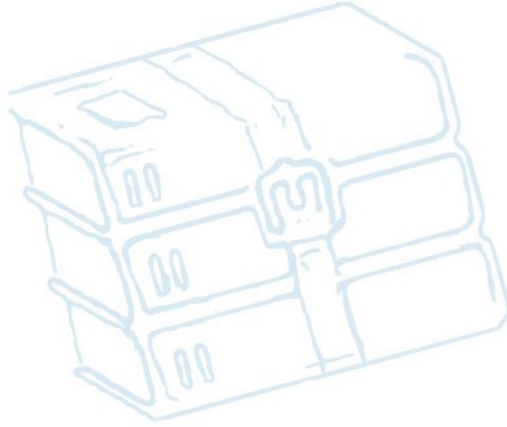
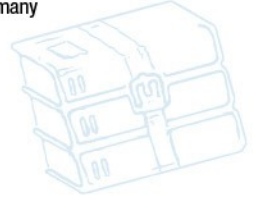




Resellers' Manual (EUR)

Last Updated: February 2011



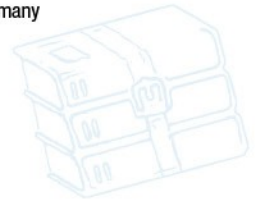
Management
Öncül Kaya
Burak Canboy

HR B-Nr. 109885 B
Amtsgericht Charlottenburg
USt-ID: DE255974207
Steuer-Nr.: 37/209/21397

Deutsche Bank AG
Lange Strasse 7-9
27749 Delmenhorst
Germany

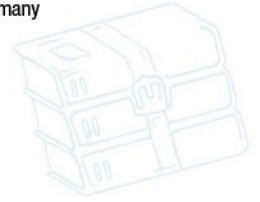
Konto: 8880155 00 (EUR)
BLZ: 290 700 24
IBAN: DE12 29070024 0888015500
SWIFT: DEUTDEHB294

Konto: 8880155 01 (USD)
BLZ: 290 700 24
IBAN: DE82 29070024 0888015501
SWIFT: DEUTDEHB294



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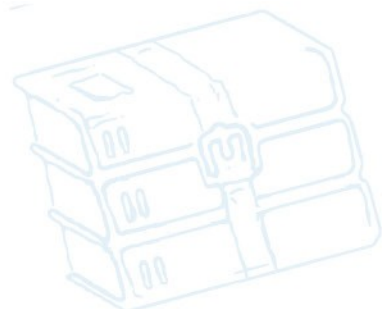
1) Preface

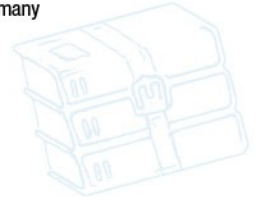
Aim of this manual

The aim of this manual is to provide our distribution partners with all the information they need in order to be able to successfully sell WinRAR. It includes general information about win.rar GmbH and our products, but also suggestions and guidelines about how to market WinRAR more effectively and descriptions of the order, payment and accounting process.

The manual is especially directed at new partners, giving them all the information they need in order to become a distribution partner. However, it can also be used as a work of reference for existing and already experienced partners.

If there are any issues which are not mentioned here, please feel free to contact us at:
partners@win-rar.com





2) Contacts

General

E-Mail:

partners@win-rar.com

Our office:

Schumannstrasse 17
10117 Berlin
Germany

Phone:

+49 30 28886758

Fax:

+49 30 28884514

Legal Representatives:

Burak Canboy, Öncül Kaya

We have made the experience that sometime it is very difficult to communicate via telephone. Language problems or bad connections may easily lead to misunderstandings. In order to avoid this, we prefer to communicate with our resellers via e-mail. If you have an urgent case, of course, you can call us.

Who to contact for ...

... technical support:

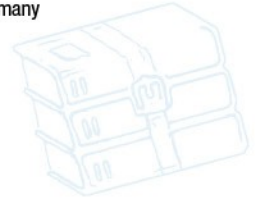
support@win-rar.com

... enquiries about the partner program:

partners@win-rar.com

... accounting, and payment:

accounting@shareit.com



3) WinRAR- at a glance

WinRAR...

... is a powerful compression tool with many integrated additional functions to help you organize your compressed archives.

... puts you ahead of the crowd when it comes to compression. Consistently creating smaller archives, WinRAR is often even faster than the competition. This will save you disc space, transmission costs AND valuable working time as well.

... has a graphic user interface, supports drag&drop, and can also be integrated to your context menu.

... is ideal for multimedia files. WinRAR automatically recognizes and selects the best compression method. The special compression algorithm compresses multimedia files, executables and object libraries particularly well.

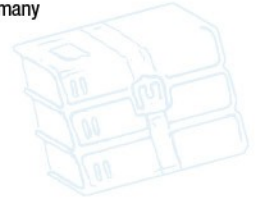
... is also ideal, if you are sending data through the web. Its 128 bit password encryption and its authenticity signature technology will give you peace of mind you are looking for.

