

# Flow

URBAN DANCE UPRISING™



A2M



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.

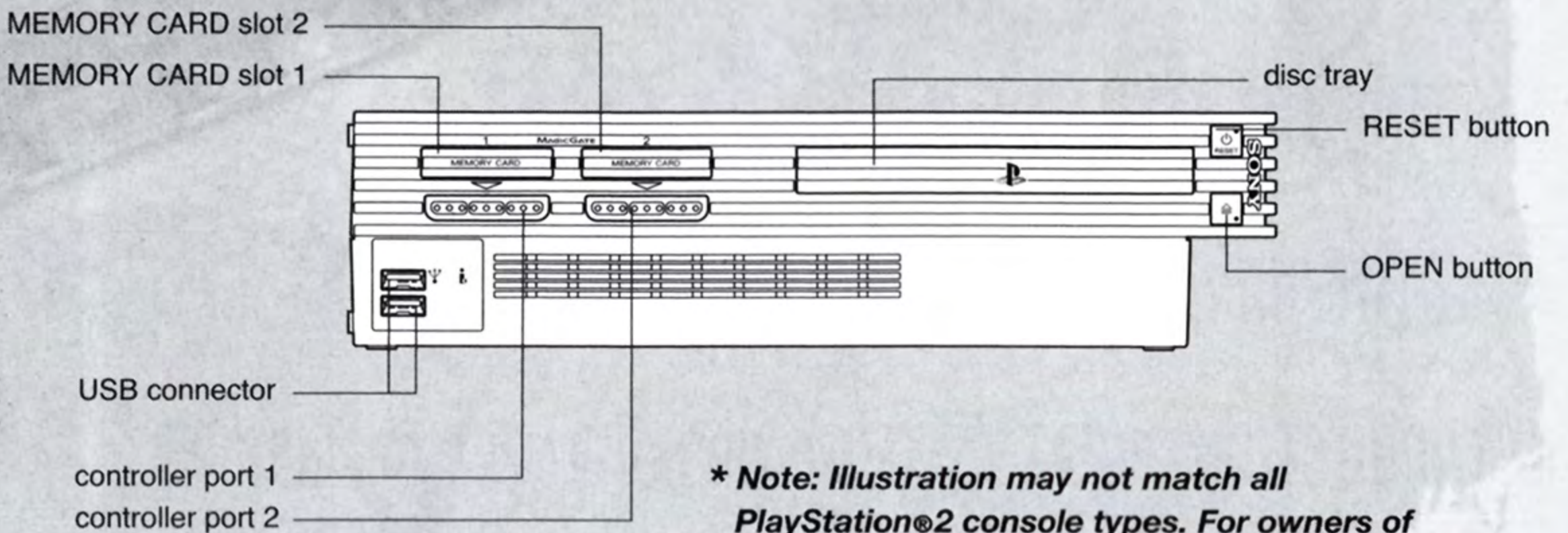


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# GETTING STARTED



**\* Note: Illustration may not match all PlayStation®2 console types. For owners of SCPH-70000 series PlayStation®2 systems, refer to the setup instructions supplied with your system.**

Set up your PlayStation®2 computer entertainment system according to the instructions in its Instruction Manual. Make sure the MAIN POWER switch (located on the back of the console) is turned ON. Press the RESET button. When the power indicator lights up, press the OPEN button and the disc tray will open. Place the FLOW: Urban Dance Uprising™ disc on the disc tray with the label side facing up. Press the OPEN button again and the disc tray will close. Attach game controllers and other peripherals, as appropriate. Follow 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.

