

C.S.I.

CRIME SCENE INVESTIGATION™
3 DIMENSIONS OF MURDER™



UBISOFT®

WARNING: READ BEFORE USING YOUR PLAYSTATION®2 COMPUTER ENTERTAINMENT SYSTEM.

A very small percentage of individuals may experience epileptic seizures when exposed to certain light patterns or flashing lights. Exposure to certain patterns or backgrounds on a television screen or while playing video games, including games played on the PlayStation 2 console, may induce an epileptic seizure in these individuals. Certain conditions may induce previously undetected epileptic symptoms even in persons who have no history of prior seizures or epilepsy. If you, or anyone in your family, has an epileptic condition, consult your physician prior to playing. If you experience any of the following symptoms while playing a video game — dizziness, altered vision, eye or muscle twitches, loss of awareness, disorientation, any involuntary movement, or convulsions — **IMMEDIATELY** discontinue use and consult your physician before resuming play.

WARNING TO OWNERS OF PROJECTION TELEVISIONS:

Do not connect your PlayStation 2 console to a projection TV without first consulting the user manual for your projection TV, unless it is of the LCD type. Otherwise, it may permanently damage your TV screen.

USE OF UNAUTHORIZED PRODUCT:

The use of software or peripherals not authorized by Sony Computer Entertainment America may damage your console and/or invalidate your warranty. Only official or licensed peripherals should be used in the controller ports or memory card slots.

HANDLING YOUR PLAYSTATION 2 FORMAT DISC:

- This disc is intended for use only with PlayStation 2 consoles with the NTSC U/C designation.
- Do not bend it, crush it or submerge it in liquids.
- Do not leave it in direct sunlight or near a radiator or other source of heat.
- Be sure to take an occasional rest break during extended play.
- Keep this compact disc clean. Always hold the disc by the edges and keep it in its protective case when not in use. Clean the disc with a lint-free, soft, dry cloth, wiping in straight lines from center to outer edge. Never use solvents or abrasive cleaners.

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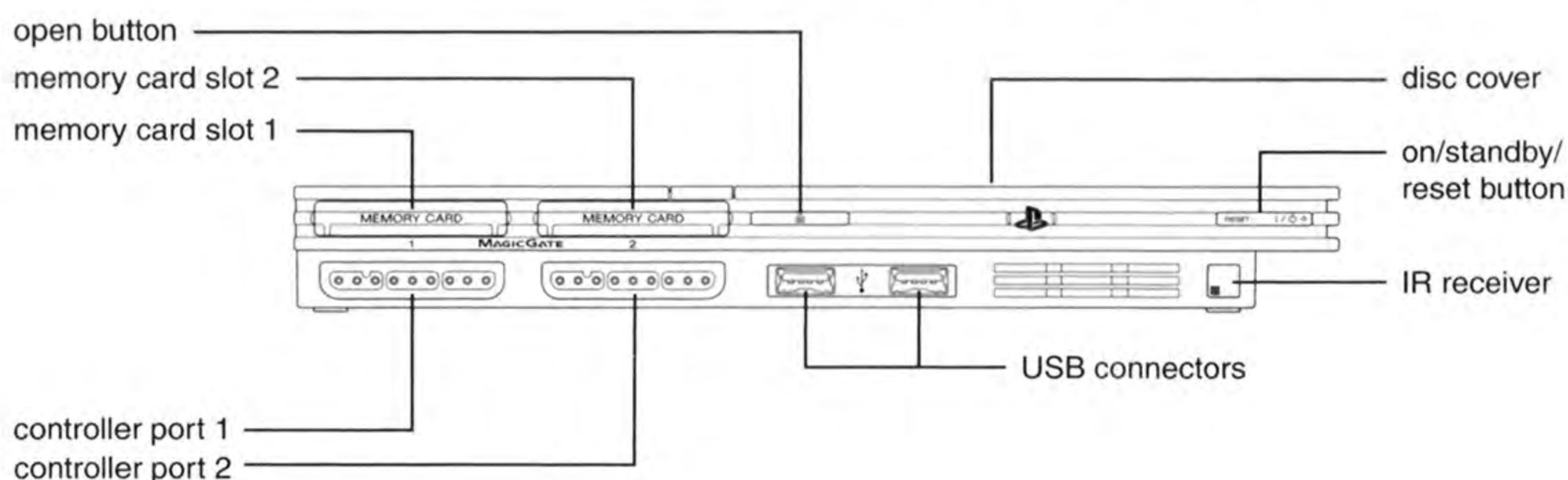
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GETTING STARTED



