

125599.110

Product Number

**Make sure you hear about future product updates. Register now!**

Complete and return this registration card before using this Microsoft product for the first time. Only original cards will be accepted. *Please print all information, and be sure to fill out the entire card.*

This product was acquired by:  Individual  Business

*If business, please complete card using business address.*

Company name

Division

Mail stop

Name

Last

First

Middle Initial

Street address

City

State

ZIP

( )

Daytime telephone

Date product was acquired (Month) / (Day) / (Year)

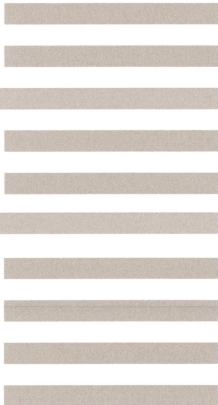
*Please check all applications for which you use your computer.*

- Spreadsheet
- Word processing
- Data or file management
- Business graphics
- Project scheduling
- Data communications
- BASIC programming
- Other programming
- Accounting
- Science/engineering
- Recreation
- Self-improvement

Comments



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES



**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO. 108 BELLEVUE, WA

POSTAGE WILL BE PAID BY ADDRESSEE

Microsoft Corporation  
Attention: Product Registration  
16011 NE 36th Way  
Box 97018  
Redmond, WA 98073-9902



# Repair And Replacement Order Card

To order repair or replacement for a defective Microsoft® product, please follow the instructions on the right before filling out this card. After calling Microsoft Customer Service to get a return authorization number assigned, mail the following three items together to the address below:

1) This card. 2) The defective component. 3) A photocopy of dated proof of purchase, such as your sales receipt. *A product returned without proof of purchase is not eligible for warranty service.*

*Please print all information and be sure to fill out the entire card.*

RA # \_\_\_\_\_

Your return authorization number assigned by a Microsoft Customer Service Representative

Company name (if applicable) \_\_\_\_\_

Division \_\_\_\_\_

Mail stop \_\_\_\_\_

Name \_\_\_\_\_

Last \_\_\_\_\_

First \_\_\_\_\_

Middle initial \_\_\_\_\_

Street address \_\_\_\_\_

City \_\_\_\_\_

State \_\_\_\_\_

ZIP \_\_\_\_\_

( ) \_\_\_\_\_

Daytime telephone \_\_\_\_\_

Product number on disk \_\_\_\_\_

Name of product as it appears on manual cover \_\_\_\_\_

Date product was acquired \_\_\_\_\_

(Month)

(Day)

(Year)

In accordance with the Limited Warranty on this product, Microsoft will, at its option, determine whether the defective product will be repaired or replaced. If the product warranty has expired, or if the product does not qualify for warranty service, you will be charged a service fee. Out-of-warranty service will be performed only after receipt of payment. You may call Microsoft Customer Service at (206) 882-8088 to inquire about the current charges for the service required.

*Mail to:*

Microsoft Corporation  
Customer Service Department  
Product Returns  
21919 20th Avenue S.E.  
Bothell, WA 98021

Support for this product is not available outside the United States of America.

Microsoft Corporation  
16011 NE 36th Way  
Box 97017  
Redmond, WA 98073-9717

**Microsoft®**

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0389 Part No. 06756

## **Take advantage of Microsoft support services.**

Here's how to use Microsoft technical support and product repair and replacement services. To ensure you get the full benefit of both services, please follow the instructions below carefully.

Because of Microsoft's high quality-control standards and rigorous testing, most of our customers never need to use our repair and replacement service. If a Microsoft product ever does prove to be defective, it will be repaired or replaced at no charge during the warranty period and for a reduced price thereafter. *Please review your license agreement or warranty completely for detailed information about what is covered.*

If you run into technical difficulties, we will be more than happy to help. Often, you'll find that a lot of problems are already answered in your product documentation. Phone support does not always give you the detailed answers that you can get with your product documentation.

*Follow these steps if you think you have a defective product:*

1. Check your documentation.
2. Give your dealer a call.
3. If you are still puzzled, gather all information that applies to your problem. Note or print out any on-screen messages you get when the problem occurs. With your manual and product disks close at hand, call our Product Support Services staff at (206) 454-2030.
4. If your product is diagnosed as defective, the Product Support Service representative will refer you to our Customer Service department at (206) 882-8088, and a Microsoft Customer Service representative will explain the appropriate procedure for the repair or replacement of your product.
5. If you are unable to reach our Customer Service department about the problem, complete and mail the Repair and Replacement Order Card, along with the defective component and a photocopy of dated proof of purchase, such as a sales receipt.

**NOTE:** This process is for Microsoft software and hardware only. If your documentation is in need of repair or replacement, please call our Customer Service department at (206) 882-8088.

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## **Get your name on the record! Send in your registration card today.**

At Microsoft, we're always looking for ways to make our current products even better. Such as by adding new features or adding support to new hardware.

As a registered Microsoft customer, you will be first on our list for receiving update notices when they become available.

Just send in your registration card to ensure that you're registered for any Microsoft products you've acquired. If you don't, we won't know how to reach you. And you might lose out on the chance to get a valuable update at some point in the future.

So it's important we get your registration card right away. Please take a few minutes **RIGHT NOW** to fill out the card and drop it in the mail.

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## **An important reason to register: The Microsoft commitment to support.**

When you select from Microsoft, you're choosing more than just a great product—you're also choosing a company that believes in providing great support to customers.

As a registered Microsoft customer, you know you're getting the best possible support that's available to you.

That support starts with an active program of providing customers with valuable product update information. So you can keep the state of your product up to the state of our art.

What's more, you can phone our easy-to-reach product support representatives with your technical questions. And you can also take advantage of our product repair and replacement plan should you ever need it.

Microsoft support. It's an important part of what you get with products from Microsoft.

# Change of Address Notification

So that we may continue to keep you informed of any product updates and enhancements, please notify us if your address changes. (If available, please attach a recent mailing label.)

## *New Address*

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Company name (if applicable)

---

Division

---

Name	Last	First	Middle initial
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---

Street address

---

City	State	ZIP
------	-------	-----

( )

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Daytime telephone

## *Old Address*

---

Company name (if applicable)

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Division	Mail stop
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Name	Last	First	Middle initial
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Street address

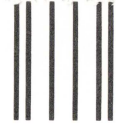
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City	State	ZIP
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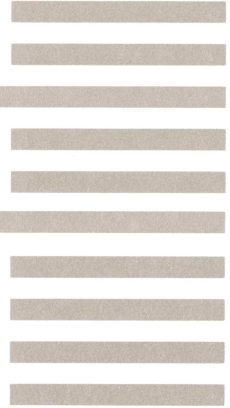
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FIRST CLASS PERMIT NO. 108 BELLEVUE, WA

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( )			
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