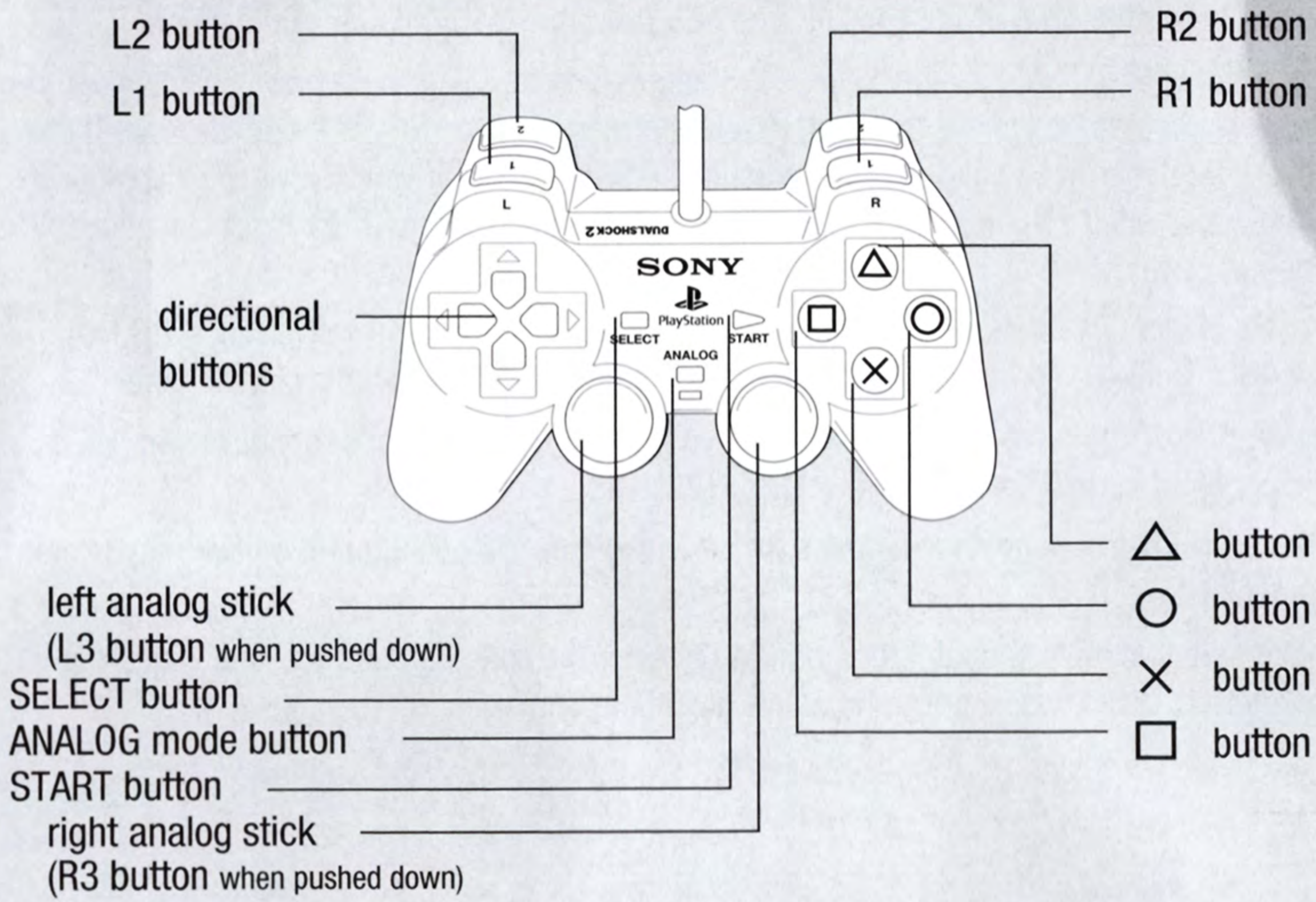
## LANGUAGE SELECTION

FLOW: Urban Dance Uprising can be played in English, Spanish, or French. To change a language, select the one you want in the PlayStation®2 console browser before booting up the game.



# STARTING UP

## DUALSHOCK<sup>®</sup>2 ANALOG CONTROLLER CONFIGURATIONS



## BASIC GAME CONTROLS

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

### MENU NAVIGATION

<b>Directional buttons</b>	<b>Selection</b>
○ button	Select
× button	Back
□ button	Next song
START button	Pause

### DANCING

△, ○, ×, □ buttons	Dance
Directional buttons	Dance
START button	Pause

The △, ○, ×, and □ buttons work exactly like the directional buttons. (For example, the △ button does the same thing as the up directional button.)



## EYETOY™ USB CAMERA (FOR PLAYSTATION®2)

Wanna see yourself on-screen instead of one of the preset characters? FLOW: Urban Dance Uprising supports the EYETOY™ USB camera (for PlayStation®2). Hook it up and make yourself the star of the show.

Insert the EYETOY™ USB camera (for PlayStation®2) into either the upper or lower USB connector on the front of the console. The LED power indicator (blue) should be on.

Place the EYETOY™ USB camera (for PlayStation®2) on top of or immediately below your television and stand back 5 to 7 feet. Rotate the manual focus ring to focus the lens. Try to ensure that your body shape is clearly defined on the screen. If your television is positioned on the floor, simply tilt the EYETOY™ USB camera (for PlayStation®2) for extra elevation. Alternatively, swivel the camera base around to reposition the camera.

Players of different heights should tilt the angle of the camera for extra convenience. DO NOT move the whole camera, just tilt it gently. Cover the camera lens to exit the current game.

By all means find a waving style that suits you, but it is recommended to wave with your fingers apart as this creates more motion feedback.

Make sure that there is no movement in the background as background motion may hinder gameplay.

Make sure you have enough room to play. Consider the space around you and watch out for shelves, doors, walls, pets, and above all, other people.





