



## Q: What is changing on Arrow.com and why now?

We are introducing a unified digital platform that combines Arrow.com and MyArrow into one experience. You will no longer need to switch between sites—MyArrow functionality is now embedded within Arrow.com. This update simplifies navigation, consolidates inventory views, and provides real-time order tracking in a single place. The goal is to reduce complexity and make managing your account and purchases easier.

## Q: Who can access this new experience?

A preselected audience during the initial rollout, followed by broader availability. Access is currently limited to invited customers, suppliers, and team members. Broader access will follow soon.

## Q: How do I sign in?

Use your existing credentials to sign in to Arrow.com. If you previously had two accounts (Arrow.com and MyArrow), start with your MyArrow credentials first. This ensures your account information and preferences are carried over correctly.

## Q: Which browsers and devices are supported?

The latest versions of Chrome, Edge, Safari, and Firefox on desktop and mobile are supported.

## Q: I bookmarked a page on the old site, but now it shows a 404 error. Why?

We have recently upgraded to a new platform to improve your shopping experience. Some old URLs may no longer exist or have changed. If you use an old bookmark, you might see a 404 page. Don't worry—you can continue shopping by navigating from the homepage or using the search bar. We are still refining the experience, and missing pages will be available soon.

## Q: I bookmarked a page on the new site, but when I visit the old site, it doesn't work. Why?

Pages bookmarked from the new experience require a special setting (cookies enabled) to work correctly. If you visit the old site with those bookmarks, they may not load and will redirect to a 404 page. To access the latest features, please use the new site and ensure cookies are enabled in your browser.

## Q: Do I need cookies enabled to shop on the new site?

Yes. Our website relies on cookies to provide accurate functionality and a personalized experience. Most of our customers already have cookies enabled, but if you have disabled them, please turn them on for the best experience.

## Q: What should I do if I see a 404 page?

Simply return to the homepage or use the search feature to find what you need. We are continuously improving the site to provide an enhanced experience.

## Q: Will my existing orders and quotes carry over?

Yes, your order history, quotes, and status are available in the new experience. Go to **My account** → **Orders** or **Quotes**. Filters and export options are improved so you can find and share information faster.

## Q: How do I check real time pricing and inventory?

Use product pages or the BOM tool for instant availability and pricing. The new product detail page and BOM upload both show up to date inventory by location and price breaks. You can save views and subscribe to changes.

## Q: Can I order across regions?

The site will show product availability by location. Global products remain available for purchase worldwide, while regional products can only be ordered within their respective regions—just as before. Shipping across regions depends on your account setup and the specific products. Please check with your account team for guidance.

## Q: How do I submit an idea/feedback/suggestion?

Please use the feedback form to submit your idea/feedback/suggestion.

## Q: I cannot sign in. What should I do?

Reset your password or use the **help link** on the sign in page. Alternatively, you can select **Forgot password**, check your spam folder for the reset email, and try again. If issues continue, contact the support team through mail or chat options.