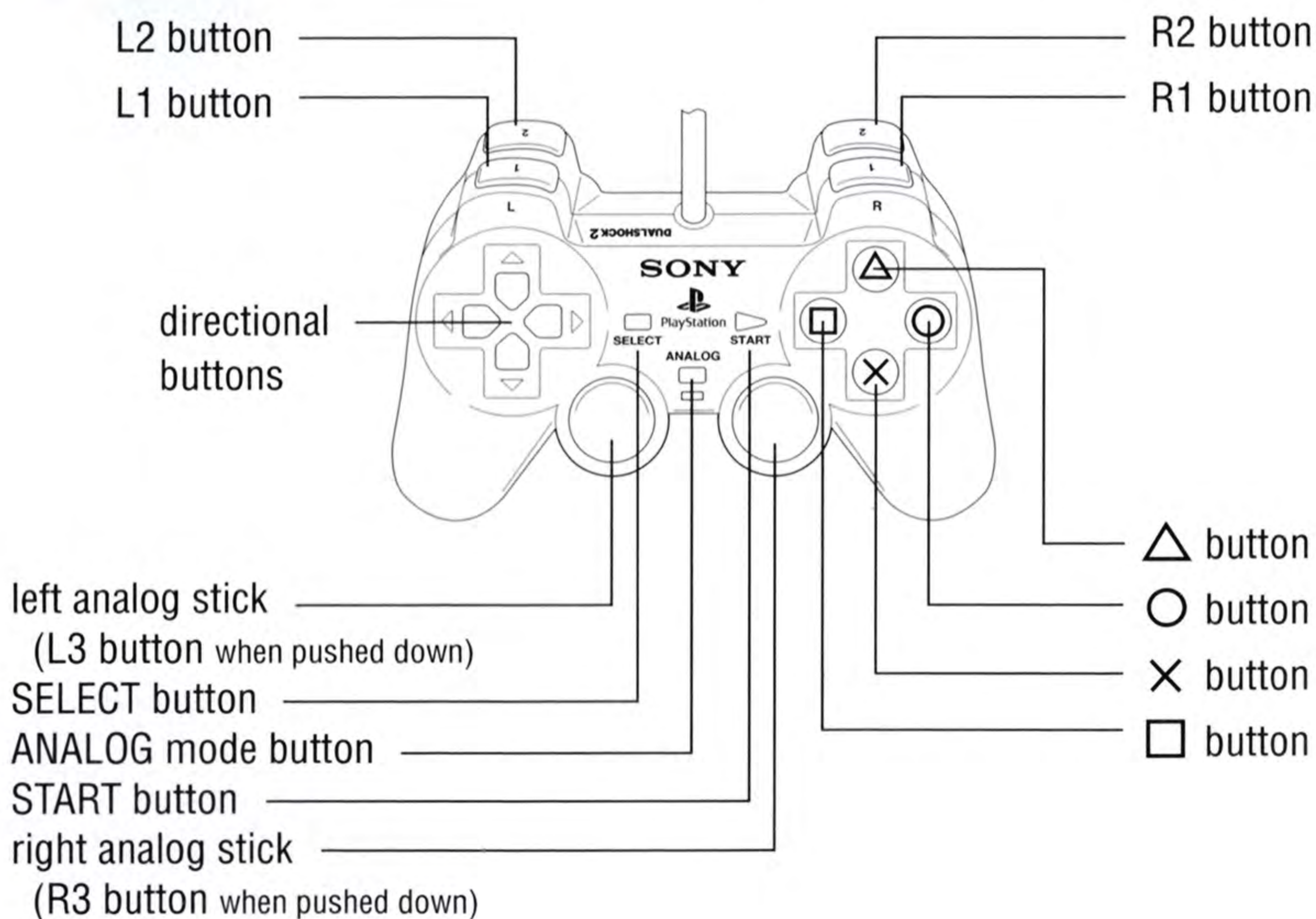
Set up your PlayStation®2 computer entertainment system according to the instructions supplied with your system. Check that the system is turned on (the on/standby indicator is green). Insert the CSI: Crime Scene Investigation™: 3 Dimensions of Murder™ disc in the system with the label side facing up. Attach game controllers and other peripherals as appropriate. Follow the on-screen instructions and refer to this manual for information on using the software.

Memory Card (8MB)(for PlayStation®2)

To save game settings and progress, insert a memory card (8MB)(for PlayStation®2) into MEMORY CARD slot 1 of your PlayStation®2 system. You can load saved game data from the same memory card or any memory card (8MB)(for PlayStation®2) containing previously saved games.

STARTING UP

DUALSHOCK®2 ANALOG CONTROLLER CONFIGURATIONS



Basic Menu Controls

- Press the directional buttons to browse or cycle through the different options.
- Press the **×** button to select an option, go to the next screen, or change the current option.
- Within any submenu, press the **△** button to return to the previous screen.

Gameplay Controls

These are the basic commands for the default controller configuration (controller setting 1).

X button: Accept/Confirm

O button: Clear field/Skip text

□ button: Help

△ button: Back/Close

right analog stick: Look

left analog stick: Move

left directional button and right directional button: Change current selection

up directional button and down directional button: Change search result

L1 button + left directional button: Activate location menu

L1 button + down directional button: Activate evidence menu

L1 button + right directional button: Activate case file menu

Start button: Activate Options menu

R2 button: Switch to Detection Tools

L2 button: Switch to Collection Tools

INTRODUCTION

Story

You are a CSI intern assigned to the graveyard shift of the Las Vegas Crime Lab. To discover the truth behind the crimes, you must visit crime scenes and interview suspects while collecting and analyzing physical evidence. Luckily, you have the help of Las Vegas's top CSI agents and support team.