... allows you to split archives into separate volumes easily, making it possible to save them on several disks for example.

... repairs even physically damaged archives and an archive may be locked to prevent further changes. Authenticity information may be added for additional security and WinRAR will store information on the last update and name of the archive.

Unique Selling Proposition – Overview

- supports all popular compression formats (RAR, ZIP, CAB, ARJ, LZH, ACE, TAR, GZip and UAE)
- integrated ability to create and change SFX archives (.exe files) using default and external SFX modules (no expensive add-ons needed!)
- extensive range of service functions, such as setting a password, adding archive and



file comments

- runs on Windows 3.x/9x/NT/2000/XP/VISTA. RAR command-line (console mode) versions run on Linux, BeOS, DOS, OS/2 and various flavors of Unix
- supports FAT files and archives up to 4 GigaByte, NTFS-Files of up to 8.589.934.591 GigaByte(!)
- offers you the benefit of industry strength archive encryption using AES (Advanced Encryption Standard) with a key of 128 bits, so that you no longer need to worry about the privacy of your data
- enables you to scan archives for viruses, thus making working with files much more secure
- provides functionality for creating 'solid' archives which can raise the compression ratio by 10% - 90% over more common methods, particularly when packing large numbers of small files

Screenshots

On <http://www.win-rar.com/winrarscreenshots.html> are a few screenshots of WinRAR that you can also show to your customers if they want to know what the WinRAR user interface looks like.

Comparison to Winzip

WinZIP is WinRAR's major competitor product. However, we have reason to believe that WinRAR is by far the superior product as it offers dozens of functions which WinZIP doesn't. Check the WinRAR-WinZIP comparison on our website <http://www.win-rar.com/winzipcomparison.html> to find out what they are. This comparison can also be used as a good argument to convince customers to use WinRAR.

License and the shareware system

WinRAR is a shareware, thus giving potential customers the chance to thoroughly test it. The program can be used absolutely free of charge for 40 days! If users decide to continue using WinRAR after the trial period expires, they have to purchase a license for the software.

The latest version of WinRAR can be downloaded from our website at <http://www.win-rar.com/download.html> or from the websites of our registered partners.



The following excerpt from the license text for WinRAR covers the most important licensing issues. For the full license text, please refer to the WinRAR folder on the computer that is created upon installation of WinRAR. The license is of course subject to change with new program versions. You can find the current version of the license text agreement on our website as well at:

http://www.win-rar.com/index.php?id=24&kb=1&kb_article_id=27

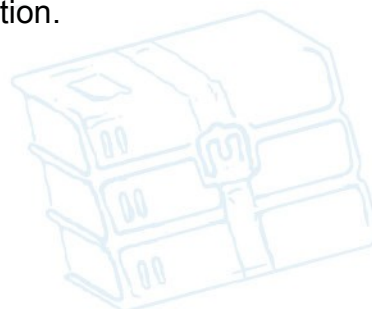
Languages

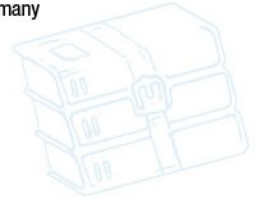
WinRAR licenses are valid for all available languages and platform versions. If customers have purchased several licenses, they can even mix versions just the way they want. WinRAR is currently available in the following 46 language versions:

Africa	English, Spanish, Spanish (Latin American), French, Portuguese
Asia	Arabic, Azerbaijani, Chinese (Simplified), Chinese (Traditional), Hebrew, Japanese, Korean, Persian, Thai, Uzbek, Vietnamese
Australia	English
North and South America	English, Portuguese (Brazilian), Spanish
Europe	Albanian, Belarusian, Bosnian, Bulgarian, Catalan, Croatian, Czech, Danish, Dutch, English, Finnish, French, Galician, German, Greek, Hungarian, Italian, Lithuanian, Macedonian, Norwegian, Polish, Portuguese, Portuguese (Brazilian), Romanian, Russian, Serbian (Cyrillic), Serbian (Latin), Slovak, Slovenian, Spanish, Spanish (Latin American), Swedish, Turkish, Ukrainian, Valencian

We welcome it if WinRAR users want to translate WinRAR into their native language, which is not yet in the list. They can download a .rar package with all the necessary resources and instructions from this location <http://www.win-rar.com/rarextras.html>.

Unfortunately, we do not pay for WinRAR translation. However, in exchange for the translation, we can give translators one license of WinRAR for free and they may also add "Translated by <name>" to the "About" box and documentation.





