

# Tips for Decommissioning PCs for Refurbishment

**Microsoft**  
REGISTERED  
Refurbisher

COMPUTER SUPPORT (NOTTINGHAM) LIMITED  
**PC + DOCTOR**  
THE TECHNICAL PEOPLE

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Every year, millions of still-usable surplus personal computers are sent to landfills or put into storage. However, there is a growing recognition that getting the maximum use out of existing computers—through programs that support donation, refurbishment, and resale of used PCs—is an environmentally responsible choice. Furthermore, these refurbished PCs help make technology accessible for people and organizations that cannot afford new computers.

Here are some questions that organizations may want to ask a refurbisher before donating or selling used PCs:

- What tools will you use to erase the hard drives?  
How is the tool certified? How many wipes do you do?
- Do you own your own refurbishing, or do you contract out the work?  
If you contract out, to whom and how can I find out about their refurbishment policies and practices?
- To whom do you supply or sell refurbished PCs?
- What warranties do you offer them?
- How do you track the refurbished PCs you supply?
- How do you dispose of unusable parts?  
Do you offer a recycling audit?
- Do you sell or give away your PCs?  
If you sell them, what do you charge?
- What indemnity do you offer donors?
- Are you a member of the Microsoft Registered Refurbisher program?

**Microsoft Registered Refurbisher Program**

The Microsoft Registered Refurbisher program enables refurbishers to supply PCs preinstalled with genuine Microsoft software to businesses, schools, nonprofit organizations, government programs, and other eligible customers.

Refurbishers that are part of this program are required to comply with a set of responsible practices, including erasing data properly.

Today, there are more than 1,500 Microsoft Registered Refurbishers in over 60 countries.