Object of the Game

In CSI: Crime Scene Investigation: 3 Dimensions of Murder, your goal in each case is to gather enough evidence and information to lead to the arrest of a suspect. Using high-tech forensic tools as well as your own puzzle-solving and interrogation skills, you must collect evidence that demonstrates a relationship between the suspect, the victim, and the crime scene. Only then will you be able to make an arrest and ensure that justice has been served.

PLAYING THE GAME

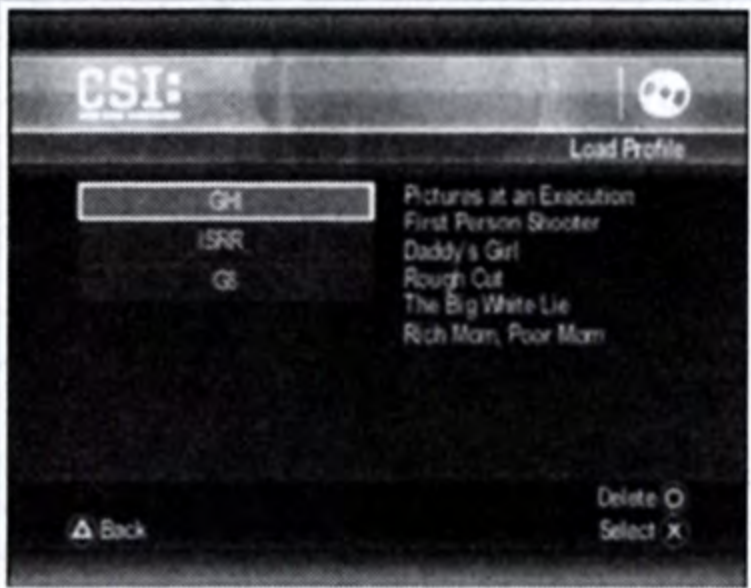
Main Menu



Start Case: Begin a career as the newest investigator in the CSI Las Vegas lab or continue your investigations as an existing CSI by loading your save file.



Replay Case: Replay any of the already finished cases from the beginning to improve your ranking and statistics.



Change Profile: Select a previously created investigator profile or create a new one.

Options: Adjust the gameplay and audio options, change the language, or view statistics.

Credits: See the production credits for the game.

Selecting a Case

When you first start playing 3 Dimensions of Murder, you will only be able to access Case One: "Pictures at an Execution." As you complete each case, a new one becomes available. There are a total of six cases to be solved. To begin a case, choose one from the list of available cases, and then select Load.

After you have completed a case, you will have the option to start investigating a new case or to replay a previously completed case. To start a new case, select it from the list and press Load. To replay a previously completed case, select it and press Start Over. To load and continue a previously saved game, select the case from the list and press Load. You will be returned to where you left off in that case.

Each case begins with an introduction by a CSI investigator who will give you a brief overview of the case and send you out to the crime scene.

Navigating a Scene

Moving and Looking Around



Some scenes allow you to move freely around the location. Use the left analog stick to move. To look around the scene use the right analog stick.

Looking Closer



Some items or areas can and should be inspected in more detail. When your crosshair passes over something that can be examined more closely, it will change color and "Investigate" will appear on-screen. Press the  button while the crosshair is over the item to take a closer look and enter Investigation mode.

Backing Out

After you've taken a closer look at something, you'll probably want to return to the previous view. To back out of a close-up view, press the  button. Sometimes you will need to press the  button multiple times to return to the main scene view.

Opening the Toolbox

In Investigation mode, pressing the ⊗ button will open the toolkit. See the Tools section of this manual (pages 8-10) for more information.

Locations

To see the available locations at any time during the game, press and hold the L1 button, and then press the left directional button. The center of the locations toolbar will display all available crime scenes and CSI offices. Selecting a location icon during normal gameplay takes you directly to that location. The crime scene locations vary with the case you are investigating; new ones appear as you learn more about the crime.

CSI office locations include:



Morgue: Where Dr. Al Robbins performs autopsies and will help you with victim analysis.



Brass' Office: Where Captain Jim Brass will manage warrants and offer you legal help.



Laboratory: Where the computer, microscope, assembly, DNA, and chemical processing equipment are available to help with evidence analysis. Your CSI helper will be available here, too.



GMC Mobile Analysis Unit: This special mobile laboratory is used in certain crime scenes when work needs to be done quickly in the field. When this location is available, the other CSI locations are not available. You will need to process certain items from the crime scene on the Mobile Analysis Unit before progressing to other locations.

Tools



The toolbox holds your forensic tools. Get familiar with these tools quickly; you'll need them often!

If you are close enough to an item to try a forensic tool on it, move your crosshair over it. If a tool can be used on the object, the crosshair will change color and “Collect

Evidence” will appear on-screen. Press the **X** button when the text is active to bring up your tools. If there is no text, then no tool applies to that object. Remember, not all objects are evidence!

Tools are categorized as either Collection or Detection tools. To use a tool, you may need to first select the category tab (Collection or Detection) that contains that tool you wish to use. Use the L2 button and R2 button to do so. Highlight a tool icon to see the tool's name and a brief description. Press the **X** button to select the tool. You'll see your crosshair change to reflect the tool you have activated.

Note: You may set the Tool Assist difficulty to always bring up the correct category. This difficulty setting is located in the Options, Game Settings menu.