4) WinRAR Annual Maintenance Package (WAMP)

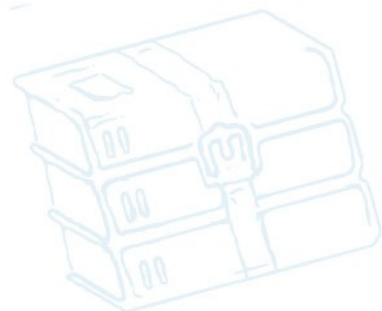
The WinRAR Annual Maintenance Package (WAMP) is an **optional service** and customers will have the choice to include it or not in their purchase. This is what the package contains:

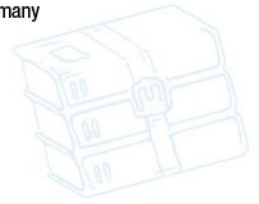
- **upgrade assurance for future WinRAR versions**
- **priority e-mail support and lost key support.**

Pls note, it has been our policy to offer future upgrades and updates for free to our users. Although we do not intend to change that in the near future, there are no guarantees or real assurance for how long the current policy will continue. The first item in the maintenance package takes care of this uncertainty and guarantees customers all new RAR versions, released during the period covered by the subscription.

The second point, priority e-mail support, simply guarantees that any request coming from a customer, who has purchased WAMP, receives a priority treatment. When the support is handled by us (as is in orders handled directly by win.rar GmbH), we have a dedicated e-mail for that: goldsupport@win-rar.com. When the support is provided by you, we suggest the creation of a similar support contact point for your customers. In case, the customers have lost their keys. With the WAMP, we can resend the key to them without any extra charge.

In exchange for offering the maintenance package (and especially for taking care of the premium support part), we are granting you the same commission on this service, as you are now receiving for your WinRAR license sales. The product is already available on our reseller onlineshop and you can start offering it. The price is set at 15% of the regular license price and is payable annually.





5) Distribution Network

Partnership program

Our distribution partners help us to distribute WinRAR worldwide. On the other side, we help our partners to generate more business and make extra money by selling WinRAR. Together we are working towards our shared main goal: to further spread the popularity of our compression tool.

In addition, our partnership programs enable us to provide our end-customers with local support in their own native language. Our experience has shown that our quick and reliable customer support is one of the factors that customers highly value WinRAR for and that puts us in front of our major competitors.

Further, we finally want to offer long-time WinRAR users and fans the chance to promote their favourite compression software and make money with it. Our fast and well structured distribution network over the Internet is especially suited to meet these goals.

Overview: Types of distribution partners

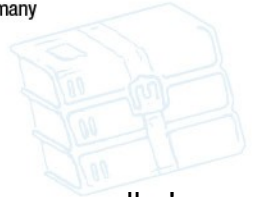
Our distribution network features three different types of distribution partners, who have different requirements and different commissions. On <https://www.win-rar.com/distpartners.html> you can find a quick overview of the three types of distribution partners.

Being an official WinRAR reseller

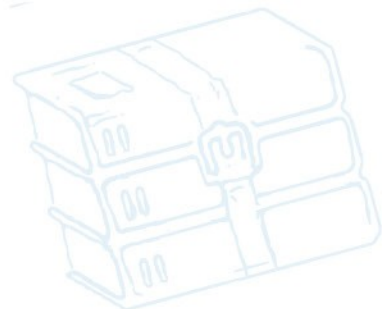
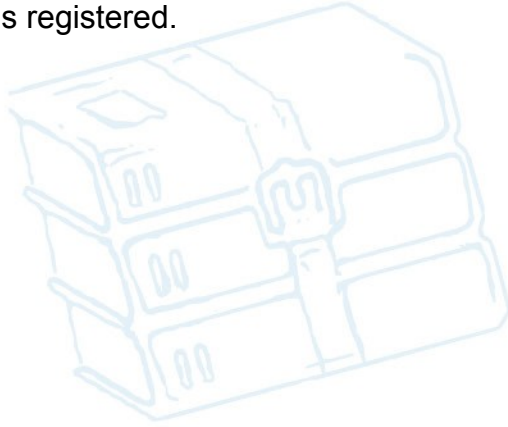
The Reseller program was designed for people in the IT business who already know the benefits of WinRAR. Sales for WinRAR can then easily be made to already existing customers. This makes WinRAR the perfect add-on for each IT company's portfolio of products and services.

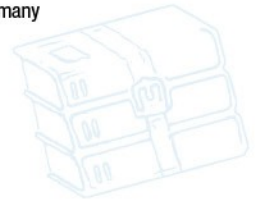
We expect our resellers to promote WinRAR software intensively, to be open for their customers' convenience and to provide off-line registration for the software. Further, they will offer their customers 1st level support. 1st level support means that they will deal with general enquiries concerning pre-emption, purchase and payment processes. Technical enquiries and questions customers have after they have bought the product will be forwarded to the [relevant contact persons at win.rar GmbH](#).

Resellers order licenses for their customers via our online store and normally receive the registration keys within a few hours. The order process for resellers will be explained in more detail in Chapter 7 „Ordering“.



