

REFURBISHED PC POLICY

As your IT services provider, our primary objective is to establish and maintain a stable, accessible, and secure network environment for you and your employees. Our aim is to minimize computer-related issues, thereby maximizing your team's productivity.

Recently, we have observed a growing trend of refurbished computers being utilized among our clients. These computers offer an appealing price point, making them an attractive option for cost savings while providing adequate tools for employees to carry out their work.

Refurbished PCs, in essence, are computers that were originally sold as new, used for a period of time, and subsequently returned or surrendered to either the manufacturer or a refurbisher/reseller.

GRIT does not endorse, specify, or procure refurbished computers. However, if your organization chooses to use refurbished machines, the following criteria must be met:

- 1. The refurbished computer must be certified by Lenovo, HP, or Dell.**
- 2. It must meet our minimum hardware and operating system requirements.**
- 3. The computer should not exceed three years of age at the time of purchase.**
- 4. It must be accompanied by a manufacturer's warranty of at least three years, covering on-site support with next-business-day service.**

Leading PC manufacturers such as Lenovo, Dell, and HP are generally reliable when it comes to delivering refurbished computers that closely resemble new ones. Their factory-certified technicians meticulously inspect, repair, and subject these PCs to quality control verifications that approach the standards set for new computers. Additionally, warranties provided for these refurbished PCs are typically comparable to those offered for brand new models.

However, it is important to note that not all refurbishers adhere to the same stringent procedures. Their inspection and repair processes may overlook certain PC issues, and these refurbished computers often lack adequate warranty coverage.

Even when repairs are carried out correctly, refurbished computers may still contain older components, potentially outdated or obsolete, or other concealed problems that were not discovered during the refurbishing process. Consequently, their lifespan is likely to be shorter due to accumulated wear and tear.

The common adage, "buying used is often buying someone else's problems," holds true. Purchasing refurbished PCs from reseller marketplaces like Amazon, aside from the leading PC manufacturers, increases the risk of encountering unforeseen issues that may require our assistance, which is not factored into the support price.

Refurbished computers failing to meet the requirements listed above will be subject to hourly support charges.