To view a more detailed description of each tool, press the **□** button. Different tools are used in different ways. All tools require you to activate them when over objects they can interact with. For example, to use the casting kit, select the tool and then press the **X** button when over an indentation to try and cast it. To apply fingerprint powders to a surface, press the **X** button repeatedly while using the left analog stick to drag the brush. If there is a fingerprint, the powder will reveal it. Experiment to find out how to best use each tool.



Many tools, when used successfully, will add a piece of evidence to your evidence box. Evidence can be further processed with tools after you have collected it. To process evidence in your inventory, simply highlight it and press the **X** button to bring up the Evidence Viewer. In the Evidence Viewer you can examine objects more

closely using the left analog stick, which will zoom in or out, and the right analog stick, which will rotate the evidence. On some objects, this can lead to finding additional evidence.

In the Evidence Viewer you can switch between Examine mode and Collect mode by pressing the **○** button. Once in Collect mode, you will not be able to rotate the evidence or zoom in/out on it, but you will be able to move the cursor and, if evidence is present, the message “Open Toolkit” will appear. To collect evidence, press the **X** button to bring up the Tool menu, select the appropriate tool, and use it on the image of the evidence displayed in the Evidence Viewer.

Collection Tools

Swab

A cotton-tipped swab used to collect sterile forensic samples of fluids or dried liquids, which will later be processed and analyzed in the CSI lab.

Gloves

Sterile gloves, often made of latex rubber, worn by CSI at a crime scene to prevent contamination when handling evidence.

Tweezers

Durable, sterilized tweezers are used to pick up delicate or minute pieces of evidence that could otherwise be damaged by rough handling.

Casting Plaster and Frame

A metal frame that is filled with plaster, used to take impressions of shoe prints, footprints, and tire tracks at a crime scene.

Mikrosil™

A thick, putty-like casting material used to make molds of wounds and tool marks on a variety of surfaces.

Adhesive Tape Lift

A vinyl film with a layer of glue used to collect and protect trace evidence, especially fine powders, residues, fingerprints, and shoe prints.

Adhesive Specimen Mount

A pad with a layer of glue used to lift trace substances for chemical and electron microscope analysis in the lab; especially useful for gunshot residue and drug evidence.

Camera



Visual evidence, such as spatter patterns or graffiti, can be gathered by taking pictures with the camera. The camera is also used to document the crime scene, including pictures of the victim's body position and the body's relation to the environment when found.

Detection Tools

Flashlight

A necessary tool for collecting evidence in dark areas.

Fingerprint Powder



These powders are used with a fingerprint brush to enhance fingerprints on smooth surfaces. Although most fingerprints are identified using black powder, there are many different colors of fingerprint powder (e.g., white, pink, green). The different colors are used to provide contrast on items that would not be visible if black powder were used.

Magnetic Powder

Magnetic powder is used to enhance fingerprints on certain porous objects, such as wood, polystyrene, and painted surfaces. It is used in combination with a magnetic brush for fingerprint analysis on both vertical and horizontal surfaces.

Ninhydrin

A chemical substance that reveals latent fingerprints on porous surfaces, such as paper, by reacting with amino acids in the fingerprints.

Ultraviolet Light

A handheld device that provides light at various wavelengths to enhance otherwise invisible pieces of evidence, including fluids, bruising, and accelerant.

USB Data Drive

A USB device with special decryption software that can be used to detect hidden or encrypted information on a suspect's computer.

LCV (Leuko Crystal Violet)

Hexamethyl-p-rosaniline chloride, a liquid accelerant that fluoresces when even trace amounts of blood are present. It is used to positively identify small amounts of blood.

Luminol

A chemiluminescent compound that reacts with the iron in hemoglobin, causing blood traces to illuminate with a blue-green light. It is often effective even if a surface has been wiped clean of visible blood.

Evidence

To bring up the Evidence menu, press and hold the L1 button and press the down directional button. The center of the menu will display any evidence you have collected in the current case. Evidence is broken down into three categories, each accessible by selecting the corresponding category tab. Use the directional buttons to toggle between the tabs.

Trace: Collected trace elements such as fingerprints, blood swabs, and DNA samples.

Documents: Printouts, forms, photographs, receipts, and other key documents.



Items: Materials gathered at a crime scene, such as weapons, clothing, and other larger pieces of evidence.

For a closer view of any piece of evidence, highlight its icon and press the  button. This will bring up the Evidence Viewer. To view detailed information about any piece of evidence, press the  button. A pop-up will appear, showing everything you have learned about it so far, including:

- Location where that evidence was found.
- Results from analyses performed on the evidence. Evidence in the pop-up view can be rotated for a better look by using the right analog stick. Additionally, you can zoom in or out on the evidence by moving the right analog stick forward or back.
- A description of the evidence. Evidence can be further processed with tools from this pop-up view even after you have collected it. To process evidence in your inventory, select the appropriate tool and use it on the image of the evidence displayed in the evidence pop-up. Evidence pop-ups will update themselves as you investigate further, so be sure to check them frequently.

Hint: Be sure to check all evidence thoroughly. Often, critical evidence will contain additional pieces of evidence!