Our resellers have the right to act as registration partner for our customers in our reseller's country and is also entitled to issue a hard copy licensing confirmation for customers once a customer has registered.





6) Pricing

Please refer to the price list which we sent to you when your account has been activated. If you are not sure about our current price, you may refer to the retailed price on our website: www.win-rar.com or contact partners@win-rar.com for the latest reseller price list.

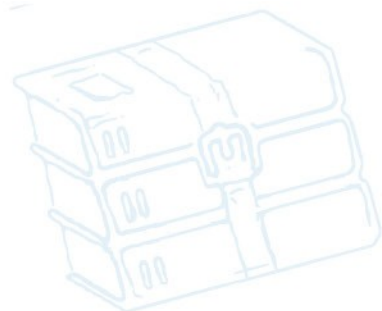
For orders more than 999 users, please contact partners@win-rar.com for the price quote.

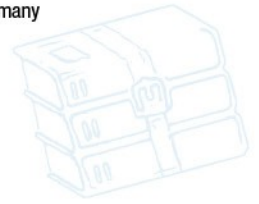
Educational licenses

We want to remind you that we offer educational (academic) discounts of 25% for academic institutions (Schools, Universities etc.).

Please offer that discount when you receive requests from schools, universities, students and academic institutions.

In order to receive instructions on how to order educational licenses, please contact partners@win-rar.com.





7) Ordering

Ordering licenses via reseller login

Please follow the steps below to order WinRAR using your new WinRAR reseller account.

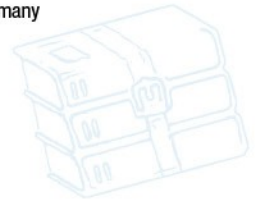
1. When ordering our product please use this link:
http://www.win-rar.com/reseller_eur.html
2. On this page, please extend the part 'Order as a registered reseller':



3. Then choose the product you want to order (in most cases it will be WinRAR). The link will guide you to our shop:

Choose the product





3. Please fill-in your User ID and Password and then click "Login". (Your User ID and Password are sent to you via e-mail after you register with share-it.) **PLEASE NOTE: You will only receive your reseller discount, when you enter the correct ID and password.**

Returning Customer / Reseller

Login Information [Info]

User ID Password

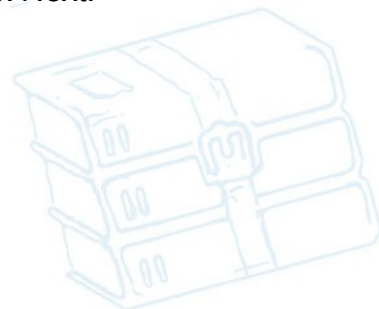
[Request your login information](#)

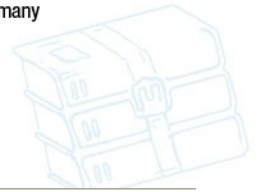
4. Please change the Quantity to the number of users that you would like to purchase. If you would like to order the WinRAR Annual Maintenance Package (WAMP) and/or the WinRAR Physically Delivery on CD, please check on the check box and then click "Update"

Your Cart

Pos.	Product Name	Delivery	Qty.	Unit Price	Remove
1.	--- WinRAR [#300012381]	electronic	1	EUR 29.95 (plus tax/VAT) EUR 35.64 (including tax/VAT)	☐
[Volume discount prices]					
Recommended Additional Products					
☒	--- WinRAR Annual Maintenance Package(WAMP) [#300432895]			EUR 4.49	
☒	WinRAR Physical Delivery on CD 1 [#300005842]			EUR 9.99	
					Update
				Subtotal: EUR 29.95 [Info] plus 19% sales tax/VAT: EUR 5.69	
				<input checked="" type="button" value="Total amount: EUR 35.64"/>	

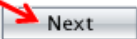
5. Please choose your payment option, enter your customers' information in the licensing section. If you would like to receive the license key before sending it to your customer, please insert your e-mail address in the order form and click Next.



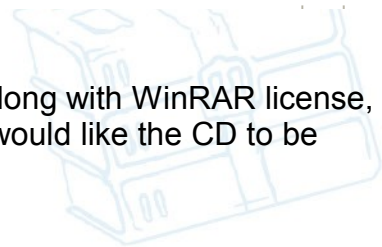


Order Process for Resellers

Welcome back Wattanikha Chenarak!

