

Q. Is all inventory available on Arrow.com genuine and authorized?

A. Yes. All inventory sold on Arrow.com consists of genuine, authorized products only.

Q. I cannot log in to Arrow.com. What should I do?

A. If you are unable to log in to Arrow.com, you can reset your password. Please click the “**Forgot Your Password?**” link on the login page to access the **Password Reset Page**: <https://www.arrow.com/ja/forget.html>

Enter the email address registered with your Arrow.com account and follow the instructions. A password reset email will be sent to your registered email address.

Login


Username

Password


[Forgot password?](#)

Sign in

By logging in, you agree to Arrow Electronics [Privacy Policy](#) and [Terms of Use](#)

Having trouble logging in?


Add your email here to send a link to reset your password

Email

Cancel and go back

Send link

For additional help, call 1-855-326-4757

Please check your inbox and spam/junk folder for the reset email.

If you have any questions regarding login issues, please contact us at 1-855-326-4757.

Q. I would like to learn how to use Arrow.com.

A. The following videos provide an overview of how to use arrow.com:

[Explore the new arrow.com](#)

Learn about the updated site layout and where to find key features.

[How to manage orders on arrow.com](#)

Create orders, monitor order progress in real time, and review your order history all in one place.

[Account hub overview](#)

Manage My Page, orders, materials, and account settings from a centralized dashboard.

[Simplify BOM management - from upload to purchase](#)

Upload your bill of materials (BOM), review inventory availability and pricing, and proceed seamlessly to purchase.

[Quote request on arrow.com: add, track, and manage quotes efficiently](#)

Create, track, review, and manage quotations directly on arrow.com.

Q. What are the shipping charges on arrow.com?

A. Orders exceeding \$100 (excluding taxes and fees) qualify for **free shipping**.



Q. How can I create an arrow.com account?

A. You can create an account from the following page or by clicking the **“Create New Account”** link at the bottom of the login screen:

<https://www.arrow.com/ja/signup.html>

Q. I would like to update the information associated with my arrow.com account.

A. As a general rule, the email address associated with an arrow.com account cannot be changed.

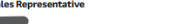
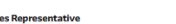
We apologize for the inconvenience and ask that you create a new account instead.

If you have a **Premium Account**, please contact your assigned representative listed on your My Page.

Account Details

[Back to Home](#)

Hello, - User

 Your Orders View and track your current and past orders, with access to detailed order information and status updates.	Customer support team   Start offline chat
 Quotes Upload, review and manage your quotes efficiently.	Inside Sales Representative  
 Your Address View your saved shipping addresses and details.	Field Sales Representative  
 Your Payment Methods Access your saved payment methods, including credit cards and other options used for purchases, based on your account permissions.	
 Account Profile Review and manage your profile information.	
 Your Shipping Accounts	

Note: Some customers whose accounts were migrated from Chip One Stop were automatically designated as Premium Account holders. If representative information appears on the right side of the **My Account** page, your account is a Premium Account.

Q. What is an arrow.com Premium Account?

A. Arrow.com offers a Premium Account program.

Customers whose accounts were migrated from Chip One Stop may have been automatically designated as Premium Account holders. If representative information appears on the right side of the **My Account** page, your account is a Premium Account.

Premium Account holders can access the following benefits:

- Request quotations based on target or negotiated pricing
- Place backorders and create order schedules
- Receive support from a dedicated account representative and team, including design assistance and field support
- Use invoice payment terms

To apply for a Premium Account, please visit:

<https://www.arrow.com/ja/my-account/apply-premium.html>