Case File

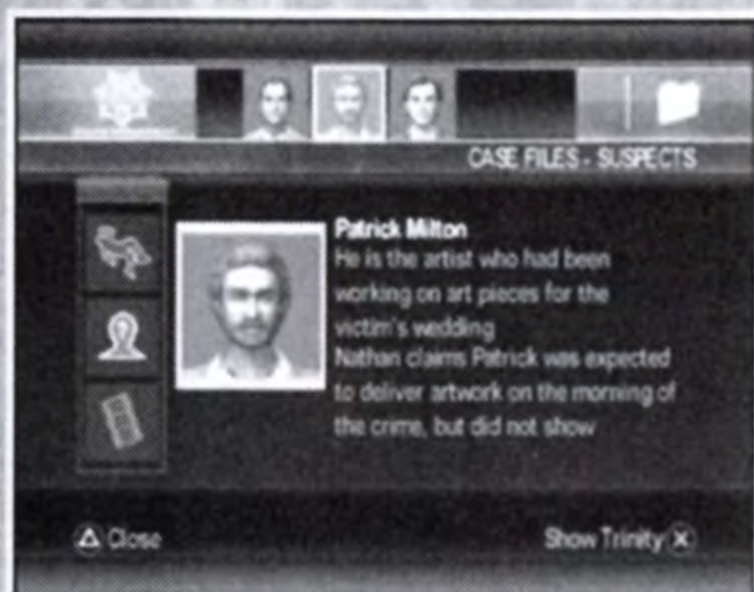
Review the Case File to get fresh ideas for your investigation. The Case File dynamically updates whenever new information comes to light. To open the Case File, press and hold the L1 button and then press the right directional button.

Victim Case Files



To view the victim's Case File entry, select the Victim tab from the Case File screen. This contains the latest information about the victim and the crime as it relates to their evidence trinity linkage.

Suspect Case Files



To view a suspect's Case File entry, select the Suspect tab from the Case File screen. Suspect information is displayed in the order in which it is learned in the case.

Note: Information may be a red herring that leads nowhere, or may be tentative and require further investigation before becoming valid.

Evidence Trinity



The evidence trinity is used to display key linkages between the three elements of a crime: the suspect, the crime scene, and the victim. Only processed evidence that clearly links two of these elements will appear in the evidence trinity. The evidence trinity is accessible from the suspects' Case Files. To access it, press View Trinity while viewing a suspect's file.

Victim/Crime Scene: Helps confirm the location where the crime took place.

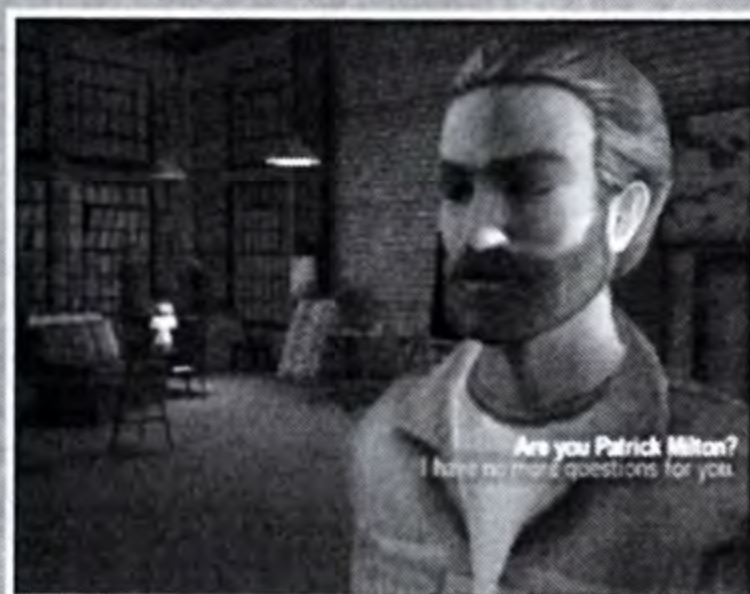
Suspect/Crime Scene: Shows the suspect has some connection to the location of the crime.

Suspect/Victim: Associates the suspect and the victim. Usually items that are in or directly on the victim can be used to tie a suspect to the victim. Each suspect has his or her own trinity that outlines the evidence implicating them in the crime.

Reconstructions

The Reconstructions tab allows you to review the reconstruction sequences in the case. To view a reconstruction, highlight it and press Play.

Conversations



You will frequently have to interview suspects to learn information vital to the case. Some conversations are initiated automatically when you enter a room or process a piece of evidence; you must initiate other conversations yourself. To begin a conversation, move your crosshair over the suspect and press the **X** button.

During a conversation, a series of questions will appear on-screen for you to ask. The available questions will depend on what you have learned in the case to that point, so be sure to revisit suspects and witnesses when you have new information or evidence. To ask a question, highlight it using the directional buttons and press the **X** button. Select “That’s all the questions we have” or press the **△** button to exit the conversation. To skip some lines of dialogue, press the **○** button.

Analyzing Evidence

You will need to analyze evidence to solve cases. Many times this can be done in the field with your tools, but complex analyses are performed in the laboratory. To visit the laboratory, select the Laboratory icon in the Locations menu.

The laboratory has five lab stations: the comparison microscope, the trace analysis computer, the DNA analyzer, the chemical Analyzer, and the assembly table.