Payment Option	
    	
Payment type *	Credit Card [Info] Choose your payment option
Billing currency *	US Dollar [Info]
Your Coupon Code	
Please enter your coupon code (if available)	
Licensing	
Please enter the licensee's data here	
Company *	Enter your customer's information here
or	
First Name *	
Last Name *	
Delivery Address	
☐ Delivery to you as a reseller (delivery address and billing address are identical)	
Alternative: Delivery to a different address (e.g. to an end customer) when the order should be sent to someone other than you, the reseller.	
Company	
Salutation	
First Name *	
Last Name *	
Street Address *	
Additional Address Information	
ZIP / Postal Code *	
City *	
State / Province	
Country *	Germany
Phone	
Fax	
Note: Your customer will be e-mailed important product-specific information (such as a license key). You will be invoiced via e-mail address.	
E-mail *	If you would like to receive the key before sending it your customer, please enter your e-mail here.
Retype e-mail *	
	

Please note that if you order our Physical Delivery on CD along with WinRAR license, the 'Delivery Address' information must be the one where you would like the CD to be delivered (can be End-Customer's or yours).





For EU resellers (except Germany), if you have provided share-it your VAT number and you are still charged for the VAT at this page, please do not worry and proceed the order further. In the next step, there should not be any VAT showing.

6. Then review all data again (number of licenses, customer name, price with your reseller discount!) and finalize the order.

The registration key(s) will be delivered to your email account within a few hours, after share-it has received the full payment from you. (Please allow for a maximum of 48hrs in some cases).

— If you have any further questions regarding the ordering process, please contact us at partners@win-rar.com.

Ordering more than 999 licenses

Normally, resellers cannot order more than 999 licenses with the normal reseller's order process. However, if you would like to order more than 999 licenses for one of your customers, please contact partners@win-rar.com to receive prices and instructions on how to do this.

Ordering educational licenses

We want to remind you that we offer educational (academic) discounts of 25% for academic institutions (Schools, Universities etc.).

Please offer that discount when you receive requests from schools, universities, students and academic institutions.

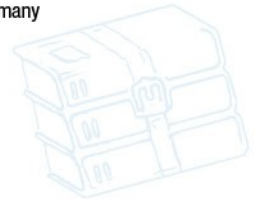
Please contact partners@win-rar.com to receive detailed instructions on how to order educational licenses.

Possible problems with the order process

- You cannot find/lose your ID and Password

If you cannot find or lose your Reseller ID, please contact: partners@win-rar.com

If you forget your company password, please click on "Request your login information" in the login section. On the new window, pls click on "Login information for resellers". You will need to insert your reseller ID and the e-mail, which was given to the system when you registered. The link to reset your password will be sent to this e-mail.



- You cannot see your discount, when you try to order WinRAR

Please make sure that you do all following steps:

1. You use the link: http://www.win-rar.com/reseller_eur.html
2. You login with your Reseller ID and Password in our online shop.
3. You follow the reseller ordering process instructions step-by-step.

If you still cannot see your discount, please contact partnes@win-rar.com.

- Delivery of the key files

WinRAR is distributed through the Internet only, not as boxed retail version. This means there will be no delay in delivery of the registration keys and no additional shipping costs.

Neither we, the publisher nor the author provide hard copy licenses for our registered users.

We do provide registration keys that are sent to our customers via e-mail. These keys contain the legal buyers, name and address and are sufficient proof of purchase.

Once registered, the user is granted a non-exclusive license to use RAR on as many computers as the number of licenses purchased, for any legal purpose.

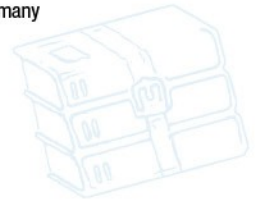
- Who receives the keyfile: You or your customer?

You can choose either to receive the keyfiles from us or our system can send the keyfiles directly to your customers.

If you would like to receive the keyfiles from us before sending it out to your customers, please insert **your E-mail address** in the order form. (Please note that all other information, name/company, address, and contact person, should be your customers' information!)

- When will you get the keyfile after ordering?

Once share-it has received the full payment from you and we receive the payment confirmation from share-it, the keyfile will be sent to the e-mail address that states in the order form withing 48 hours.



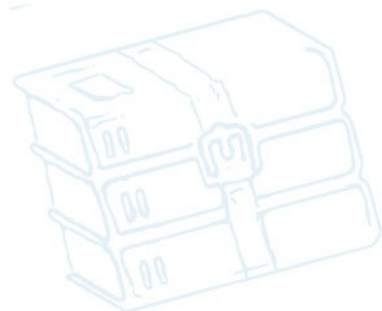
- You cannot open the attachment, that WinRAR team sends to you

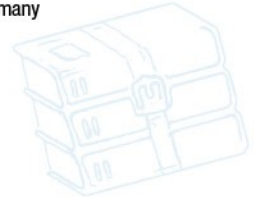
The attachment is in the rar format. If you cannot open it, you probably do not have WinRAR installed on your computer. Please go to <http://www.win-rar.com/download.html>, download the trial version of WinRAR and install it on your computer.