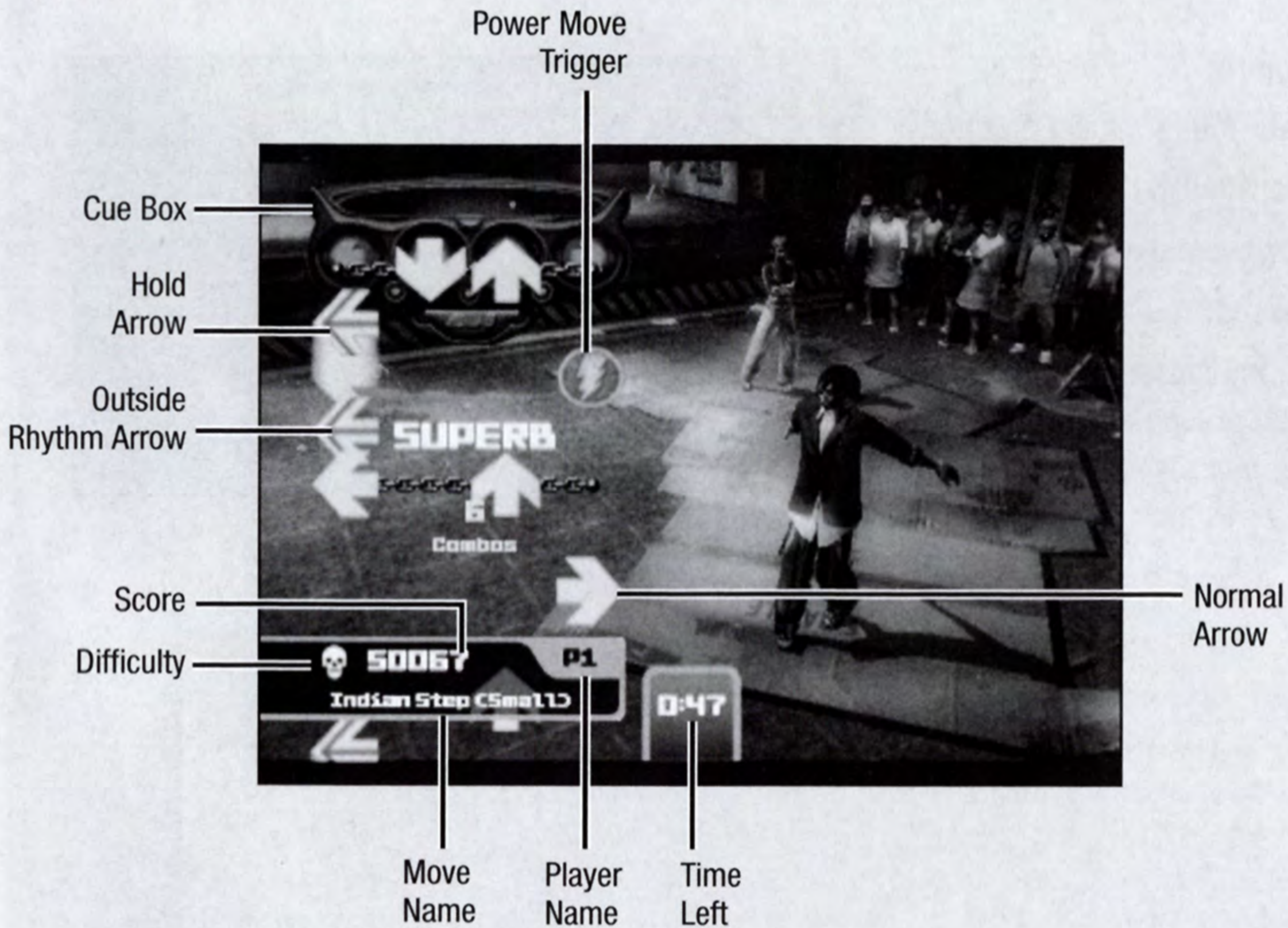
# INTRODUCTION: WHAT IS FLOW: URBAN DANCE UPRISING?

FLOW: Urban Dance Uprising is the first true hip-hop dance game. It can be played with a DualShock®2 analog controller. But for the freshest moves, we recommend a dance pad. The basics are simple – follow the arrows and stay on rhythm.

**Note:** FLOW: Urban Dance Uprising needs at least 73 KB of memory card (8MB)(for PlayStation®2) data to save each game. Make sure there is enough free space on your memory card (8MB)(for PlayStation®2) before starting play.

