

# Addendum

## CUSTOMER SUPPORT

Problem? Question? Whatever it is, we're here to help. If you're having trouble running your game, there are several ways we can help:

### On-line Services

**Technical Support web site:** <http://www.uk.ea.com>

- Select TECH SUPPORT from the contents list to access troubleshooting information, FAQs and the latest patches and game updates.

**Email Technical Support:** [uk-support@ea.com](mailto:uk-support@ea.com)

- If our web site didn't help, our email support service is the next step. Simply send a blank email to us, and an instant automatic reply will detail the services on offer, as well as instructions on how to contact a technical support technician for further help.

**Email Warranty queries:** [uk-warranty@ea.com](mailto:uk-warranty@ea.com)

- Lost your manual? Disc scratched? Email us here. Please do not send technical queries to this address.

**FTP sites:** [ftp.ea.com](ftp://ea.com) and [ftp.ea-europe.com](ftp://ea-europe.com)

- Our FTP sites contain the latest patches and updates, as well as movie clips and demos for selected games. The European site is recommended if you have problems downloading files from the USA.

### Still stuck? Give us a call

If you're still having problems, or if you'd just prefer the personal touch, Electronic Arts offers **free** technical support on all our products (standard BT national call rates apply). All we ask is that you register for support when you call. Registration is free, takes less than a minute, and entitles you to:

- Priority telephone support during office hours
- 24-hour automated support
- A monthly email newsletter
- And more!

When you call, we will ask for the game's serial number (normally found in the white box on the back of the manual), your name, address, date of birth, and a contact telephone number or email address, so please have these details to hand.

Our easy-to-use automated attendant will transfer you either to our automated technical support service, or to the technician best equipped to answer your query. Please listen carefully to the options you are given, and make your choices using the number keys on your phone.

Please check our automated system for the answer to your question first. If you do not find the answer, you can easily request assistance from a technician.

When calling, please be sure to have the full specification of your PC handy, including;

- Processor type and speed
- System RAM
- Hard Drive space
- Video Card(s) and sound card manufacturer and model
- CD/DVD drive manufacturer and speed

Please have ready a full description of the problem you're experiencing, and exact details of any error messages that you've received.

Now, get a pen and paper, and you're ready to call:

**0870 2432435**

**Note:** This is a National Call rate number charged at BT's standard national call rates (7.9p per minute at peak times and 3.95p per minute off peak. These costs include VAT. These charges are correct at the time of publication).

Manned lines open from 9am–6pm Monday to Thursday and 9am–4:30pm on Fridays. Outside these hours, our automated services are available.

Alternatively, you may write to us at the following address, including a daytime telephone number and the details requested above:

**Electronic Arts Ltd  
Customer Services  
PO Box 181  
Chertsey  
KT16 0YL  
United Kingdom**

Or fax us, including the details requested above, on:

**0870 241 3231**

When contacting us by fax or letter, please include a daytime telephone number whenever possible, so we can contact you if necessary.

## **24-Hour Hintline - Gameplay Hints and Tips**

Stuck? It happens to the best of us. Then call our **Official** hintline for hints, tips and cheats. If you want to make sure your game is included on the hintline before you call, feel free to check out our web site at <http://www.uk.ea.com> or call Customer Services – we'll be happy to give you a list of all games included on the hintline. However, please remember that Customer Services cannot give out hints or cheats directly.

The Electronic Arts Hintline number is:

**09067 53 22 53**

Or, for Irish residents:

**1 560 923 580**

**Note:** This is a premium charge line (calls cost 75p per minute). Callers must be 16 or over. Please obtain permission to call this number from the person who pays the phone bill, **before** you call.

## Keep up with the latest EA News!

If you want to keep up-to-date with all the news, reviews or gossip directly from Electronic Arts then why not register and get the official **Inside Games** newsletter delivered directly to your inbox. It is a quick and simple process and will keep you in the "know" as to what is new and hot from the EA Studios. Simply go to:

<http://register.ea-europe.com/>

And while you're on-line, check out the UK web site at <http://www.uk.ea.com> for more in-depth news and reviews on our games. Here you will also find Technical Support, Downloads and details of what can be found on our **Official EA Hints & Tips** line.

So why not log on and see us today!

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## Warranty

### Limited Warranty

Electronic Arts warrants to the original purchaser of this computer software product that the recording media on which the software programs are recorded will be free from defects in materials and workmanship for 12 months from the date of purchase. During such period defective media will be replaced if the original product is returned to Electronic Arts at the below address, together with a dated proof of purchase, a statement describing the defects, the faulty media and your return address.

This warranty is in addition to, and does not affect your statutory rights in any way.

This warranty does not apply to the software program themselves, which are provided "as is", nor does it apply to media which has been subject to misuse, damage or excessive wear.

### Returns After Warranty

Electronic Arts will replace user-damaged media, current stocks allowing, if the original media is returned with a cheque or postal order for £7.50 per CD, payable to Electronic Arts Ltd.

Please remember to include full details of the defect, your name, address and, where possible, a daytime telephone number where we can contact you.

**Electronic Arts Customer Warranty, PO Box 181, Chertsey, KT16 0YL, United Kingdom.**