

Arrow Training Units

Arrow Training Units (TUs) are prepaid training vouchers that are a flexible solution for organizations whose training needs vary from a single course to an entire series of courses, internal or external. Training Units can be redeemed for a breadth of Arrow Learning Solutions courseware.

SCOPE

Arrow TUs come in increments of \$100 USD only. In order to purchase a course, the value of the TUs must be equal to or greater than the published price of the course. There is no refund of partial TUs. For example, if a technical course has a list price of \$2,995, the required amount of TUs to purchase the course will be 30 TUs. The VAR will receive an immediate discounted rate from the purchase price of TUs at the point of sale based on their contracted rate.

REDEMPTION

TUs are valid for 12 months from purchase date. TUs are treated exactly as cash and other forms of payment. Any course enrollment cancelled for participation 14 business days prior to the course start date will be entitled to a full refund of TU's. These TUs will still remain subject to expiration if not used 12 months from the original date of purchase. Any course enrollment cancelled for participation within 14 business days will be subject to immediate redemption of TUs based upon the agreed upon price of the course. Retakes will be at the sole discretion of Arrow and subject to a lower priority, space available basis.

RESALE

The VAR may resell a TU by simply including the SKU for the TU and the number of TUs they are selling. Unused TUs will be tracked by Arrow in its registration system under voucher prepayments.

ADDITIONAL TERMS AND CONDITIONS

All TUs are non-refundable and expire if not redeemed within 12 months of date of purchase. Any sale of services will be subject to Arrow's standard Terms and Conditions of Sale or a Services Agreement as negotiated between the parties.

Benefits for the VAR and their customers are:

- > Sold at contracted discount levels resulting in up to 42% GP
- > Immediate deal attachment potential
- > Can be used for all ECS classroom, online and self-paced IT courses
- > No stranded units locked into one vendor
- > No training assessment needed to be performed
- > End user has up to 12 months to enroll in training

Are You Five Years Out?

Most people live in the present. The world of now. But a handful of us work in a unique world that doesn't quite exist yet—the world of Five Years Out. At Arrow, we know Five Years Out is an exciting place to be. Partner with us, and you'll become part of a community of builders, designers, engineers and imaginers who navigate the path between possibility and practicality. Every day.