



**Customer  
Information  
Booklet**

## LIMITED WARRANTY

For a period of ninety (90) days from the date of original purchase at retail, the warrantor, identified below, warrants this software to load and run as a basic program for the indicated microcomputer model, to be free from defects in material and workmanship and to be merchantable and suitable for its stated purpose for the period of this warranty. This warranty may not be enlarged except in writing, signed by warrantor. A Customer Registration Card is enclosed in this package. Please complete and return the Card to the warrantor within thirty (30) days. THE WARRANTOR EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY THAT THE SOFTWARE IS SUITABLE FOR ITS STATED PURPOSE AS OF THE DATE NINETY (90) DAYS FROM THE ORIGINAL PURCHASE OF THE SOFTWARE AT RETAIL.

In the event of defect, malfunction or failure of the software to conform with this warranty, the warrantor will repair or replace the software at no cost to you. For warranty service, you should return the software to the warrantor, **Howard W. Sams & Co., Inc., Attn: Sams Software, 4300 W. 62nd Street, Indianapolis, Indiana 46268**. Software received damaged as a result of shipping will require you to file a claim with the carrier. This warranty gives you specific legal rights and you may also have some other rights which vary from state to state.

THIS WARRANTY IS LIMITED SOLELY TO THE ABOVE AND THIS WARRANTY AND ANY WARRANTIES IMPLIED BY STATE LAW WILL APPLY ONLY FOR THE PERIOD SET FORTH. (SOME STATES DO NOT ALLOW LIMITATION ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS MAY NOT APPLY TO YOU.) THE WARRANTOR WILL NOT BE LIABLE FOR ANY LOSS, DAMAGE, INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED UPON WARRANTY CONTRACT OR NEGLIGENCE, AND ARISING IN CONNECTION WITH THE SALE, USE OR REPAIR OF THE SOFTWARE. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO YOU.) UNLESS OTHERWISE CONTRARY TO STATE LAW GOVERNING THE PURCHASE, THE WARRANTOR'S LIABILITY SHALL NOT IN ANY CASE EXCEED THE CONTRACT PRICE FOR THE SOFTWARE CLAIMED TO BE DEFECTIVE OR UNSUITABLE.

*WARNING: THE UNAUTHORIZED USE, REPRODUCTION OR DUPLICATION OF THIS MATERIAL, OR ITS PUBLIC PERFORMANCE OR DISPLAY, BY ANY MEANS IN ANY MEDIA FOR ANY PURPOSE, WHETHER IN WHOLE OR IN PART, IS STRICTLY PROHIBITED. VIOLATORS WILL BE SUBJECT TO ALL CIVIL AND CRIMINAL PENALTIES.*

## CUSTOMER SERVICE POLICY

Sams Software is prepared to support your software purchase so you may be assured of satisfaction. Please complete the attached registration card and send it to us.

Our customer support program extends the following services:

1. Sams Software will replace your software product free of charge if it proves to be defective during the warranty period.
2. Sams Software will replace your software product, if defective, for a fraction of the original price after the warranty has expired.
3. If Sams Software releases a new version of this software product, and you are a registered owner, we will make it available to you at a reduced price.
4. If you wish to obtain a backup disk of your product, Sams Software will supply one backup disk for a \$5.00 handling fee.
5. Sams Software's customer support specialists will answer any questions you have concerning the product's operation.

## REPLACEMENT AND BACKUP POLICIES

Sams Software will replace this product disk free of charge if it proves defective within the specified warranty period. To receive a replacement, you must provide proof of purchase, or have previously sent in your registration card.

At the end of the product warranty period, there will be a replacement charge of \$15.00 per original disk to cover processing costs. Again, your product registration card must be on file.

You can order a replacement product by mailing the original disk (and \$15.00 per disk if the warranty period has expired) to Sams Software.

If this product is software-protected, you may order a backup disk by sending \$5.00 for each disk in this product to Sams Software.

Only one backup per original may be ordered.

## PURCHASE VALIDATION/REGISTRATION CARD

Program Name: \_\_\_\_\_ Version: \_\_\_\_\_

Purchased From: \_\_\_\_\_ Date Purchased: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Computer Type: \_\_\_\_\_ Memory Size: \_\_\_\_\_

No. of disk drives: \_\_\_\_\_ Size: \_\_\_\_\_

Your Name: \_\_\_\_\_

Address: \_\_\_\_\_

City/State/Zip: \_\_\_\_\_

Area Code/Phone: \_\_\_\_\_

Please answer the following to aid us in future product development:

Computer languages used:

Primary: \_\_\_\_\_ Secondary: \_\_\_\_\_

How did you learn about Sams Software products?

- |   |                                     |                                      |
|---|-------------------------------------|--------------------------------------|
| <input type="checkbox"/> Computer Store         | <input type="checkbox"/> User Group | <input type="checkbox"/> Direct Mail |
| <input type="checkbox"/> Electronic Distributor | <input type="checkbox"/> Trade Show | <input type="checkbox"/> Other       |
| <input type="checkbox"/> Magazine               |                                     |                                      |

I read the following magazines: \_\_\_\_\_

I have the following suggestions to improve this product: \_\_\_\_\_

I would like to see software developed commercially in the following subject areas: \_\_\_\_\_



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

## BUSINESS REPLY CARD

FIRST CLASS

PERMIT NO. 1076

INDIANAPOLIS, IND.

*POSTAGE WILL BE PAID BY ADDRESSEE*

HOWARD W. SAMS & CO., INC.  
4300 WEST 62ND STREET  
P.O. Box 7092  
Indianapolis, IN 46206



**Attn: Sams Software**



## TECHNICAL SUPPORT

Sams Software maintains up-to-date support for all software products. Our customer support specialists are dedicated to answering questions concerning the product's operation.

If you have a problem relating to a Sams Software product:

1. Consult your manual. All features and functions of the product are documented in the software manual. Most problems that arise can be resolved by studying the documentation.
2. Consult your dealer. If you cannot find the answer in the documentation, the dealer from whom you purchased the product should be able to help you.
3. Consult us. If you cannot resolve the situation, call the Sams Software customer support hotline. You will be connected directly with a customer support specialist. Therefore, be sure to organize all relevant information relating to the problem before placing your call. Our number is **1-800-348-8558**. If you are calling from within Indiana, dial **1-317-298-5723**.

The number for Sales is **1-800-428-SAMS**. Those calling from within Indiana can reach Sales by dialing **1-317-298-5566**. Call Sales when you want to place orders and/or obtain pricing information.

## PRODUCT UPGRADE POLICY

Registered owners are entitled to all major upgrades of this product. An upgrade is usually an enhancement to the original product.

After a new version has been released, registered owners may purchase the new version at a substantial discount. It is important that you be a registered product owner or you will not qualify for an upgraded product. To become a registered owner, complete the product registration card and return it to Sams Software.

**HOWARD W. SAMS & CO., INC.**  
4300 West 62nd Street  
Indianapolis, Indiana 46268