## HOW TO DANCE

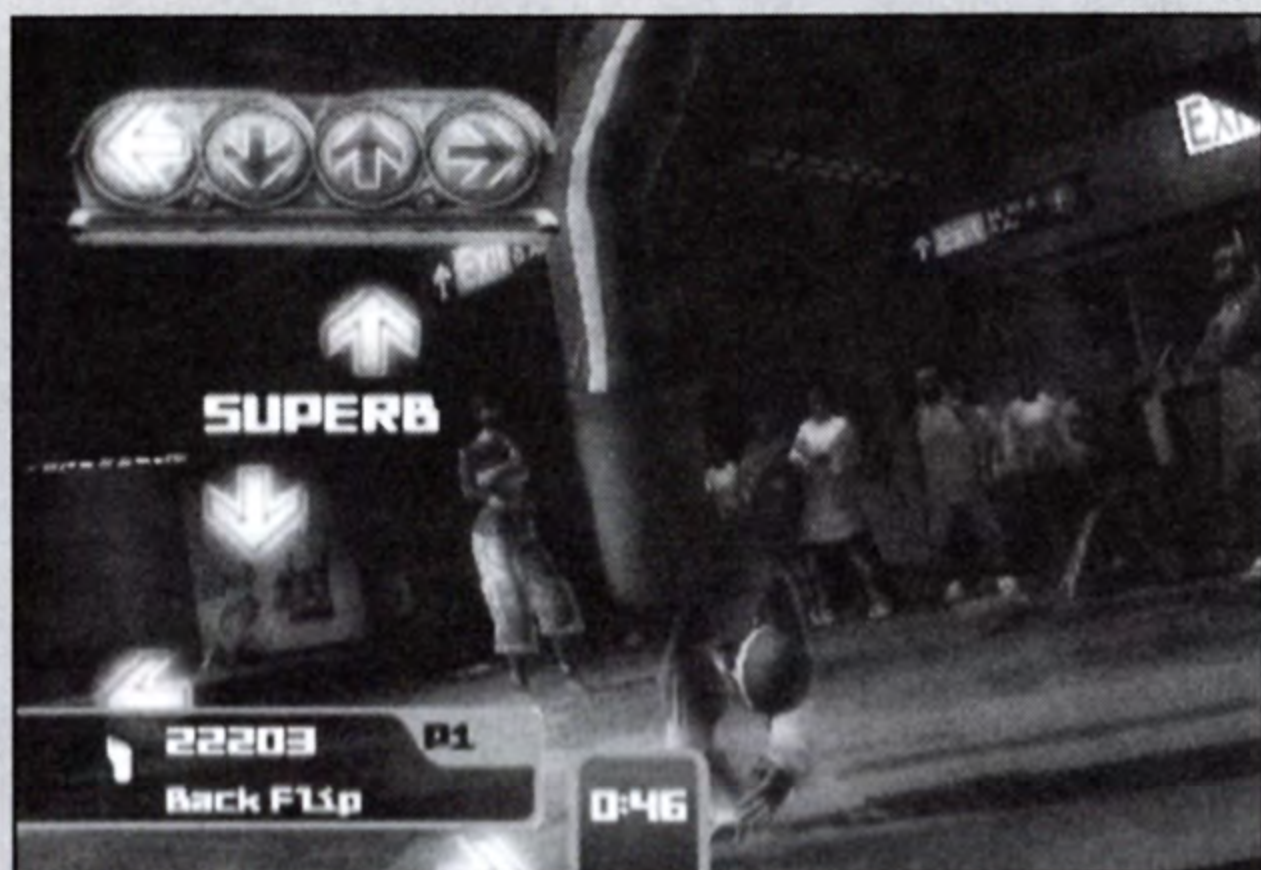
### HUD





# BASICS

Your goal is to hit the button (if using a controller) or arrow (if using a dance pad) that corresponds to the arrow in the cue box – and to hit it at exactly the right time. You'll get feedback about your accuracy:



- **Superb:** You're on time.
- **Fine:** You're almost on time.
- **Average:** You're a little early or late.
- **Sloppy:** You almost missed the arrow.
- **Missed:** You missed the arrow.

If you hit consecutive arrows with a Superb or Fine rating, a combo counter will appear. Try to keep this combo counter as high as possible to increase your score. The combo is broken as soon as you get an Average rating.





# SPECIAL ARROWS

- **Jump arrows:** When two arrows appear at the same time, you will have to jump and hit them both simultaneously. Jump arrows are marked with a chain link.
- **Hold arrows:** When a hold arrow appears, you will have to hit it at the right time and then hold until it disappears. If you do not hold long enough or miss the arrow entirely, it will be scored a miss. If you hold until the end, the arrow will be scored with the initial hit.
- **Outside Rhythm arrows:** Arrows outside the rhythm of the song are a different color. You usually will need to move quickly to hit those arrows.
- **Power Move trigger:** The Power Move trigger is represented by a lightning bolt icon. Hit this icon, and you'll enter Power Move mode.
- **Power Move mode:** After hitting a Power Move trigger, you enter Power Move mode and the arrows turn red. Power Move mode increases the difficulty of the dance patterns, but can also earn you more points. It's your choice whether to enter this mode. Remember, you lose more potential points by breaking a combo than by entering Power Move mode.

# OTHER INDICATORS

- **Level of difficulty:** The easy level is symbolized by a hand, the medium level by a foot, and the expert level by a skull. When you're in Power Move mode, this icon will blink while lightning flashes around it.
- **Move name:** Displays the name of the current move executed by the background character.
- **Time left:** Indicates the amount of time remaining before the end of the song.



