

Notification for Potential PRODAS Software Reseller's:

Reselling within North America:

Arrow Tech does not use software resellers within North America. We acknowledge that some customers may utilize resellers, and we are open to collaboration in these instances. However, it's important to note that compensation for resellers will be provided by the end customer, not by Arrow Tech.

International Sales of PRODAS:

For sales outside the continental United States, an export license from the U.S. State Department is required. This license authorizes Arrow Tech to sell PRODAS software internationally to the final foreign user. Please note that Arrow Tech does not and will not provide copies the license itself but can provide the license number upon request.

Authorized Foreign Software Agents:

Arrow Tech partners with software agents in certain countries to navigate local laws, including import/export regulations, VAT, and any additional local laws and restrictions. These partnerships are exclusive to Arrow Tech and the specific local agent. We protect any customers introduced by these local agents. Unsolicited emails claiming customer interest without official representation will be ignored.

Arrow Tech directly negotiates with end customers. If a local agent is present, we will facilitate interaction between the customer and the agent.

Communication Policy:

ANY AGENT OR RESELLER THAT RESTRICTS COMMUNICATION WITH THE FINAL CUSTOMER WILL CAUSE CESSATION OF ALL NEGOTIATIONS.

Open communication with the end customer is essential throughout the negotiation process. Any agent or reseller obstructing direct communication with the end customer will lead to a halt in negotiations. Arrow Tech insists on direct discussions to ensure the customer's needs are accurately met and the appropriate software configuration is identified before sale. While final contractual negotiations may occur without direct customer interaction, pre-sale discussions must not be restricted. Without sufficient information from direct customer engagement, Arrow Tech cannot provide accurate pricing or quotes.