To analyze a piece of evidence in the lab, select the appropriate lab workstation and select the evidence from the Evidence menu.

When the Evidence Tagging gameplay-assist option is turned on, evidence icons will update to show their state of analysis. A red tag will appear once the evidence has been analyzed as much as possible.

Comparison Microscope



To examine a piece of evidence in closer detail, select the microscope. Two viewfinders will appear side by side. The left viewfinder will be selected by default. Press Select Evidence, highlight the desired evidence, and press the **X** button to load it in the microscope.

To compare two pieces of evidence, highlight the other viewfinder, and repeat the same steps as above. If you believe there is significant similarity between the two samples, press Confirm Match to ask your CSI partner for confirmation.

Computer

Use the lab computer to perform a search or comparison. Select the appropriate menu item to launch the relevant interface. The computer allows you to perform many different search and comparison functions, such as:

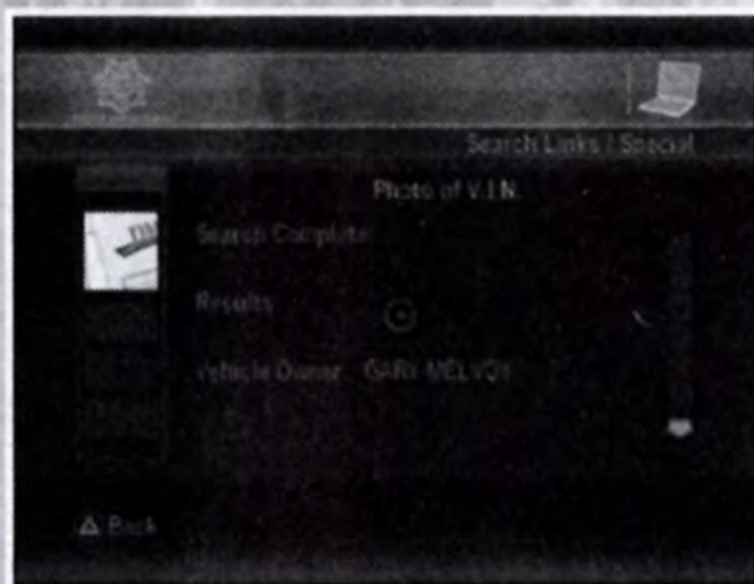


Fingerprints: Matches samples and performs comparative fingerprint searches through the convicted offender database.

Audio/Visual Comparisons: Allows you to view and match collected photographs or audio files.

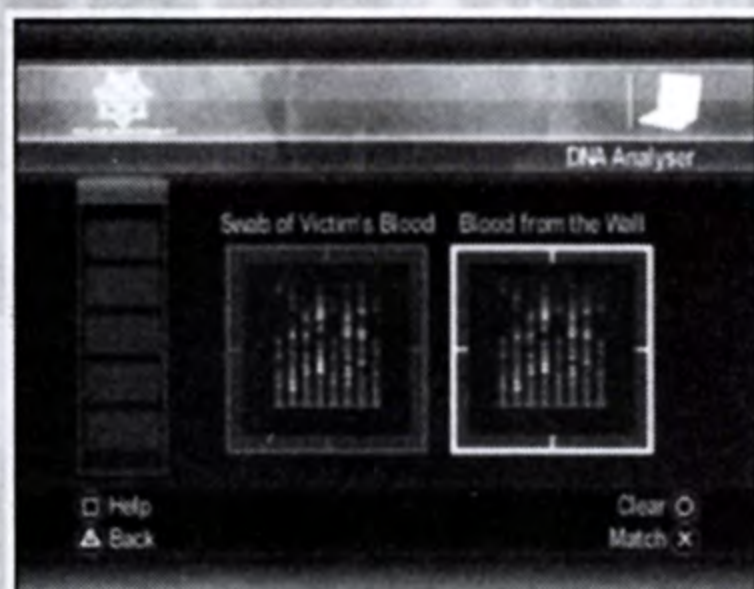


Tire Treads and Shoe Prints: Matches tire-tread evidence to a database of known tread patterns and allows collected sample matching. Allows collected sample matching and comparative searches of known shoe-outsole impressions.



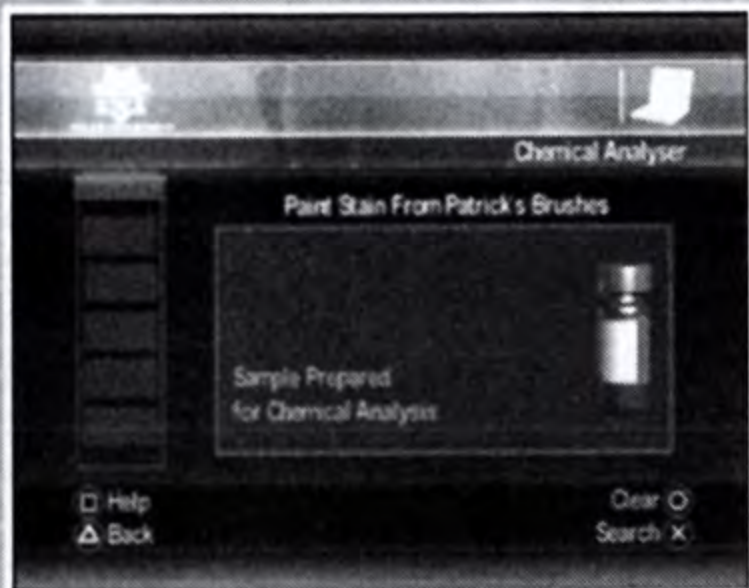
Search Links/Special: Performs public-record and business-record searches, as well as other special functions.

