

# Gray Market Product Support FAQs

## What is a Gray Market Product?

The Gray Market is where products are traded through distribution channels that are often legal, but are unofficial, unauthorized, or unintended by the original manufacturer. Therefore, Juniper products that are sold by an unauthorized intermediary (e.g. unauthorized reseller or brokers) and advertised as 'new,' 'used,' or 'refurbished' will be considered Gray Market Product.

## What to consider before purchasing from the Gray Market?

When products are purchased through an unauthorized source, Juniper is unable to guarantee the source, quality and security of products purchased on the Gray Market. Therefore, Juniper does not honor warranties or other support contracts for Gray Market products, regardless of what is advertised.

OEM Warranty	Service Contracts	Software License
<ul style="list-style-type: none"> <li>• Does not transfer through gray market sales</li> <li>• Only available to original purchaser, per Juniper's records</li> </ul>	<ul style="list-style-type: none"> <li>• Does not transfer through gray market sales</li> <li>• Must have product ownership to purchase new services</li> </ul>	<ul style="list-style-type: none"> <li>• Junos embedded SW license granted to original purchaser only</li> <li>• Additional add-on SW licenses must be re-purchased new</li> <li>• Unauthorized trade/use may be deemed illegal</li> </ul>

## What if you already have products from the Gray Market?

For eligible products, Juniper may allow reinstatement of Juniper products purchased on the Gray Market. In order to initiate the reinstatement process, customers must first:

- Agree to a product inspection at an additional fee;
  - Product inspection verifies that the equipment has been maintained in adherence to the support services procedures detailed in the product technical documentation supplied with the equipment at initial sale, and that the software installed is a currently supported release.
- If the inspection is passed, agree to support reinstatement fee;
- Agree to applicable software license re-registration fee.

## Are your products eligible for purchasing Juniper support services?

Juniper does not reinstate products that are:

- End of life (EOL) or end of service (EOS);
- Damaged or non-functioning;
- Lost, stolen, or counterfeit.

For products not falling into the above categories, they must first pass Juniper's product inspection.



### How do I initiate the reinstatement process?

All fees associated with inspection, support reinstatement and software re-registration must be processed through a Juniper authorized partner. Please use Juniper’s [Partner Locator](#) to locate an authorized partner in your region. Your selected partner will work with Juniper’s [Customer Care](#) & Renewal teams to initiate the reinstatement process.

Please ensure that you have reviewed and are fully aware of the below referenced fee’s prior to initiating a request for product reinstatement.

### Can authorized Juniper Partners request product reinstatement?

Partners requesting product reinstatement on behalf of their end customers should contact our Renewals Team. They will assist in providing a detailed quote for all associated fees.

Once inspection has been passed and a purchase order submitted for all associated fee’s the product(s) will be reinstated into the new owner’s name.

### What are the costs associated with product reinstatement?

For each product, there will be associated fees for product inspection, support reinstatement, and software re-registration, which will vary depending on the product type. Engage your Juniper partner for an official quote. Below is an estimated fee range for guidance only.

Estimated Fees Per Product				
	Product Inspection	Reinstatement Fee	Junos Re-Registration Fee	Additional SW License
Fee range (USD)	~\$500 - ~\$2500	At minimum, equal to one (1) year of the current Core Plus (Return to Factory) support contract for the specific hardware product.	~\$500-~\$10,000	List Price
Type	Non-refundable fee	Non-refundable fee	Non-refundable fee	New

Here is a product example for the fees required:

Product	Product Inspection	Reinstatement Fee	Junos Re-Registration Fee	Total Fee List Price
ACX2200	SVC-INSPECT-2 \$1,000	SVC-CP-ACX2200 \$437	SVC-JUNOS-REG-4 \$2000	\$3,437

### What type of Software License can be re-registered and what type must be purchased new?

- Software license for the embedded JUNOS operating system that come with the Juniper hardware can be re-registered through the reinstatement process above
- 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.

For example: if you purchase a QFX5K device from the Gray market, software license sold separately from the QFX5K hardware SKU such as the ones below have to be purchased new again.

- QFX5K-C1-AFL
- QFX5K-C1-PFL
- QFX5K-C2-AFL
- QFX5K-C2-PFL

All Juniper software subscription licenses must be purchased as new.

## What else should you know about Gray Market?

- Products will not have an original warranty;
- Products may be damaged, non-functioning and unable to be returned or resold;
- Products may have been manipulated or installed with harmful cyber-security threats;
- Potential litigation exposure based on illegally transferred/sold software licenses;
- Reinstatement requires expensive non-refundable inspection, reinstatement & re-registration fees;
- Products may be counterfeit or contain serial numbers that cannot be re-registered;
- You may be unintentionally purchasing lost or stolen goods;
- Exceptionally discounted products such as line cards from unauthorized buyers may be counterfeit, which can create additional risks for networks and may invalidate other product warranties.
- FRUs purchased from Gray market may not function properly that may invalidate the support contract on the chassis

## What is an authorized alternative to new Juniper products?

Juniper has its own Juniper Certified Pre-Owned (JCPO) program dedicated to helping customers who do not need or want new equipment. This helps improve your network using pre-owned, less expensive hardware officially certified by Juniper Networks. All Juniper JCPO production products are covered under Juniper's standard warranty, and both production and EOL products are eligible for Juniper support contracts. There is no special fee required to purchase Juniper support contracts on JCPO products.

For more information on JCPO program, please revisit <https://junipercpo.net/> or contact [Juniper local sales team](#). Please check with your local sales representative or authorized Juniper partner to verify if JCPO is available in your country.

## Who can you contact about additional Gray Market information?

- For Product Reinstatement: Please use Juniper's **Partner Locator** to locate an authorized partner in your region. Your selected partner will work with Juniper's **Customer Care** and Renewal teams to initiate the reinstatement process.
- For Questions on purchasing support contract, product inspection or reinstatement fees, please open an Admin Service Request on [Juniper Case Manager](#) (Category: Renewal Quotes) or Call Customer Care to open a case

To report Gray Market Concerns: [brandprotection@juniper.net](mailto:brandprotection@juniper.net).

### Corporate and Sales Headquarters

Juniper Networks, Inc.  
1133 Innovation Dr.  
Sunnyvale, CA 94089 USA  
Phone: 888.JUNIPER (888.586.4737)  
or 408.745.2000  
Fax: 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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