

## Warranty Policy for EA US

- For the UK Warranty Policy, please see [this article](#).
- **Players outside of the US and UK should disregard the below information** and instead defer to their game packaging. If you have further warranty inquiries, ensure you are in your nation's correct help.ea portal by using the Country Selector near the bottom-right of the Help Center and then contact a game advisor to receive details on warranty information in your area.

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**NOTE:** Please refer to the original documentation that came with your product for warranty replacement information specific to your product. The following information applies to the North America territories **only**. If you are not using an 'NA' version of the game or do not live in that territory, you must consult your manual for the proper policies and information.

We strongly recommend that you send your product using a traceable delivery method. Electronic Arts is not responsible for products not in its possession.

Please use [this PDF form](#) to provide us with all necessary information for replacement of your product.

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### **Electronic Arts Warranty Policy (US)**

*Electronic Arts* warrants to the original purchaser of this product that the recording medium on which the software program(s) are recorded (the "Recording Medium") and the documentation that is included with this product (the "Manual") are free from defects in materials and workmanship for a period of 90 days from the date of purchase. If the Recording Medium or the Manual is found to be defective within 90 days from the date of purchase, *Electronic Arts* agrees to replace the Recording Medium or Manual free of charge upon receipt of the Recording Medium or Manual at its service center, postage paid, with proof of purchase. This warranty is limited to the Recording Medium containing the software program and the Manual that were originally provided by *Electronic Arts*. This warranty shall not be applicable and shall be void if, in the judgment of *Electronic Arts*, the defect has arisen through abuse, mistreatment or neglect.

This limited warranty is in lieu of all other warranties, whether oral or written, express or implied, including any warranty of merchantability or fitness for a particular purpose, and no other representation of any nature shall be binding on or obligate *Electronic Arts*. If any such warranties are incapable of exclusion, then such warranties applicable to this product, including implied warranties of merchantability and fitness for a particular purpose, are limited to the 90-day period described above.

In no event will *Electronic Arts* be liable for any special, incidental, or consequential damages resulting from possession, use or malfunction of this *Electronic Arts* product, including damage to property, and to the extent permitted by law, damages for personal injury, even if *Electronic Arts* has been advised of the possibility of such damages. Some states do not allow limitation as to how long an implied warranty lasts and/or exclusions or limitation of incidental or consequential damages so the above limitations and/or exclusion of liability may not apply to you. In such jurisdictions, the *Electronic Arts*' liability shall be limited to the fullest extent permitted by law. This warranty gives you specific rights. You may also have other rights that vary from state to state.

*Electronic Arts* will mail a replacement Recording Medium and/or Manual to you. If the product was damaged through misuse or accident, this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period. We strongly recommend that you send your

products using a traceable delivery method. *Electronic Arts* is not responsible for products not in its possession. EA Warranty Information. If the defect in the Recording Medium or Manual resulted from abuse, mistreatment or neglect, or if the Recording Medium or Manual is found to be defective after 90 days from the date of purchase, choose one of the following options to receive our replacement instructions:

- Online: <http://help.ea.com>

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### **Product Exchange or Return:**

If you meet one of the following criteria and you are within the 90-day warranty period, you can return the product to *Electronic Arts* for a replacement.

- The product was determined to be defective by an Electronic Arts Technical Support representative.
- The product has been determined to be incompatible with your computer by an Electronic Arts Technical Support Representative.
- The product will not work on your computer because you do not meet the requirements.

When sending us your product, be sure to include a photocopy of the sales receipt showing the date of purchase, as well as the Requested Information shown below.

### **Limited right to return for PC physical products purchased in the United States:**

If you do not agree to the terms of the end user license agreement, and you have not installed or used the Software, you may return the Software for a refund or exchange within thirty (30) days from the date of purchase. In order to begin this process, send in your game, along with the *PACKAGESLIP.pdf* found at the top of this answer. We will then send you a sealed copy of the game that can be returned to the original place of purchase for a refund or exchange.

### **Product Replacement:**

If you meet one of the following criteria, you can send your product along with a nominal fee to *Electronic Arts* for a replacement product.

- The product is 90 days past the purchase date
- The product has been scratched, broken, or has been damaged in another fashion.

When sending us your product, be sure to include a check or money order for the amount shown in the replacement costs section made payable to **Electronic Arts**, as well as all of the information in the requested information section below.

Make all checks payable to: **Electronic Arts**

### **Documentation Request:**

If the purchased product does not contain a manual in either a physical or electronic form, and you are within the 90-day warranty period, you can return the product to *Electronic Arts* for a replacement. When sending us your request, please be sure to include a photocopy of the sales receipt showing the date of purchase as well as all of the information in the requested information section below.

### **Documentation Replacement:**

If the manual has been lost you can request a replacement. Please note that in an attempt to save paper we are no longer supplying printed replacements and will only be able to provide a digital copy. Currently digital copies are only available for select game titles. You can use the Contact Us link to submit a request for replacement."

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**Requested Information:**

- Explanation of your situation
- First and Last Name
- Return Address
- E-mail Address
- Phone Number
- *PACKAGESLIP.pdf*, attached above

**Replacement Costs:**

- PC-CD products: **\$13.00 USD**
- *Sony PlayStation 2, Sony PLAYSTATION 3, Microsoft Xbox, or Microsoft Xbox 360* products: **\$20.00 USD**
- *Nintendo GameCube, Nintendo Wii, Nintendo DS, or Sony PlayStation Portable* products: **\$15.00 USD**
- *Sony PlayStation* products: **\$15.00 USD**
- *Nintendo Game Boy, Nintendo Game Boy Color, or Nintendo Game Boy Advance* products: **\$15.00 USD**
- Jewel Case Classics products: **\$7.50 USD**

**Mailing Address:**

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