

HELP AND TIPS INFORMATION

If you find that you are having any technical difficulties with your game, first check the lower left hand corner of the front of your game box to be sure your computer meets the system requirements stated. Also, please be sure that you are following the directions in the manual correctly.

IBM Users - Clear your RAM of all possible RAM resident programs such as menus, utilities, or memory managers. These programs can be found in your AUTOEXEC.BAT file or your CONFIG.SYS file. If you cannot find anything or don't know what might be memory resident you can boot your computer directly from a DOS (Disk Operating System) disk. To do this you must put your DOS disk in your A:\ drive and turn the computer off and then back on. This will boot your computer to a clean DOS from which you can run your game. Consult your DOS manual for further instructions.

C64, Amiga, Atari, MAC, and Apple Users - If you are having difficulty, be sure you have removed all additional, unnecessary peripherals such as printers, additional floppy drives, modems, etc. In other words, anything that might use up some of your memory. Check the game box to be sure you have all of the necessary system requirements.

If you are going to call please be sitting in front of your computer with paper and pen, and as much pertinent information about your computer as possible: Make, Model, Peripherals, RAM and Disk Size. For IBM, please also have type and brand of Graphics Card, Monitor, and the information in your CONFIG.SYS and AUTOEXEC.BAT files. You can call or write the Customer Service Department at:

Virgin Games
Attn: Customer Service
18061 Fitch Avenue
Irvine, CA 92714
Voice (714)833-8710
Virgin's On-line BBS (714)562-5030
300/1200/2400 Baud N,8,1

Customer Service Hours are 8:00 a.m. to 5:00 p.m. Pacific Time

Please be sure you have tried all above possibilities before calling as you may be able to solve the problem on your own. **Please do not call customer service for HINTS as they do not give hints out over the phone.** For hints on games, you can write in requesting a hint sheet for a game and one will be mailed to you if it is available or you can call our Hint-line BBS at (714) 562-5030 with your modem.

If you have a defective disk we will be happy to replace it within 90 days of the date of purchase. Simply mail in the defective disk with a copy of your receipt in a regular envelope with a letter explaining the problem, a return address and your system parameters. If you no longer have your receipt or 90 days has passed, we do require a check or money order for \$7.00. **We cannot accept cash or credit cards.** Please do not mail your game box in to us. If you require a refund for a game you must return the game to its original place of purchase under whatever refund/exchange policy they have.

The Virgin On-line BBS is brought to you in conjunction with the Easy Does It Bulletin Board System (714) 994-8040.

Would you like to order Virgin Games through the mail?
Now you can through our toll free number,
1-800-VRGIN07 (for orders only, sorry)