If you still cannot open the attachment after you have installed WinRAR, please contact partners@win-rar.com

- End user data

In the past, we had the problem that some of our resellers did not enter their end user's contact data correctly in the order form. Instead many Resellers inserted their own contact/company data in these fields. This makes it impossible for us to track orders efficiently and we would therefore like to remind you that **for all future WinRAR orders you need to enter your end-users' information in the order form.**





8) Payment methods / Accounting

We have outsourced accounting for resellers to element 5 / share-it!, a company that develops and manages e-Business solutions for software publishers. They offer the following payment options:

- Credit Card
- Bank/Wire Transfer
- PayPal
- giropay
- Check

Credit Card

- They accept Visa, MasterCard, American Express, Diners Club, and JCB.
- When you pay by credit card, your order will be processed immediately. The key file is are generally ready for download immediately, or no more than 48 hours after you place your order.

Bank/Wire Transfer

- To help minimize fees for wire transfers to foreign countries, you may send bank transfers to one of their accounts in Germany, France, Great Britain, Finland or Japan.
- You will receive the account information via e-mail after your order has been processed.
- You will receive your key file once payment has been received.

PayPal

- PayPal payments for orders are currently only accepted in USD, EUR, CAD, GBP and JPY.
- A valid PayPal account is not required to use this payment method; you can set up an account when you are directed to PayPal's Web site.
- If you choose PayPal as your payment option, you will be automatically redirected to PayPal's Web site. You can then log in to PayPal as usual or set up a PayPal account to pay for your order.
- During the payment process, all information will be exchanged in encrypted format exclusively between you as the account holder and PayPal's Web site.
- After the transaction has been successfully completed, you will be returned to share-it!'s order process pages.
- Typically, product delivery will be initiated immediately.



giropay

- giropay is an online payment method that is supported by several banks in Germany (Postbank, Sparkasse, Volksbank and Raiffeisenbank).
- Online wire transfers via giropay are applicable only for orders placed within Germany in Euros.
- Prerequisites: Your bank must support the giropay process, and you must possess valid authorization and authentication information (such as a PIN and TAN)
- If you select this payment method, you will be automatically directed to your bank's online banking system. Log in to your online banking service as usual, and you will be shown a wire transfer form that has been pre-populated with information. You can then enter the remaining data required.
- During this wire transfer, all information will be exchanged exclusively between you, the account holder, and the institution managing the account as encrypted information.
- After a successful online wire transfer, you will be returned to share-it!'s order process pages.
- Typically, product delivery will be initiated immediately.

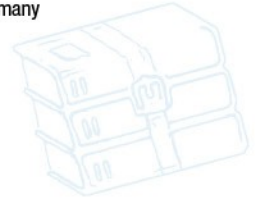
Check

- They accept all personal, business, and Cashier's checks. Please note that personal checks may be held for up to 10 business days.
- Please note that postal money orders must be in US dollar currency and drawn on an US Bank. Please send those postal money orders to our US-Office:
ShareIt! Inc.
9625 West 76th Street, Suite 150
Eden Prairie, MN 55344
USA
- You will receive detailed information by e-mail after your order is processed.
- Products will be delivered once payment has been received.

Processing fees

bank transfer	USD 2.60
check payment	USD 2.60

If you have any questions concerning accounting matters, please feel free to contact accounting@shareit.com.



9) Marketing

Corporate Design/ Web Design

A corporate design is what gives a company and/or product its unique look and make it easily recognizable for existing and potential customers. Win.rar GmbH's corporate design includes such things as the famous WinRAR logo, the WinRAR colors, typography and additional design elements.

Professional corporate design of a company attracts attention and leaves a lasting impression on people's minds. It will make it easier for your customers to recognize that you are really selling the original WinRAR and are an official WinRAR distribution partner.

You can download our corporate design manual and some of our logos from:
<http://www.win-rar.com/fileadmin/downloads/060816-winrar-logos.rar>. (RAR format)

More WinRAR banners and logos you can find on our website: <http://www.win-rar.com/banner.html> or on our reseller section: http://www.win-rar.com/reseller_eur.html

Please use the elements specified there and in this manual when designing websites, sending newsletters or distributing other things that relate to WinRAR. In case of doubt, do not hesitate to contact our Partners Team: partners@win-rar.com.

Promotion & Distribution

Our experience so far has shown that the choice of promotion channels varies considerable depending on the local market conditions and the possibilities of our partners. Nevertheless, the surveys and work we have done on that subject, together with our resellers, have led to one important finding: relying solely on your website as a source to attract clients does not guarantee success.

Our recommendation is when possible to try to utilize at least three different channels – online promotion, direct sales and through your own network of partners. By diversifying your promotion and distribution techniques you achieve:

- a) better market coverage (reaching different types of clients)
- b) informal promotion through your everyday contacts and word of mouth
- c) possibility to gain new partners and create/extend your own network
- d) increase in your sales.

When time and resources are a constraint and you are not able to keep up with the aforementioned advice, there are other options how you can improve your revenues.

First, it might be beneficial to try to increase the scope and type of your target market.



