



EVERYTHING YOU  
ALWAYS WANTED  
TO KNOW ABOUT  
CUSTOMER SERVICE...



# CUSTOMER SERVICE



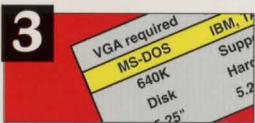
**For faster, more efficient service, here are a few things you should have ready when you call. This will help you get the proper answer on your first call and save you time and money.**



1. Know the type of computer you own. Consult your owner's manual, label on the back of your computer, or your sales invoice. It is very important that Sierra's representatives know what type of computer you own.



2. Try to be as specific as possible. Read the error message on your screen and write it down if necessary. The customer service people at Sierra are trained to handle most computer problems, but they'll need to know exactly what's not working in order to help you.



3. Always check the label on your game box. Make sure it is compatible with your computer equipment. Many times people receive games as gifts from friends who don't know if the game's system requirements match the computer of the person receiving the gift. If this happens to you, no problem. If the dealer it was purchased from does not have the type of game for your computer, send it directly to Sierra On-Line with your computer specifications and they'll send you a replacement, no charge.



4. Have the phone near your computer. This way the representative can 'lead' you through solving your problem. If you can't bring the phone near your computer, take notes.



5. CUSTOMER SERVICE WILL NOT GIVE OUT ANY GAME HINTS, OVER THE PHONE. Sorry, but this is the only way Customer Service can offer efficient support for all its customers. See next page for more information on how to get hints.

## 24 Hour Automated Technical Support Line

**U.S. (209)683-8989; U.K.(0734) 303171**

Sierra On-Line, in our commitment to provide the best Customer Service in the industry, offers a 24 hour automated Technical Support line. This system is designed to supply the most common solutions to problems that may arise in the use of your Sierra software. In order to use this system you must have a touch tone telephone. The phone number for the 24 hour automated Technical Support line is [209] 683-8989; In the U.K. call (0734) 303171.



## Write on to Sierra Service...



*The best customer service in the industry... "You don't just buy our games, you buy the support of the whole company."*

Sierra On-Line is dedicated to helping their customers with each and every question or problem. Whether it's memory shortages, software compatibility, or any other issue that has to do with their products, Sierra will go to any length to solve, repair and guarantee your satisfaction.

To ensure prompt and efficient service, direct your requests to the appropriate department below:

### CUSTOMER SERVICE

Direct your inquiries to the Customer Service department for issues pertaining to returned merchandise, back orders, defective merchandise, company policy, and general game information.

### PATCH DISKS

If you have a specific software problem with any Sierra game, send in a detailed description of the problem or the defective disk and Sierra will send you a patch (repair) disk.

### HINTS

Game hints are available by mail. Please specify the name of the game and what version it is. Describe where you're at in the game, and what situation you're hung up on. If you want an immediate response, you can call our 24 hour Hint Line at: 900-370-5583 or in California, call 900-370-5113.

In the U.K. call (0734) 304004.

\$.75 1st minute, \$.50 each additional minute. Long distance charges are included in the fee. U.K. customers will be charged the normal rate for U.K. telephone calls. Callers under the age of 18 must get their parent's permission before calling the hint line. ABSOLUTELY NO HINTS WILL BE PROVIDED THROUGH OUR CUSTOMER SUPPORT LINES. At this time, the automated hint system is only available within the United States. All contents are copyrighted by Sierra On-Line and may not be reproduced in any form without express written permission.

### TECHNICAL SUPPORT

Hardware and software compatibility questions that are specific to Sierra/Dynamix games, sound cards, modems, etc. (including computer free-memory problems).

### ORDERS

Order games or hardware directly from Sierra On-Line, redeem coupons, use special discounts, or to get a list of software dealers in your area where you can purchase Sierra games.

### PATCH DISKS

### HINTS

#### CUSTOMER SERVICE

SIERRA  
Customer Support  
P.O. Box 600  
Coarsegold, CA  
93614-0600

#### TECHNICAL SUPPORT

SIERRA  
Technical Support  
P.O. Box 800  
Coarsegold, CA  
93614-0800

#### ORDERS

SIERRA  
Sales Dept.  
P.O. Box 978  
Oakhurst, CA  
93644-0978

SIERRA  
Dept. 10  
P.O. Box 485  
Coarsegold, CA  
93614-0485

SIERRA  
Hint Dept.  
P.O. Box 200  
Coarsegold, CA  
93614-0200

(U.K.) Sierra On-Line Limited  
Unit 2  
Technology Centre  
Station Road,  
Theale, Reading, Berkshire RG7 4AA  
United Kingdom

# NEED A HINT?

Let's face it, even the most experienced gamer needs a hint once in a while. Sierra games are challenging, and we know it. Next time you need a hint, give the Sierra Bulletin Board Service [BBS] a try. To use the Sierra BBS you must have a modem set to 8 Data; N Parity; 1 Stop Bit. The Sierra BBS phone number is: U.S. [209] 683-4463; U.K. (0734) 304227. Compuserve users can quickly access the Sierra BBS by typing GO SIERRA while in Compuserve. Many other bulletin boards can provide hints for Sierra games. For more information on these various BBS lines, you can call the following toll-free numbers:

Compuserve .....	[800] 848-8199
Prodigy .....	[800] 822-6922
PCLink .....	[800] 827-8532
America Online .....	[800] 827-6364
GEnie .....	[800] 638-9636

## THE SIERRA NO RISK GUARANTEE!

If you find that you need to send for replacement diskettes, send the original disk #1 in the size you need (3.5" or 5.25") to:

### U.S.

Sierra On-Line  
P.O. Box 485  
Coarsegold, CA 93614  
Attention: RETURNS

### U.K.

Sierra On-Line Limited  
Attn: Returns  
Unit 2, Technology Centre,  
Station Road  
Theale, Reading, Berkshire RG7 4AA  
United Kingdom

Be sure to include a note stating your computer type, and the size of diskette you need (5.25" or 3.5"). We will gladly replace your program free of charge for the first 90 days of ownership (please enclose a copy of your dated sales receipt with your request). After 90 days there is a \$10.00 (£6.00) charge for 5.25" or 3.5" diskettes.

**THE PROMISE:** We want you to be happy with every Sierra product you purchase from us. Period. If for any reason you're unhappy with the product, return it within 30 days for an exchange or a full refund...EVEN IF YOU BOUGHT IT RETAIL! (Hardware ordered direct must be returned within 10 days.)

**THE ONLY CATCH:** You gotta tell us why you don't like it. Otherwise we'll never get better. Send it back to us and we promise we'll make things right. (If you bought it at a retail outlet, please send your original sales receipt):