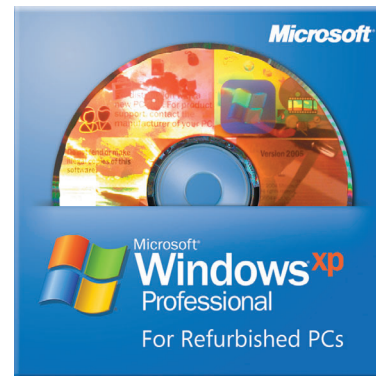


## Frequently Asked Questions

### What is the Microsoft Authorized Refurbisher (MAR) Program?

MAR is a new program created by Microsoft tailored to the needs of large scale refurbishers like Redemtech who want to deliver preinstalled, genuine Windows XP software licenses on refurbished PCs to be sold in the consumer and commercial markets. The MAR program offers access to proprietary tools that simplify the deployment of Windows XP on refurbished PCs.

**Microsoft**  
**AUTHORIZED**  
 Refurbisher



### How does the MAR program benefit me?

The Microsoft Authorized Refurbisher program allows Redemtech to install genuine Microsoft software on its Red Rabbitt™ line of professionally refurbished computers. That means the program effectively eliminates the risk of buying pre-owned computers without the protection of licensed software. Every Red Rabbitt refurbished computer comes with a new Certificate of Authenticity (COA), which constitutes proof that your PC is licensed for the version of Windows XP installed and ensures your access to software updates from Microsoft, and a recovery media CD pack with a back-up copy of the operating system, which allows you to reinstall the software in the event of hard drive failure.

### How do Redemtech and Microsoft define a refurbished computer?

A pre-owned PC that has gone through a rigorous reconditioning process within a Redemtech facility including complete data wiping, OEM-level testing and any necessary repairs or upgrades to meet the uncompromising standards of a MAR – plus the installation of certified, genuine Microsoft software (Windows XP operating systems). Refurbishment leaves the motherboard as is, or replaces a defective unit with one of exactly the same make, model and specification. (Otherwise, replacing a motherboard results in a “new” PC and not a refurbished computer).

### What support is available for my Red Rabbitt refurbished computer?

Basic hardware support for your refurbished computer is available from Redemtech free-of-charge for 90 days from the date of purchase. If you need assistance setting up your Red Rabbitt computer, or have related hardware questions, please call 800.772.4216. This toll-free line is available for hardware-related support only. Additional hardware support from Redemtech is available after 90 days on a fee-per-incident basis. Web-based support for the Windows XP operating system is available from Microsoft free of charge. Additional support is available from Microsoft on a fee-per-incident support basis.

### Does my Red Rabbitt refurbished computer come with a warranty?

Yes, Red Rabbitt refurbished computers are guaranteed to be operational for 90 days from the date of purchase. Redemtech will replace defective products under warranty with the same or a comparable product. For additional details, read our Product Warranty.

### What is your return policy?

You may return non-defective items within 20 days of the original invoice date. Products may not be returned without prior authorization and a Return Authorization Number (RMA number). If you ship the return, we will not be responsible for shipping charges, loss or damage in transit, shipping containers or packing supplies. All products being returned must be 100% complete and must be packaged in original packaging. If you have not returned the equipment within 14 days from receiving the RMA number, it will be voided. All packing materials, recovery media packs (reinstallation CDs) and other accessories and documentation must be included in the original packaging. A return will not be processed, or a restocking fee may be charged, in the event any item(s) included in the original shipment to you is not present in the returned package. Items sent for return consideration will be immediately denied and the return policy will not be honored in the event that a return shipment is received by Redemtech improperly packaged, altered or physically damaged.



**Microsoft**  
**AUTHORIZED**  
 Refurbisher

A Product of:  
**REDEMTECH**®

genuine   
 Microsoft®  
 software



## How do I return Red Rabbitt merchandise?

You must complete a Return Merchandise Authorization to return Red Rabbitt product under your limited warranty. You may Request an RMA by completing an online application: view Returning Merchandise under the Policies section on RedRabbitt.com. Instructions for returning your merchandise will be sent when the RMA number is issued. Please be sure to attach the RMA number to the outside of the box upon return to Red Rabbitt. If you need assistance or cannot complete the RMA, please submit an Information Request online under the Contact Us menu on RedRabbitt.com.

## Can I get Windows Vista for my Red Rabbitt refurbished computer?

If your refurbished PC has the necessary technical specifications to run Windows Vista, you can upgrade from Windows XP to Vista or any future releases of the Windows operating system software – at an upgrade cost only. At present, only Window XP Home Edition and Windows XP Professional Edition are available through the MAR program.



## What's Red and Black and Green All Over?

A Red Rabbitt computer, of course. Buying refurbished helps you do your part to keep hazardous electronics out of landfills and prevent their harmful contaminants from being exported to developing countries where they poison poor workers, the land, air and water. Plus, reusing a computer saves up to 20 times more energy than recycling it.

Do the PC thing – buy **Red Rabbitt** refurbished.

### GREEN FACTS worth knowing:

- E-waste is the fastest growing waste problem in the world and now makes up 5% of all municipal solid waste
- The EPA estimates that 29.9 million desktops and 12 million laptops were discarded in 2007. That's over 112,000 computers discarded per day!
- Reusing one computer system (CPU and monitor) saves enough electricity to power an average U.S. household for eight months and reduces greenhouse gas emissions the equivalent of removing a passenger car from the road for six months
- The total fossil fuels used to make one desktop computer weigh more than 240 kilograms, some 10 times the weight of the computer itself
- 1.8 tons of raw materials are required to manufacture the average desktop PC and monitor - the same amount of raw material to manufacture a mid-size car