

# EDUWARE

S E R V I C E S • I N C  
PO BOX 22222 • 28035 DOROTHY DRIVE  
AGOURA HILLS • CALIFORNIA 91301 • 0522  
2 1 3 • 7 0 6 • 0 6 6 1

## SERVICE REQUEST FORM

product \_\_\_\_\_  
system \_\_\_\_\_

media \_\_\_\_\_

service	charge	amount enclosed
warranty service	none	
defective media	\$5.00	
shipping	\$2.00 (unless covered by warranty)	
total (enclose payment of C.O.D. charges will be added)		

**problem description** Be complete; use another sheet if necessary. If applicable, describe the operation you were performing when the problem occurred.

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purchase date \_\_\_\_\_

purchased from \_\_\_\_\_

Please print your address here. It will be used as a mailing label. Remember to include your zip code.

telephone (      ) \_\_\_\_\_

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## Problems

Edu-Ware is committed to supporting the users of its products. This support consists of a 30 day Limited Warranty and unlimited service and updates. Edu-Ware's warranty covers media problems as well as programming errors.

Regardless of the nature of your problems, we ask that you use the service request form on the back of this page when communicating with our Customer Service Representatives. Please attach a check or money order to your service request if charges are applicable. If no payment is received, we will send your return shipment via UPS, C.O.D.

You must include your original serialled program diskette as proof of purchase. We will replace it with a new diskette.

## Limited Warranty

Edu-Ware Services, Inc. warrants this software package to operate within all specifications contained in its accompanying documentation. Should this package fail to meet its specifications within 30 days of purchase by the end user, Edu-Ware Services, will, at its sole discretion:

Correct the failure, by replacement of the defective or error-laden media, upon receipt of the defective program diskette, proof of purchase date, and written description of the problem.

or

Refund the original purchase price, upon receipt of the defective program, documentation and accompanying materials.

This warranty is null and void in cases where the user has attempted to make modifications in the program, physically damaged the program diskette, or obtained the product through an unauthorized or illegal distribution channel.

Edu-Ware Services, Inc. will assume no responsibility for the suitability of its products to the user's application. The purchaser must assume a responsibility for the suitability of the application. **Edu-Ware Services, Inc. reserves the right to make improvements in its products at anytime without notice, and to replace any defective products with improved versions.**

Incidental and consequential damages caused by the malfunction, defect or otherwise, and with respect to the breach of any expressed or implied warranty are not the responsibility of Edu-Ware Services, Inc., and to the extent permitted by law, are hereby excluded both for property damage, and to the extent not unconscionable, for personal injury damage. Some states do not allow the exclusion of incidental or consequential damages, so the above may not apply to all users.

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