

Steer clear of gray market products

Contact Brand Protection
brandprotection@juniper.net

Confidential Helpline – Anonymous
[Juniper Integrity Helpline](#)

Gray market products are Juniper products diverted from Juniper-authorized channels. Gray market products are often one or more of the following:

- Fraudulently acquired or stolen
- Counterfeit
- Used represented as new
- Damaged/nonfunctioning

Gray market products are also often sold without a valid warranty or license. Support services are costly to reinstate for gray market products when approved. Reinstatement is at Juniper’s discretion. For more information, see our [Gray Market FAQ](#).

Protect your networks with these best practices



Product sourcing

Juniper-authorized products are authentic Juniper products sold through authorized channels, as approved by Juniper. They include new and refurbished products. If a product is not Juniper-authorized, it is gray market or counterfeit. Juniper-authorized products are not sold via online retail marketplaces (e.g. eBay, Alibaba).

- Understand whether you are working with authorized resellers via the [Partner Locator](#) and contact Juniper for up-to-date partner status information
- Juniper is committed to sustainable sourcing – authorized refurbished products are pre-owned products officially certified and supported by Juniper Networks through the [Juniper Certified Pre-Owned \(JCPO\) Program](#)
- Understand any agreements and terms and conditions of Juniper products purchased – unauthorized brokers will often put the responsibility of product origin on the buyer
- Include an authenticity clause or authorized partner status requirement and proof in RFPs
- Request a letter of authenticity related to specific Juniper products purchased or included in a potential transaction



Support services

When you buy from a Juniper-authorized partner, the partner will ensure you are purchasing an optimized configuration backed by the services and support you need, with access to the latest software updates and upgrades. Partners are not allowed to provide services on unauthorized products. When purchasing Juniper support or services:

- Understand whether you are working with authorized resellers via the [Partner Locator](#) and contact Juniper for up-to-date partner status information
- Verify partner sales credentials and service authorization
- Include a requirement that the reseller and their products have manufacturer authorization in any bid or RFP
- Ensure all products are covered under service warranty
- Ensure your networks are covered by Juniper-backed support services agreements