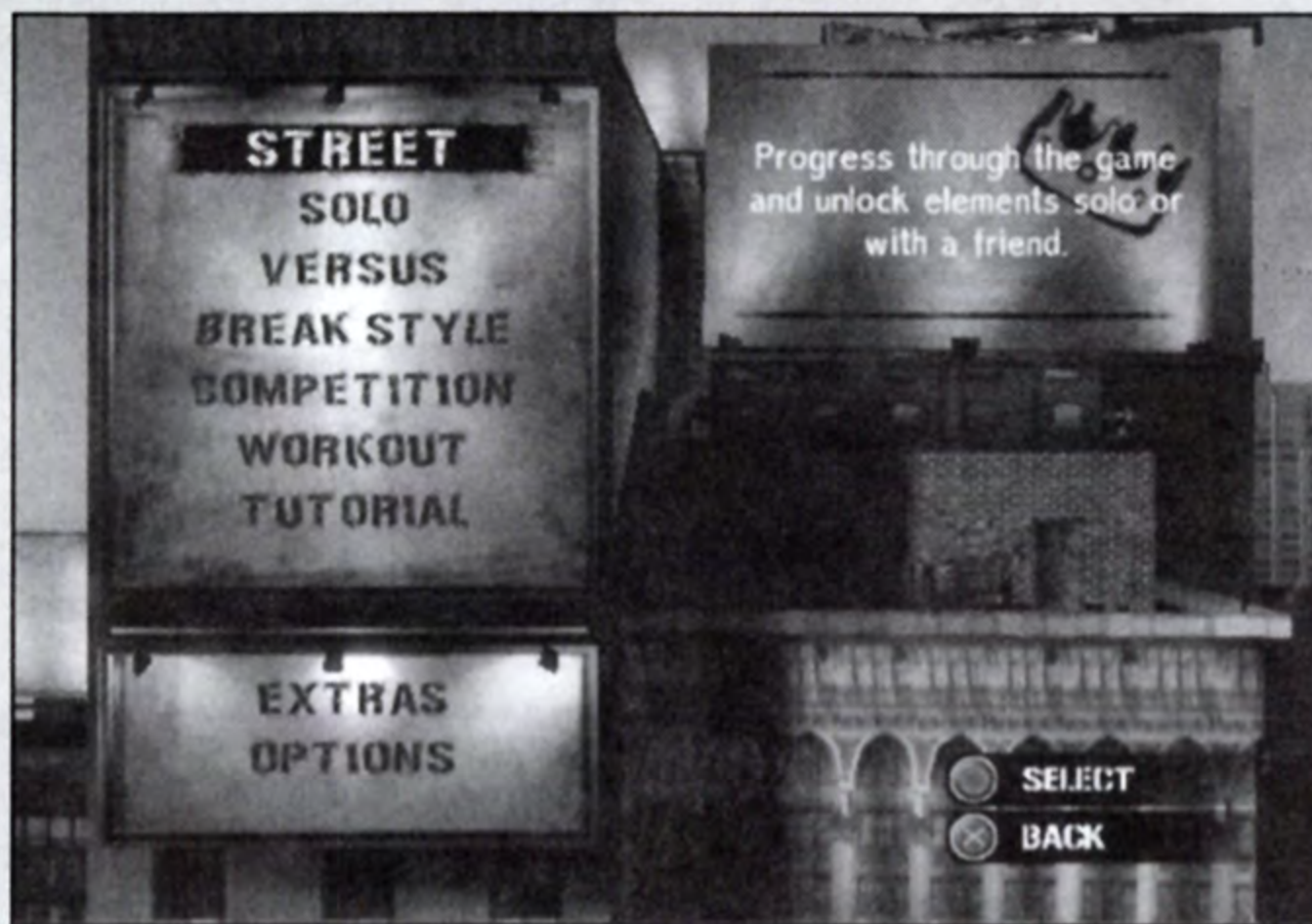
# DANCE TIPS

- When a different arrow pops up, use a different foot. If it's the same arrow, use the same foot.
- Avoid returning to the center while playing. Try to use the entire dance pad.
- Don't be afraid to hit an arrow. You are not penalized for hitting an incorrect arrow, but you are penalized for missing the correct arrow.
- You don't have to pick up the Power Move icon. Power Move is a path choice. If you don't feel like increasing your difficulty, not taking the Power Move icon enables you to get a better score by keeping your combos.
- To execute some patterns, it's easier to pivot your body. Your body shouldn't always be facing the screen.
- If you don't have a lot of experience with dance games, play in Tutorial mode first, then move on to Easy mode.
- If you already know how to play dance games, you can start out in Medium mode.
- Those experienced with dance games can play in Expert mode.
- Try to anticipate where you need to be on the dance pad to optimize your moves.