DNA Analyzer



Allows comparative DNA searches through the convicted offender database and collected sample matching.

Chemical Analyzer



Performs chemical analysis on unknown substances and automatically provides matching information if two similar items have been analyzed.

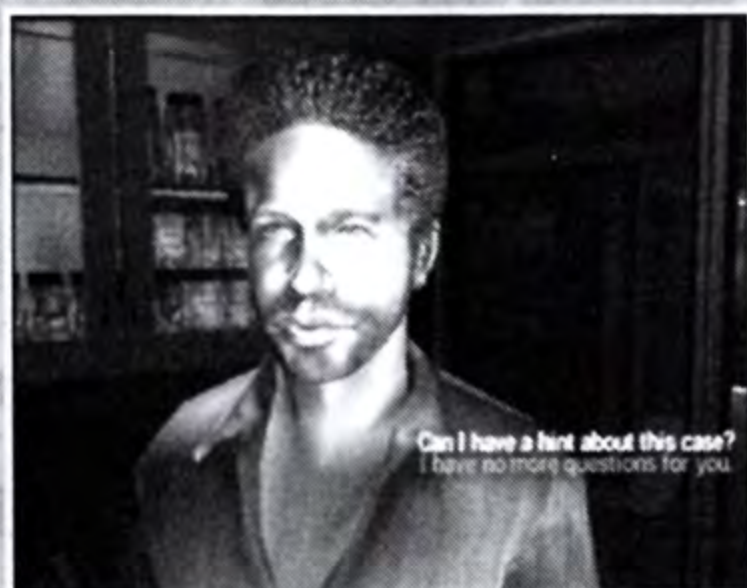
Comparisons and Searches

You can compare or search for matching items on the computer, DNA analyzer, or chemical analyzer. To perform a comparison, select two pieces of evidence from the Evidence menu and place one on each window of the interface. If you believe a match exists, press Confirm Match. Your CSI partner will check your work and determine to what degree they match.

To perform a search, select a piece of evidence from the Evidence menu, place it on either window of the interface, and then press Search. In the case of fingerprints, tire treads, shoe prints, and DNA (see below), the computer will automatically search all known references or samples in its database and generate a set of possible matches. You will then have to examine each of the results against your collected sample to determine whether a match exists. If you are sure of a match, press Confirm Match to have your CSI partner check your work.

Note: Even though the search engine may generate a set of search results, it does not guarantee that there will be a match among them. It is up to you to visually analyze and compare the results to your collected sample in the hopes of confirming a match candidate. Often, the search results from the database will not yield a positive match to your sample, but you still need to be thorough!

Assembly Table



The assembly table is a workspace used to put together or dismantle specific pieces of evidence in situations where further examination could provide more evidence. Once evidence is prepared on the table, press the **X** button to pick up the piece of evidence, use the left analog stick to move it to the desired position, and press the **X** button again to release it on

the table. Repeat these steps until all the pieces are put together or the evidence has been completely dismantled.

CSI Partner Hints

You can get help by selecting your CSI partner at any time during the case. A conversation interface will appear, along with any questions you can ask. The available hints will vary depending on what evidence and information you have collected so far. The hint will be placed in the Case File, under Victim/Hints.

Options Menu

Press the START button to bring up the Options menu. From here you can adjust your gameplay settings, load or restart a case, and adjust the audio options in the game.

Game Settings

You can adjust the game settings to make the game easier or more challenging. Game settings include:

- **Tool Assist:** When this option is on, the correct tool category will be automatically selected when the toolbox is opened, and the number of possible tools for each piece of evidence will be reduced.
- **Active Navigation Hotspots:** When this option is on, your crosshair will change color if you are over an area in a crime scene that can be investigated further.
- **Active Tool Hotspots:** When this option is on, your crosshair will change color and the toolbox icon will appear open if you are over an area in which a tool can be used.
- **Evidence Tagging:** When this option is on, evidence icons on the toolbar will receive a yellow tag to indicate when no further analysis of the object is possible.
- **Location Tagging:** When this option is on, evidence icons on the toolbar will receive a red tag to indicate when a location has been fully explored.
- **Invert Y Axis:** When this option is on, the Y axis will be inverted. This affects only the right analog stick (look).
- **Show/Hide Crosshair:** When this option is off, the crosshair will not be shown.

Audio

Adjusting the audio settings will let you customize the gameplay experience to suit your personal preferences. Audio options include:

- **Ambience:** Adjusts the volume of ambient sounds in the environment.
- **Dialogue:** Adjusts the volume of dialogue in the environment.
- **Music:** Adjusts the volume of music in the game.
- **Sound Effects:** Adjusts the volume of sound effects in the game.
- **Subtitles:** When this option is on, subtitles will appear on-screen during spoken dialogue.

