

Arcserve Appliance 9000 Series

Partner Demo Unit Program

Program Overview

Partner Demo Unit Program is the special appliance purchase program for resellers who want to procure demo units for their internal use, demo or POC purposes, at a reduced cost, with the opportunity to resell these units later.

Following terms and conditions of the Partner Demo Unit Program apply:

- Limit of one demo appliance unit per partner per twelve months.
- Partner must retain the unit for a minimum of three months.
- Partner must purchase demo unit with one-year maintenance.
- Partner must sell new maintenance when reselling to an end-user.
- Transfer of ownership must occur when partner sells demo unit to an end-user.
- Deal registration or any other additional discounts do not apply to this program – neither for original purchase nor for resale.
- All appliance models are available in this program.
- The program is available only to Arcserve partners registered in the Arcserve Partner Program.
- Partner must be both sales and technically accredited

For more information about Arcserve Sales and Technical Training, Accreditation and Certification programs please contact Arcserve Regional Sales team at partners@arcserve.com or training@arcserve.com

Fulfilment Process

Initial Purchase

- A distributor places a Purchase Order with Arcserve using a demo unit SKUs listed in the latest price book along with one-year maintenance.
- Demo units are available at a pre-discounted price and no deal registration or any other discounts apply.
- Purchase Order must contain all necessary shipping information.
- All existing policies, including shipping policy, apply.
- The initial owner (distributor or reseller) must keep the unit for at least 3 months.

Transfer of Ownership upon Resale

Distributor that was involved in the original transaction must inform Arcserve Order Management team referencing their original PO and place a replacement order which should contain the following information:

- Distributor/reseller details and new owner, end-user details
- Serial number of the demo unit
- Demo unit SKU (as per original PO) listed at zero value, as the unit has been already paid for.
- New maintenance SKU, according to end-user selection – Gold and/or Platinum – for any duration, including one, three or five years
- Any other required add-ons, including software and/or cards, at a value specified by latest price book, and associated new maintenance for any of these add-ons, when applicable
- If any additional hardware is ordered, shipping and other costs may apply according with policies and distributor/reseller needs. Shipping address and/or any other shipping instructions should be clearly indicated in the order.
- Replacement and installation of any add-ons is a sole responsibility of the partner/end-user.
- New owner will receive a new license certificate with associated maintenance and support entitlements issued in the new owner's name.

Note: Maintenance purchased by initial owner (partner) will not be reimbursed if the unit is resold before maintenance expires.

About Arcserve

Arcserve provides exceptional solutions to protect the priceless digital assets of organizations in need of full scale, comprehensive data protection. Established in 1983, Arcserve is the world's most experienced provider of business continuity solutions that safeguard multi-generational IT infrastructures with applications and systems in any location, on premises and in the cloud. Organizations in over 150 countries around the world rely on Arcserve's highly efficient, integrated technologies and expertise to eliminate the risk of data loss and extended downtime while the reducing the cost and complexity of backing up and restoring data by up to 50 percent.

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