Single users licenses are welcomed but they are rarely the bulk of our best partners' sales. Usually presenting the product to big corporate users, government and academic institutions plus small and medium size enterprises is the best way to make your business growing. Certainly it may be not that simple to get these big orders in a short time but any effort in that direction could bring excellent results.

Second, offering a variety of payment options and providing timely support for your clients could give you an extra competitive advantage on the market. There are country to country differences and restrictions as to the available payment methods and the amount of risk involved so we advice you to carefully consider which customers are worth your trust (to extend a credit line for example) and which should settle their purchase immediately. In any case, the flexibility is of importance, especially if you are after big corporate customers and institutional users.

Third, always remember that you are a part of the WinRAR Distribution Partners Team and you can always rely on our support and assistance. We are here to answer your questions and handle all type of requests regarding WinRAR sales, promotion, and support. Since we receive hundreds of such e-mails every day, it is wise to contact us as soon as an issue of concern appears so that we are able to reply you on time.

Marketing Materials

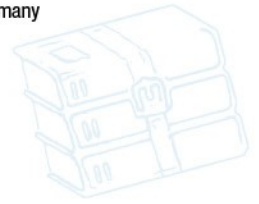
Besides your website, there are a number of possible ways how you can spread the popularity of WinRAR and thus attract more customers. Brochures, catalogs, leaflets, fliers and the like provide easily important information and grants you access to a larger audience of potential users. It is up to you and your company's abilities to estimate the proportion and duration of such campaigns as well as the targeted customer niche.

Here is a sample text you can use for such purposes:

“How can I reduce the size of my data for more effective transmission and storage? How can I reduce e-mail transmission time? How can I organize my data in the most efficient way? If you have been asking these questions, then you definitely need a compression tool.

Utilities to compress, organize and archive data have become a staple in today's computer world. Compressing and archiving data means placing selected data into a new format by compressing it, while still maintaining the integrity of the data. This makes the data smaller and easier to handle.

Compression tools not only reduce the size of single large files but can also squeeze several large files into an archive that behaves like a single file. This makes sending several or large files via e-mail at once, a piece of cake. This function is also good for saving related files in one archive so that they can be found easier later on.



Everyone should be using a compression tool to e-mail and archive smaller and encrypted files. Compression tools are so easy to use that if you don't use one you would be wasting valuable space and time. A compression tool is a must have for everyone who wants to bring order to and save disc space on their hard drives.

The compression tool we recommend using is WinRAR. WinRAR is a 32-bit Windows version of the RAR archiver, the powerful archiver and archive manager. RAR files can usually compress content up to 30 percent better than ZIP files. WinRAR's main features include:

- Very strong general and multimedia compression
- Processing of non-RAR archives
- Long file name support
- Programmable self-extracting archives (SFX)
- Damaged archive repair
- Authenticity verification
- Industry standard password encryption using 128 bits
- An intuitive wizard for novice users
- Themes (all available themes can be found at www.win-rar.com/themes.html)

With WinRAR, there is also no need to purchase add-ons to create self-extracting files, it's all included. Unlike the competition, WinRAR has already integrated the ability to create and change SFX archives (.exe files) by using default and external SFX modules. For more information about WinRAR please visit www.win-rar.com.

Without altering the meaning of the message, you may use part of the text above or the whole version according to your needs. It is important to remember that such marketing materials are intended to inform and attract potential customers. They are not meant to threaten anybody or misrepresent information that will lead only to problems later on. Please feel free to contact our marketing department: marketing@win-rar.com if you are not sure about the content or the lay out of your promotion material.

Winning new customers

Mails to potential customers

When receiving requests from people who are not yet sure if WinRAR is the right solution for them, it is also a good idea to point out a few of the main sales arguments and also give the person a few internet links to independent WinRAR reviews.

We have already created an e-mail template for such customer queries, which you might want to use. The template contains a few links to product reviews. Before you send these



links to any enquirers, please make sure that they still work. Here is the template:

There are many good reasons why to choose RAR. Here's a couple of them:

1. You can use WinRAR licenses on ANY combination of OS and language (currently 45 languages!) you wish.
2. You get the technologically most advanced product on the market.
3. WinRAR is constantly being developed.
4. WinRAR offers true multi OS support. You may use all licenses on any of the following OS:

WinRAR works with all Windows 32Bit and 64Bit versions (95/98/NT/ME/2000/XP/Vista/Windows7).

