

Quasar Resellers Package

Resellers Price Guide

Software Product	Single Payment or	Monthly Payment
Quasar Accounting (Single Station)	Free	-
Quasar Accounting (Networked)	£222 per seat or \$299 US	£9.5 per seat*
Quasar Reach (Networked)	£222 per seat or \$299 US	£9.5 per seat*
Quasar Sync (Networked)	£222 per seat or \$299 US	£9.5 per seat*
Quasar Report/Import (Networked)	£222 per seat or \$299 US	£9.5 per seat*
Quasar POS (Networked)	£311 per seat or \$419 US	£13 per seat*

Notes:

- Prices are in US Dollars converted to UK pounds at time of purchase.
- UK prices estimated as of October 2025 based on currency exchange.
- Monthly fees are payable 6 months in advance, and a 6-month license is issued.
- All licenses issued are concurrent. This allows many users to have access but limits how many can use the software at the same time.
- ALL PRICES EXCLUDE VAT AND SUBJECT TO CHANGE WITHOUT NOTICE.

Resellers Maintenance (Per Seat)

Tier	Annual or Monthly
Resellers Support per seat	\$100 or £73

Includes:

- 3rd level email support
- Software updates
- Documentation

Notes:

- Refer to terms and conditions for specifics of third-level support.
- Fees cover updates for the preceding 12 months; payment must be made within 12 months of license issuance.

- Failure to pay may result in suspension of software and license updates.
- ALL PRICES EXCLUDE VAT AND SUBJECT TO CHANGE WITHOUT NOTICE.

Reseller Third-Level Support

1. Provide exact steps to reproduce issues using the default demo database with configuration changes.
2. Explain observed vs expected behavior; reported issues must be reproducible.
3. Advice not covered in documentation will be prepared and made public.
4. Third-level support excludes investigation work; issues must be reproducible.
5. Support limited to software; environmental and network issues are not supported.

Investigation Service (Outside Level 3 Support)

Service	Price
Non-Urgent (Within 7 days)	£250
Urgent (Within 24 hours)	£350

Notes:

- Maximum investigation time is 4 hours.
- Charges apply to issues outside agreement scope such as environment or network.
- ALL PRICES EXCLUDE VAT AND SUBJECT TO CHANGE WITHOUT NOTICE.
- Required reseller information for investigation:
 - .bak backup file of system
 - Archive of /opt/quasar from problematic tills
 - Detailed issue description
- Remote access may be required for urgent or environment-related issues.

Free Service for Resellers

Includes:

- Sunday evening service (on request)
- Reseller training
- Questions and answers
- Discussions and pre-sale questions

- Support during first installation

Please use these services responsibly.

Expectations of Resellers

Resellers should:

- Have sufficient Linux skills and confidence.
- Provide Level 1 and Level 2 support to their clients.
- Manage their own customer base effectively.
- Execute complete deliveries including software installation and training.
- Test systems thoroughly before final delivery.

The software is supplied only; resellers manage client relationships and support.

Important Terms and Information

- Software is provided "as is" with no liability for client claims.
- Services are provided on a best endeavours basis.
- Non-payment may lead to suspension of services.
- No ongoing legal obligation; either party may terminate at any time.
- Resellers must comply with applicable law.
- Resellers may not solicit Watson Core clients and vice versa.
- Support excludes environmental issues such as network and operating system problems.

Frequently Asked Questions

1) The POS software at £330+ seems expensive compared to others at £200.
With Quasar, no Windows OS fees, reactivation or hardware-linked license charges, no separate modules, covers wider markets, and POS source code is included.

2) What markets are targeted?

Large businesses with multi-store, large product ranges, and customer databases; small businesses needing ecommerce, stock control, accounting, POS, handhelds, and CRM. Market types include fashion outlets, hospitality, large retailers, specialists, and custom solutions, plus older hardware support.

3) Is the license open to abuse by reusing it?

Reseller relationships are based on trust, abuse would be evident from support requests or direct client contact.

4) Can resellers access or rebrand source code?

POS source code is standard; Quasar core code access requires partner commitment and possible charges.

5) Can you investigate client issues?

Level 3 support requires reproducible issues with detailed replication steps; investigation beyond this is chargeable.

6) I want quick resolution—do you provide this?

Investigations are chargeable; resellers expected to handle initial support levels.

7) It's complicated—what support is provided?

Resellers get Sunday service on request, training, Q&A, discussions, pre-sale, and first installation support.

8) How do I start reselling?

Core resellers accepted with Linux/IT skills and training completion.

9) Are there upfront costs?

No upfront costs; partnership commitment expected.

10) Do you sell directly to end users?

Yes, as resellers do not currently cover our full costs.

11) Contact to begin:

Call John on 07782 148 591.