



## **VIQUA Arros Online Policy**

October 22<sup>nd</sup>, 2024

Dear VIQUA North America Partners,

Due to recent questions regarding our VIQUA® Arros product online policy we want to provide clarification.

VIQUA partners and their customers may promote Arros systems and associated parts online and provide Arros product specifications and general systems information, but the ability to order Arros systems directly by end users online is prohibited. To that end, features enabling the sale online i.e. “add to cart” and “call for pricing” must be disabled so that the end user is unable to purchase VIQUA Arros Systems online. We encourage the Internet to be used as an educational and descriptive tool for Arros only.

If an end user seeks to purchase a VIQUA Arros System, the Reseller must be able to deliver, install and service the product directly with use of their employees, otherwise such sale to the end user is prohibited.

Finally, it is important that our VIQUA partners enforce VIQUA Arros requirements with its customers and abide by VIQUA’s policies to insure future access to VIQUA Arros systems and associated parts. We encourage you to pass this letter on to your customers so that they are aware of VIQUA’s position regarding the internet and online transactions.

VIQUA reserves the right to make adjustments provisions to these policies and its terms and conditions.

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### **Arros Terms and Conditions of Sale:**

*Buyer acknowledges being informed by Seller that the purchased Products are not to be sold, marketed or made available for sale, either directly or indirectly, by Buyer or Buyer’s customer, online or through the internet. Accordingly, Buyer agrees that if any of the purchased Products are found to be available for sale or purchase online or through the internet, either from Buyer directly or indirectly from an entity who purchased the Products from Buyer, that Buyer shall use best efforts to have such Products removed from online sale, at Buyer’s sole cost and expense. Buyer acknowledges that Buyer’s failure to follow the foregoing may result in Seller not providing Buyer with Products and Buyer hereby indemnifies Seller for any costs associated with Seller having to remove such Products from online sale.*

Best regards,

*Tony Oosterveld*

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