

Zenith ARCA Ordering / Support Portal - Quick Reference Guide

Ordering an ARCA

1. Click the Order ARCA menu item.
2. Select the ARCA model
3. Enter the amount of additional recovery mailbox licenses
4. Enter a "Friendly Name" for the order. This can be your end client's name. For reference only.
5. Click "Confirm and Pay"
6. Enter the Shipment details. Once the information is entered into this section it is automatically saved for the next order.
7. Select the method of payment.
 - Google Checkout
 - Physical Check
 - Marlin Leasing

Important Notes:

- Only 2 Evaluation ARCA Models can be ordered per reseller.
- Orders with the payment option of Physical Check selected can be paid for immediately by Google Checkout. This is available on the Order History page. Click on the Payment Details button.
- If you are not returned to the ZenithARCA ordering portal after selecting Google checkout manually enter your Google receipt ID by clicking on the Payment Details button under the Order History page.
- Once you have submitted your order the amount of recovery mailbox licenses cannot be changed until after the ARCA has shipped.
- If your order is rejected and found under the Rejected Orders tab you must start a new order.

ARCA Returns

If you are not 100% satisfied with the ARCA product for any reason you are able to return it for a full refund within 45 days of your original order.

Important Notes:

- The ARCA must be returned in good working condition.
- The ARCA shipping box must be properly labeled with Attn: Returns in the return address.
- You are responsible for all return freight charges.
- Once we verified the returned ARCA is in good working condition your money will be refunded via physical check or credit card reimbursement.
- ARCA's leased through Marlin Leasing do not qualify for the 45 day return policy.

ARCA RMA/Warranty

ARCA Warranties are performed for the ARCA Chassis including motherboard, CPU and RAM or for Individual Hard Drives. There are two types of RMA/Warranty Requests which are listed below.

Immediate RMA / Warranty Requests

Immediate RMA / Warranty Requests require a credit card payment for the amount of the replacement ARCA or ARCA hard drives. We immediately ship the replacement parts and include a pre-paid return shipping label in the shipping box.

Once you receive the replacement parts ship the defective items using the pre-paid shipping label. You will be reimburse in full for the amount of the Immediate RMA / Warranty request.

Standard RMA / Warranty Requests

Standard RMA / Warranty Requests require no up front payment. After the RMA / Warranty is completed on the Zenith ARCA Ordering portal you will be sent a pre-paid return shipping label via email. Please print this label and attach it to the shipping box of the failed ARCA or ARCA hard drives. Once we receive the failed ARCA or ARCA hard drives the replacement hard drives are sent.

ARCA Support Portal

Both resellers and end-clients are able to access the ARCA Support Portal. You must first create a login by clicking on the "Create Support Portal User" menu item. Enter the email addresses to add to the ARCA Support Portal. An automated email will be sent to the recipients with the URL, Login and Password for the ARCA Support Portal.

Both Resellers and End-Clients are able to access the following support on the ARCA Support Portal:

- Create a Support Ticket
- Review past Support Tickets
- Initiate an Online Chat Support Session
- Create Additional ARCA Support Portal Users
- Perform an RMA Request
- View RMA History

Important Notes:

Each ARCA unit has a unique Service Tag located on the outside of the chassis. This Service Tag must be used to initiate support requests on the ARCA Support Portal.

Each Support Portal User will only have access to the support requests they have initiated.