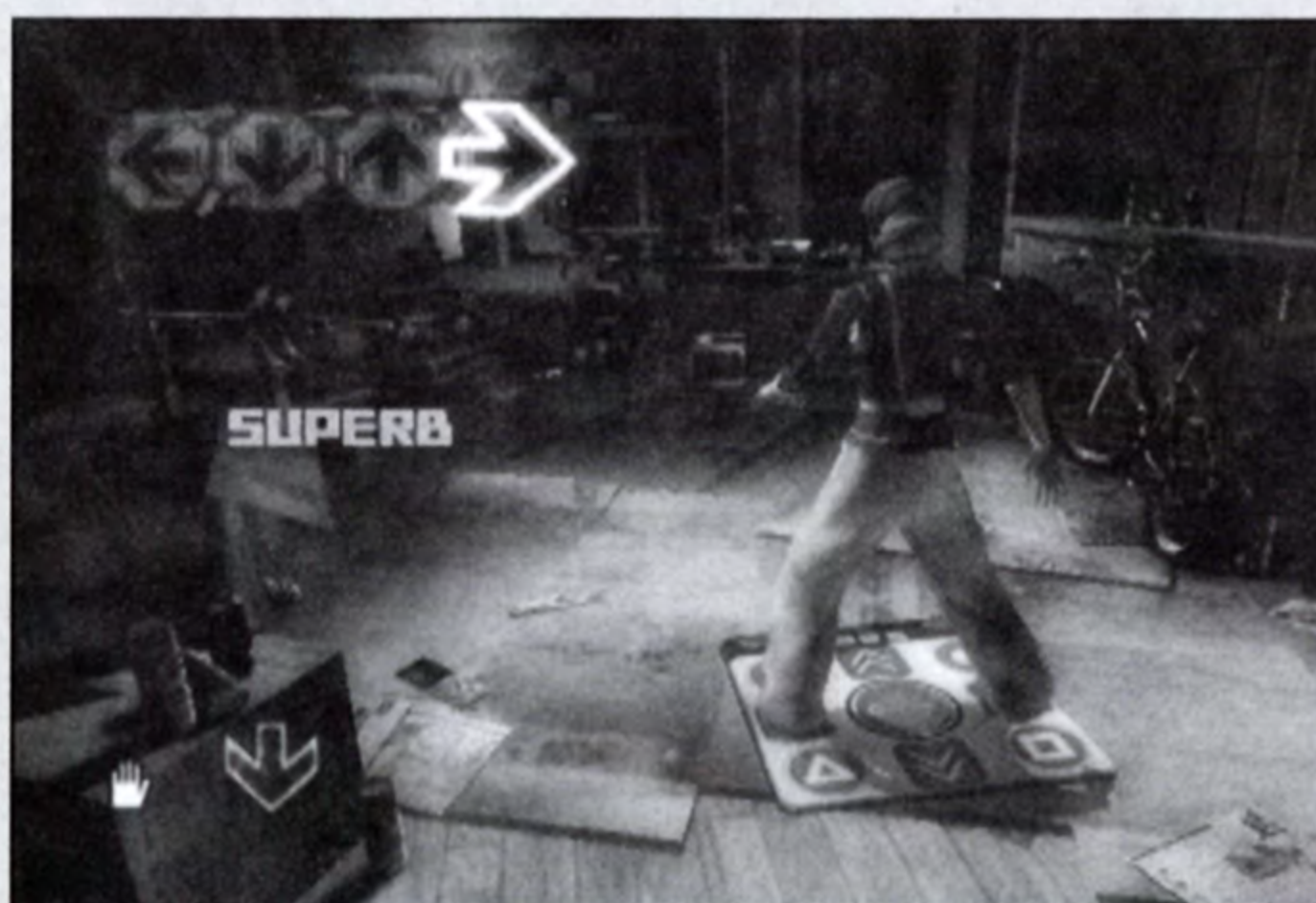


# GAME MENUS

## SINGLE-PLAYER MODES

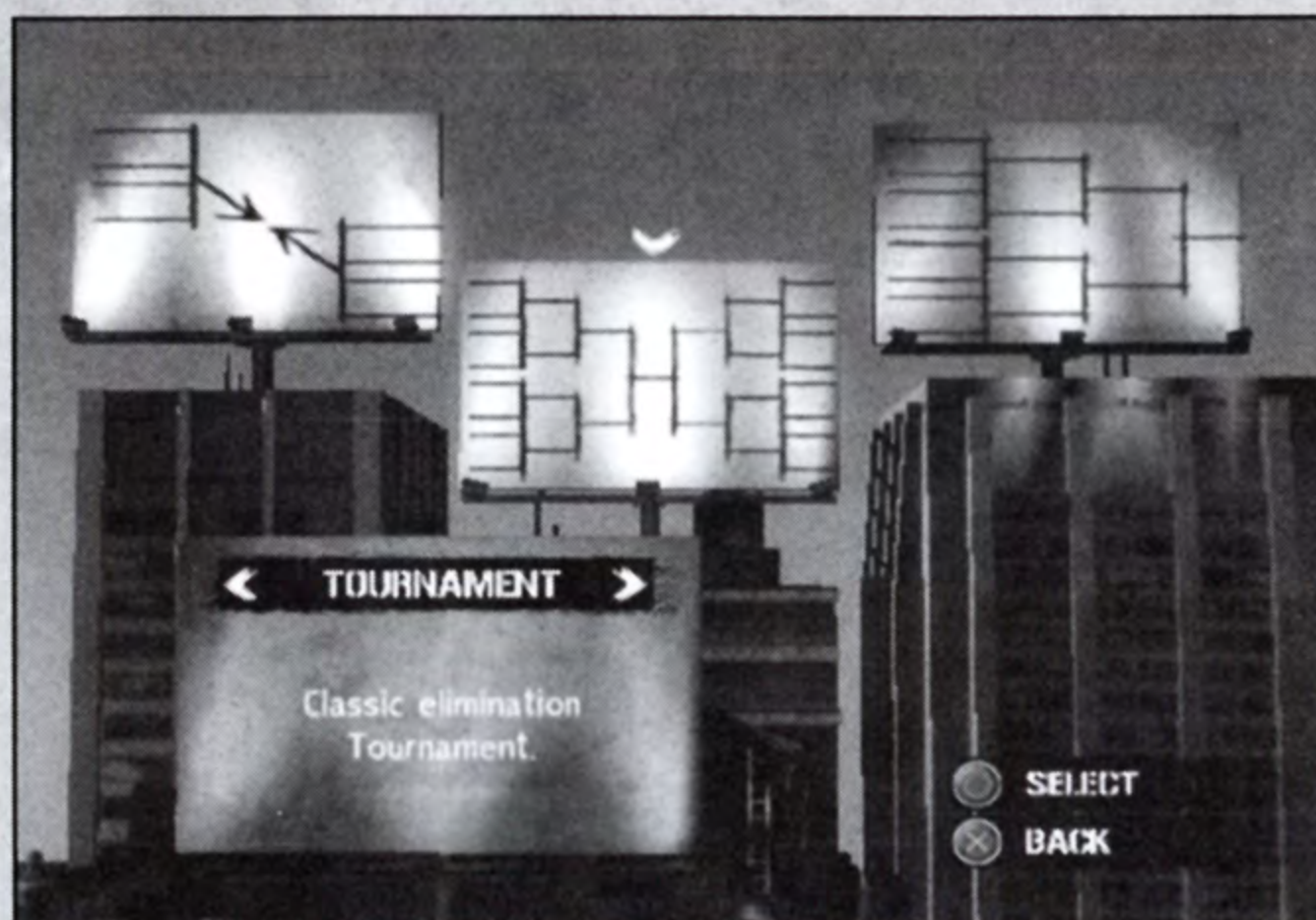


- **Street:** In this mode you can unlock Power Moves, characters, levels, outfits, custom HUDs, and songs. There are a total of 100 challenges that you can play alone or with a friend.
- **Solo:** Train yourself and beat the high scores!
- **Workout:** This mode adds fitness goals and counts the number of calories burned. As you play, the game will keep track of your workout stats. However, they will not be saved to the memory card (8MB)(for PlayStation®2)
- **Tutorial:** Learn how to dance in a relaxed setting. This is especially recommended if you are not experienced with dance games.





## MULTIPLAYER MODES



All the multiplayer modes can be played with two controllers or one (head-to-head or taking turns).

- **Versus:** Challenge a friend head-to-head or take turns.
- **Break Style:** Break Style is a high-speed mode where two players dance to very short music samples (10 to 20 seconds max.) that get progressively harder.
- **Competition:** Competition modes allow three to eight players to dance in three different modes:
  - **Pool:** Every player battles against every other player. The player with the highest score wins the Pool.
  - **Tournament:** In Tournament mode, each match will eliminate a player. The last remaining player wins the Tournament.
  - **Championship:** You must make it through the first selection to reach the final tournament.

