

# Maxis Maxims

## **The Maxis Guarantee**

We want you to be happy. We do our best to make software that is both fun and trouble-free, but if there is a problem, let us know. If you are not completely satisfied with your purchase, for any reason, you should first consult the return or exchange policy at the place of purchase. If all else fails, you may exchange it for a different Maxis catalog product of equal or lesser value. Just send back the program to the address below, with your dated sales receipt within 30 days of purchase and a check or money order for \$5.00 to cover return freight, and specify your choice of product for exchange. If the exchange order amount is higher than your return credit please include the additional payment. Dealers and Distributors are not eligible.

## **Disk Warranty**

Maxis provides a 90-day limited warranty on the recording media. For disk replacement contact Maxis Customer Service or Technical Support.

## **Maxis Customer Service**

For the location of your nearest software retailer, exchange information, software updates, warranty disk replacement, catalog orders, direct order status, shipping information or general stuff contact Maxis Customer Service at 510-254-9700, M-F 8:00am-5:00pm (Pacific Time), or by Fax at 510-253-3736, or by mail at Maxis Customer Service, 2 Theatre Square, Orinda, CA 94563-3346.

## **Maxis Technical Support**

For technical questions dealing with hardware and software compatibility, startup problems, system errors and other unexplained phenomena, refer to your manual addendum. If the problem persists, then follow these directions before contacting Technical Support: 1) Gather all information that applies to the problem. Note or print out any onscreen error messages you get when the problem occurs. 2) Write down all of the steps that you have taken to correct the problem, along with any error messages the computer has given you. 3) Be sure that you know your hardware configuration, operating system version, memory, monitor type, etc. 4) When you call, please be in front of your computer with the power on. Have your manual, product disks and registration number available and contact Maxis Technical Support by calling: 510-253-3755 (M-F 8:00a.m.-6:00p.m.\* Pacific Standard Time), or by Fax at 510-253-3736, or by mail at Maxis Technical Support, 2 Theatre Square, Orinda, CA 94563-3346.

\*Customer Support hours are subject to change.

## **The Maxis Bulletin Board Service (BBS)**

You can reach the Maxis BBS via modem at 510-254-3869. It provides on-line access to the latest software demos, updates, extra files, swap-able files, and the Technical Support message base. There is no charge for Maxis BBS usage, and full user access is granted upon completion of a brief questionnaire. We run at 14,400 and all lower baud rates and require a setting of 8 data bits, no parity and 1 stop bit (8-N-1).

## **We Also Provide On-Line Support on the Following Subscription Services:**

America OnLine: Keyword "Maxis"; E-Mail "Maxis". AOL can be obtained by calling 1-800-827-6364 and asking for a free introductory sign-on kit. Five hours of free time are provided with the first month.

CompuServe: Go "gambpub" and select "Maxis"(section 8); CompuServe can be obtained by calling 1-800-524-3388 and asking for operator #420 to receive a free introductory membership, \$15 usage credit, and a month's worth of basic services free.

Genie: Scorpio's Roundtable, Maxis Area; E-Mail "Maxis". GENie can be obtained by calling 1-800-638-9636. There is no initial sign-on fee.

Apple Link: E-Mail "D4459".

Prodigy: E-mail address is MAXI99A.

