

JUNIPER NETWORKS GRAY MARKET PRODUCT REINSTATEMENT POLICY

Overview

This document describes the Juniper Networks, Inc. ("Juniper") policy for customers and partners who seek to purchase support for Juniper products that are considered "Gray Market" products, as described herein.

Gray Market Definition

The Gray Market includes new, used and refurbished Juniper products that have been sourced or sold outside of Juniper's authorized channels. Juniper's authorized channels include Juniper sales directly to an end customer or Juniper sales to an end customer directly from a Juniper authorized channel partner. A list of Juniper authorized channel partners can be found at our [Partner Locator](#) or by contacting [Juniper local sales office](#). Please note Juniper Partner Locator only includes Select and Elite level partners.

Juniper Warranty

Juniper product warranties are non-transferable and extend only to the original purchaser of the hardware from an authorized Juniper Networks reseller or Juniper Networks, itself. Products purchased from the Gray Market are not eligible for Juniper warranty services, regardless of what an unauthorized reseller may advertise. For more information on Juniper's warranties, please review the terms and conditions of Juniper's [product warranty policies](#).

Juniper Support Service Reinstatement Requirements

Juniper support service contracts are non-transferrable. When a product is sold on the Gray Market, any previous support service contract that a previous owner purchased will not transfer from that original owner. For more information, please refer to the [Juniper Networks End User Support Agreement](#).

Products purchased on the Gray Market may be eligible for new Juniper support services. However, Juniper reserves the right to terminate or deny service coverage, at its discretion, if it determines that products were purchased outside of Juniper's authorized channels. For customers who would like to purchase a new support service contract for Gray Market products, Juniper requires the following:

Basic Eligibility:

- Juniper will not reinstate products purchased from the Gray Market if the products are:
 - Damaged or not working;
 - End of life (EOL) or end of service (EOS)
 - Deemed lost, stolen, counterfeit, or otherwise traded in violation of applicable laws.

Required Product Inspection and Fee:

- All equipment that requires an inspection must be inspected and deemed to be in good operating condition before it will be eligible for coverage on a Juniper support service contract. The product inspection is conducted to check that (a) the equipment has been maintained in adherence to the support services procedures detailed in the product



Engineering Simplicity

technical documentation supplied with the equipment upon initial sale; and (b) the software installed is a currently supported release.

- Before Juniper will quote for new support services, owners who have purchased product from the Gray Market must provide written proof that they have (a) paid the inspection fee and (b) the Gray Market products have passed Juniper's inspection for each eligible product.
- To move forward with the inspection, customers may need to present some or all of the following information to Juniper: (a) an inventory of hardware and software; (b) origin of equipment; (c) serial numbers of all Field Replacement Units (FRU), such as chassis, Physical Interface Cards (PIC), Flexible PIC Concentrators (FPC), and line cards; (d) invoices proving proof of purchase; (e) a purchase order for inspection and software re-license or re-registration; and (f) pictures of the devices. Additionally, all possible cards must be installed in the chassis to be inspected and the equipment must be powered up prior to perform the inspection.

Inspection Fee

- Inspection fees will be charged at then current published rates on Juniper Networks Global Price List. Inspection fees include: (a) visual inspection of system through pictures including all FPCs, line cards and PICs; (b) verification of installation of any mandatory engineering changes; (c) collection and verification of serial numbers; (d) system power up and operation of network interfaces; (e) verification of operating software revision.
- Please note that any software and hardware compatibility, upgrade recommendation, replacement of defective hardware, update or upgrade of software, and software license fees are not included as part of the inspection process.

Reinstatement Policy under Required SW License Re-registration Fee and Purchase:

- Juniper Networks software is only licensed to the original purchaser and the license is not transferable or assignable without written permission from Juniper. Except to the extent a transfer may not be legally restricted under applicable law, a license for the embedded JUNOS operating system software must be purchased. All JUNOS software licenses are subject to the [Juniper Networks End User License Agreement](#). Please check the JUNOS software license re-registration fee pricing on the then current Juniper Networks Global Price List.
- For Juniper software that is sold separately from hardware on the then current Juniper Networks Global Price List, the software license must be purchased as new.

Support Service Contract Reinstatement Fee:

- To reinstate products purchased on the Gray Market, Juniper requires a reinstatement fee, which is equal to one (1) year of the then current Core Plus (/Return to Factory) support contract for the specific hardware product.

The inspection, re-registration, and reinstatement fee is non-refundable and does not apply to the purchase of the new support services contract.

Questions, Concerns?

Contact your Juniper Networks Representative or contact the Support Portfolio Team at: Support-PLM@Juniper.net

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