CSI PERSONNEL

Gil Grissom

Head of the CSI Department

Specialty: Entomology

“Working the night shift in Vegas is a little like waking up inside a Fellini movie, but you’ll get used to it.”



Catherine Willows

Specialty: Blood-splatter analysis

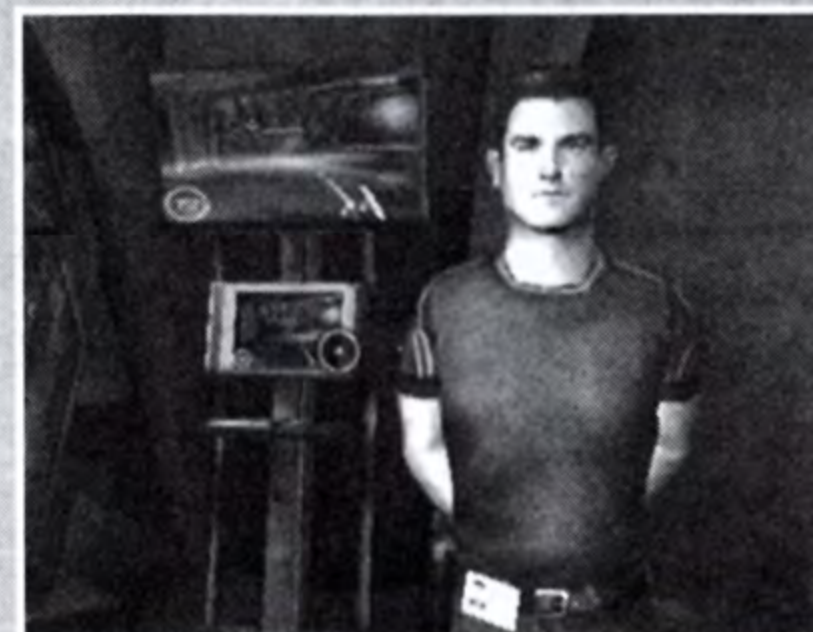
“Welcome to CSI. You believe this insanity? Lots to do. Let’s keep our eyes – and minds – open.”



Nick Stokes

Specialty: Hair and fiber analysis

“Let’s go see where reality messed up the fantasy.”



Warrick Brown

Specialty: Audio/visual analysis

“Warrick Brown’s first rule: it all comes down to the shoe prints.”



Sara Sidle

Specialty: Materials and element analysis

“How about you drop the act and stick to the facts?”



Greg Sanders

Former Lab Technician turned CSI

“Hey, this isn’t amateur night.”



Jim Brass

Captain of the Homicide Division

“That’s what we call around here a theory – which is what it’ll stay. Unless you come up with some supporting evidence.”



Dr. Robbins

Chief Medical Examiner

“I hope you aren’t squeamish, because the body of evidence on any murder case starts with the body as evidence.”



COMPLETING A CASE

To complete a case, you will need to collect and analyze enough information and evidence to solve the trinity of evidence and arrest a suspect. Once you have done this, you will be taken to Grissom’s office, where he will provide you with a closing comment about your performance.

You will be assigned a final ranking based on your performance, which is determined by the number of hints you requested during the case. Possible rankings include Rookie, Investigator, and Master.

Register this game now and stay in the know!

It's simple: Go to www.ubireg.com and register your product, and you will receive a coupon code good for 10% off your next purchase at the Ubisoft online store. You can also get exclusive game updates, participate in surveys, and win cool prizes! Look for the details on www.ubi.com!

Thanks,
The Ubisoft Team

CSI: Crime Scene Investigation™: 3 Dimensions of Murder™



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TECHNICAL SUPPORT

Before contacting Ubisoft's Technical Support Department, please first read through this manual. Also browse through our FAQ listings or search the support database at our website, <http://support.ubi.com>. Here you will find the most recently updated information since the game's release.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Full product title
- Game console you are using

Support Over the Internet

This is the best way to find answers to common issues with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems:

<http://support.ubi.com>.

Contact Us by Webmail

Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website, we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail, simply log into our site at <http://support.ubi.com>.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone

You can also contact us by phone by calling **(919) 460-9778** (for our customers in Quebec we provide French language support at (866) 824-6515). Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your gaming system and have all of the necessary information listed above at hand.

Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time** (French language support available from 7 am–4 pm EST).

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

Contact Us by Standard Mail

If all else fails you can write to us at:

Ubisoft Technical Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

Return Policy

Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.

WARRANTY

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LIMITATIONS

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NOTICE

Ubisoft reserves the right to make improvements in its products at any time and without notice.

REFUNDS

Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

PRODUCT/DOCUMENTATION REPLACEMENTS

Please contact a Ubisoft Technical Support Representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support Representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a support representative, your replacement request will not be processed.

IF WE DETERMINE A RETURN OR REPLACEMENT IS NECESSARY:

Within the 90-Day Warranty Period: Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes), and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period: Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

REPLACEMENT FEES

Our most recent replacement fee schedule is available online. Please visit <http://support.ubi.com> for an updated price list.

WARRANTY ADDRESS AND CONTACT INFORMATION

Phone: 919-460-9778. Hours: 9am–9pm (EST), M–F

Address: Ubisoft Support
3200 Gateway Centre Blvd.
Suite 100
Morrisville, NC 27560

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