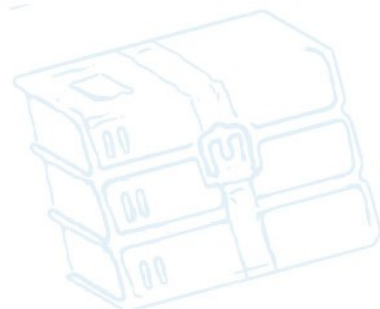
RAR (command line tool; already licensed with your purchase of WinRAR) is available for all Windows 32Bit and 64Bit versions (95/98/NT/ME/2000/XP/2003/Vista/Windows7), Mac OS X, DOS, OS/2, Linux and FreeBSD Unix. The most current list of supported OS for RAR can always be found here: <http://www.rarlab.com/download.htm>

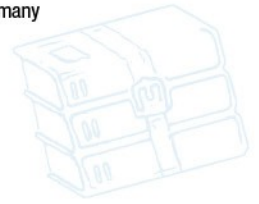
UnRAR (Freeware command line tool) is available the same platforms as RAR and additionally for Amiga OS, Solaris 8 Sparc, Solaris Intel, HP UX, AIX, IRIX, OpenBSD, NetBSD, BeOS and QNX6 and many more. The most current list of supported OS for UnRAR can always be found here: http://www.rarlab.com/rar_add.htm

Unrar C++ source code is freely available in "RAR extras" section of our site and can be compiled by GCC, which is available for practically all Unix and Unix-like platforms.

5. You will be able to purchase additional licenses (even for lower quantities) at the same low price you get on the initial purchase.

Finally get a WinRAR Winzip comparison here:
<http://www.win-rar.com/winzipcomparison.html>





10) WinRAR end user support

The experiences of our best-performing resellers and us have shown that excellent end user support is a decisive factor in retaining customers. If customers feel that they are supported well by you regarding technical queries, they will recommend you to others.

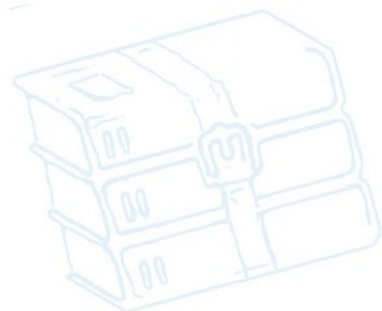
Some simple rules, which you probably already know:

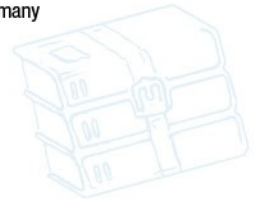
- Make it a rule to answer e-mail requests from (potential) customers within 48 hours;
- It might be beneficial to put your telephone number on your website - it is essential that client have personal contacts with you;
- Offer personal, continuous support and objective counselling in a positive and friendly manner;
- Do not leave a customer's request unanswered. If you are not able to reply, pls visit our online knowledge base or contact us for more information.

Our online knowledge base

Our website www.win-rar.com contains a searchable knowledge base that contains the answers for many technical queries related to the use of WinRAR. This might be very helpful for your daily work in end customer support.

Please feel free to search our knowledge base at <http://www.win-rar.com/knowledgebase.html>. If you feel that there is an entry related to a specific technical problem missing, please send your suggestions to support@win-rar.com.





11) FAQ

There are some questions from resellers we have already received several times. For everybody's convenience, we have decided to put these into a separate chapter. If you should have any questions that you think are very important and should therefore appear in this chapter, please contact partners@win-rar.com.

- How do I spell the name of the product?

The proper way of spelling the name of the product is: WinRAR.

- Can we send our orders directly to you?

We do not accept any purchasing order (PO) from our resellers and our customers. If you could not access to our online shop, you can contact share-it! directly to order WinRAR via phone or fax. In this case, share-it might charge you the fee for the order that they have to make for you manually. For more information, please contact processing@shareit.com.

- Can I put WinRAR on a CD and sell it to my customers?

Yes. You can put both WinRAR and the license key on a CD before delivering to your customer.

- I have ordered some licenses a week/ few weeks ago, but still have not got the keyfiles.

There might be two possible reasons:

- 1) You have chosen the payment via a wire transfer. A wire transfer method can take up to 2 weeks. The key will be sent out within 48 hours after share-it! receives yours payment.
- 2) You might insert your customer's e-mail address instead of yours in the order form and the key was sent to your customer.

- Do the customers still get free upgrade, if they did not purchase the WinRAR Annual Maintenance Package (WAMP)?

As per our existing license policy, regular registered users are entitled to receive future upgrades and updates for free.

- Why do customers need the WAMP?

Although we do not intend to change our upgrade policy in the near future, there are no guarantees or real assurance for how long the current policy will continue. Therefore, the WAMP offers among others: upgrade assurance, premium e-mail and lost-key support service, which might be interesting even for already registered users. The service is



normally valid for a period of 1-year, starting from the day of the license purchase (key delivery).

- Why do I see the VAT after logging in with my reseller's ID?

If you are from EU countries (except Germany) and have provided your VAT number to share-it system, you should not be charged for any VAT.

After you login and update your order, it might be the case that you still see the VAT. Please proceed your order to the next step. Then, the VAT should be no longer there. However, if you still see it, please do not order and contact partners team at:

partners@win-rar.com.

Please check if one of these possible reasons apply. If they do not apply, please contact partners@win-rar.com.

