can choose to buy, if available, Juniper Care Core, Core Plus (Return To Factory (“RTF”) 10 day service) and upon pre-approval Next Business Day Delivery (ND) support services, but only at the time of their JCPO hardware purchase.

## General Information

Growing or maintaining a secure network can be expensive. You may need to expand your network, but want to stick with familiar operations or legacy hardware that is no longer available new. You might need extra capacity but don’t have the extra budget. And of course you need to minimize risk; estimates show one out of every ten used IT products is counterfeit or contains counterfeit parts<sup>1</sup>.

Juniper CPO offers a range of high-performance network solutions from Juniper Networks’ hardware portfolio, including switches, routers, security, wireless, and accessories. The certification process, warranty, Juniper Care eligibility, and overall value of Juniper CPO hardware are what differentiates the hardware from “used” hardware sold by unauthorized resellers.

<sup>1</sup>Source: <http://www.powersourceonline.com/magazine/2009/11/counterfeit-it-hardware>



## Program Highlights

### Availability

Currently available for customers in the United States only, Juniper CPO offers a broad range of high-performance network solutions from Juniper Networks' current line and end-of-production hardware portfolios. Inventory is available on a first come, first served basis, and although not all inventory is ready to ship and might require certification lead times, a majority of Juniper CPO hardware is in stock at Juniper's designated JCPO reseller, PureWRX, who may offer same day shipping options.

### Pricing

Juniper CPO purchases can be 20-25% off new hardware prices, on average.

### Quality

Juniper CPO hardware products are certified so they can perform like new, and they come with Juniper's latest revision of embedded software.

### Warranty and Juniper Care Eligible

Juniper CPO current line hardware carries the same warranty and support services as comparable new hardware. Juniper CPO end-of-production hardware carries a 12-month hardware warranty where Juniper will use commercially reasonable efforts to ship the replacement hardware within twenty (20) business days after receipt of the product at a Juniper Networks Repair Center including Dead on Arrival ("DOA"), Customers who have purchased end-of-production hardware can choose to buy, if available, Juniper Care Core, Core Plus (RTF 10 days), and upon pre-approval Next Business Day Delivery (ND) support services, but only at the time of their hardware purchase.

## Frequently Asked Questions (FAQs)

### Q: Can I work with my account manager to inquire about Juniper CPO?

**A:** Yes, you can work through your assigned account manager to get more information. Additionally, you can work through our reseller, PureWRX, to confirm availability and get more information.

### Q: Can I purchase JCPO hardware directly from Juniper?

**A:** No. Juniper CPO hardware can only be purchased from PureWRX, or other Juniper authorized resellers who are working with PureWRX.

### Q: Why does Juniper Networks offer Certified Pre-Owned hardware?

**A:** Juniper recognizes there is sometimes a need to purchase "used" hardware rather than new due to budget constraints, technical requirements, availability, or delivery timelines. By controlling the certification process and leveraging Juniper's authorized partners network, the Juniper CPO program can continue to provide the services, support, and high-performance network solutions customers expect and appreciate from Juniper Networks.

### Q: How is Juniper Certified Pre-Owned hardware different from other "used" hardware sold by unauthorized resellers?

1. Juniper CPO if used, has been refurbished and certified in a Juniper Networks facility.
2. Juniper CPO hardware comes with Juniper's latest revision of embedded software.
3. Juniper CPO hardware may be eligible for Juniper Care services and support.

## Learn More

For more information, please see <http://junipercpo.net>, or contact us at [sales@junipercpo.net](mailto:sales@junipercpo.net) or 855-354-7900.

## About Juniper Networks

Juniper Networks challenges the status quo with products, solutions and services that transform the economics of networking. Our team co-innovates with customers and partners to deliver automated, scalable and secure networks with agility, performance and value. Additional information can be found at [Juniper Networks](#) or connect with Juniper on [Twitter](#) and [Facebook](#).

Corporate and Sales Headquarters  
 Juniper Networks, Inc.  
 1133 Innovation Way  
 Sunnyvale, CA 94089 USA  
 Phone: 888.JUNIPER (888.586.4737)  
 or +1.408.745.2000  
 Fax: +1.408.745.2100  
[www.juniper.net](http://www.juniper.net)

APAC and EMEA Headquarters  
 Juniper Networks International B.V.  
 Boeing Avenue 240  
 1119 PZ Schiphol-Rijk  
 Amsterdam, The Netherlands  
 Phone: +31.0.207.125.700  
 Fax: +31.0.207.125.701



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