

Customer Advisory: Grey-Market Goods

On occasion, customers are presented with opportunities to purchase Enterasys products through grey-market vendors. Typically, grey-market products are either used or end up in sales channels through unauthorized third parties. These grey-market products may be appealing to some end users because of lower prices. Those potential savings, however, may be quickly and completely offset by other costs.

End users of grey-market products do not obtain the level of protection and service provided by authorized Enterasys Partners. Grey-market vendors cannot deliver support tools, training and up-to-date information, nor can they provide access to Enterasys-certified sales and technical personnel available only through Enterasys-authorized Partners. These elements of service and support often are as critical to the end user's success as the Enterasys hardware or software itself.

Other critical factors undercutting the perceived "savings" associated with grey-market products include:

- **Software licenses** are not transferable via unauthorized vendors. Enterasys software purchased from any party other than an authorized Enterasys Partner is not licensed by Enterasys. Possession and use of such software may violate federal copyright laws.
- **Licenses to software embedded in Enterasys hardware (firmware)** similarly are not transferable via unauthorized vendors. Possession and use of such firmware may violate federal copyright laws.
- **Unlicensed software and firmware** are not eligible for critical support and service.
- **Product warranties** on hardware and software may be invalidated by the unauthorized sale of Enterasys products through grey-market vendors.
- **Extended warranty, phone support and other services** obtained at the time of the original purchase of Enterasys products may be invalidated once these products pass through grey-market vendors.

Accordingly, end users purchasing grey-market products may see these perceived savings quickly evaporate.

Enterasys authorized Partners bring significant value to customers. Although Enterasys products are renowned for their performance and reliability, an essential element of that success is the world-class support and service available only through these authorized Partners. Enterasys urges that its end-user customers take that support and service into consideration when making their next purchase of Enterasys products.

You can find an authorized Enterasys Partner at <http://www.enterasys.com/partners/find-partners.aspx>.