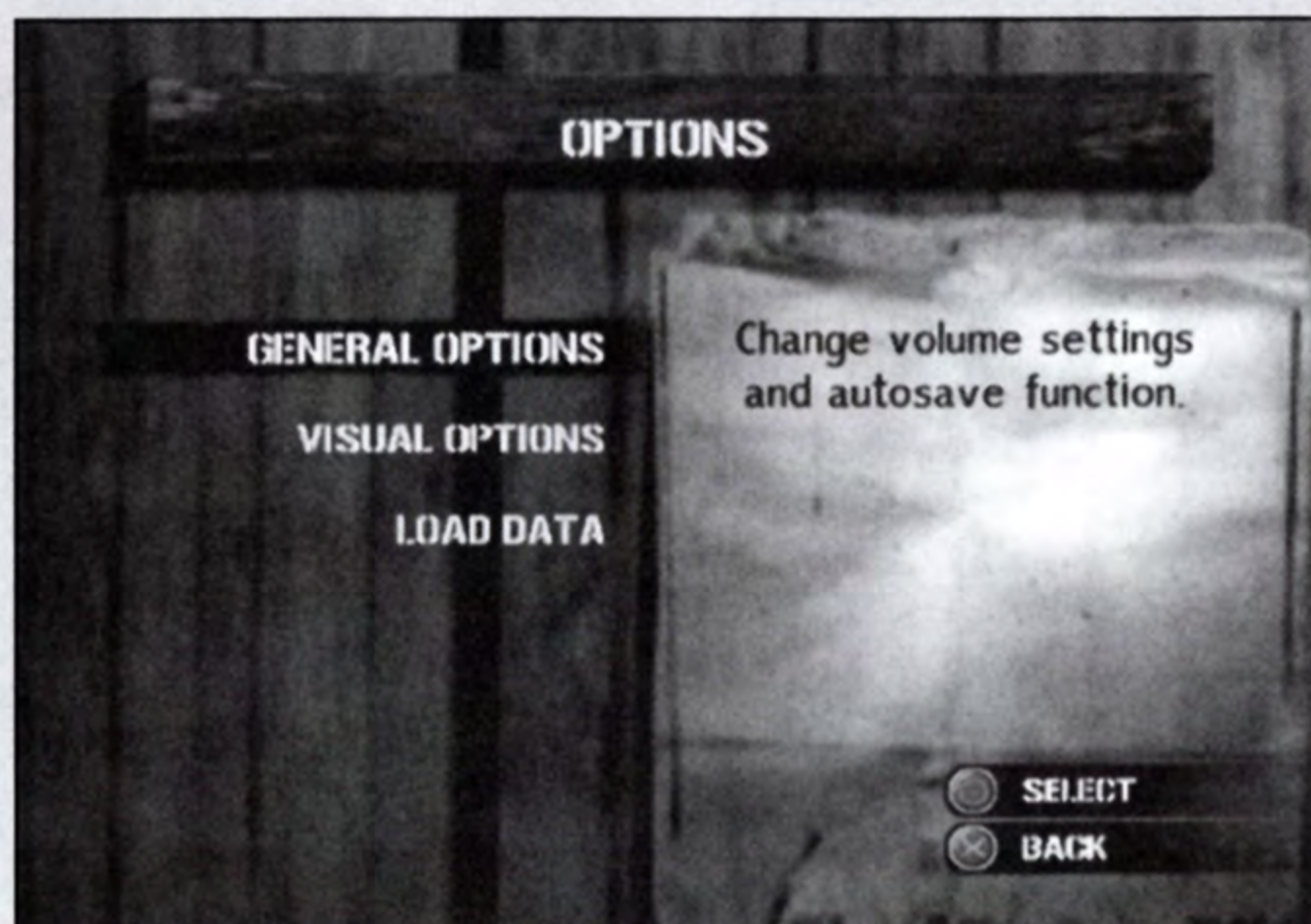
## EXTRAS



- **Game Credits:** The people who made the game
- **High Scores:** The best scores recorded.



# OPTIONS



## GENERAL OPTIONS

- **Sound FX Volume:** Adjust the volume of sound effects.
- **Music Volume:** Adjust the music volume.
- **Autosave:** Enable or disable the Autosave feature.

## VISUAL OPTIONS

- **Game Interface:** Choose whether you want to use the original HUD or a character HUD. (If the character HUD is unlocked, it will replace the original HUD.)
- **Arrow Link:** Enable or disable the chain that links jump arrows.
- **Timer Display:** Enable or disable the timer display (time remaining until the end of the song).

## LOAD DATA

- **Load Data:** Load saved game data from a memory card (8MB)(for PlayStation®2) in MEMORY CARD slot 1.



# CHARACTER SELECTION

There are a total of 10 characters with three outfits each. At the beginning of the game, only five characters and one outfit are unlocked.

## UNLOCKED CHARACTERS

### SHUGGAH

---

#### CLOTHING STYLE

Roots

#### DANCE STYLE

Elastic



### MAHOGANNY

---

#### CLOTHING STYLE

New School

#### DANCE STYLE

Acrobatic



### MISS CLEAN

---

#### CLOTHING STYLE

New School

#### DANCE STYLE

Elastic





## **PEDRO**

---

### **CLOTHING STYLE**

Urban Survival

### **DANCE STYLE**

Aggressive



## **MENACE**

---

### **CLOTHING STYLE**

Urban Survival

### **DANCE STYLE**

Aggressive



## **LOCKED CHARACTERS**

## **LOLLIPOP**

---

### **CLOTHING STYLE**

Old School

### **DANCE STYLE**

Old School



## **FRANTIC FRANTZ**

---

### **CLOTHING STYLE**

Old School

### **DANCE STYLE**

Old School





## TOOTS

---

### CLOTHING STYLE

Roots

### DANCE STYLE

Aggressive



## MACH-9

---

### CLOTHING STYLE

Technical

### DANCE STYLE

Acrobatic



## CRAZE

---

### CLOTHING STYLE

Urban Survival

### DANCE STYLE

Acrobatic





# LEVEL SELECTION



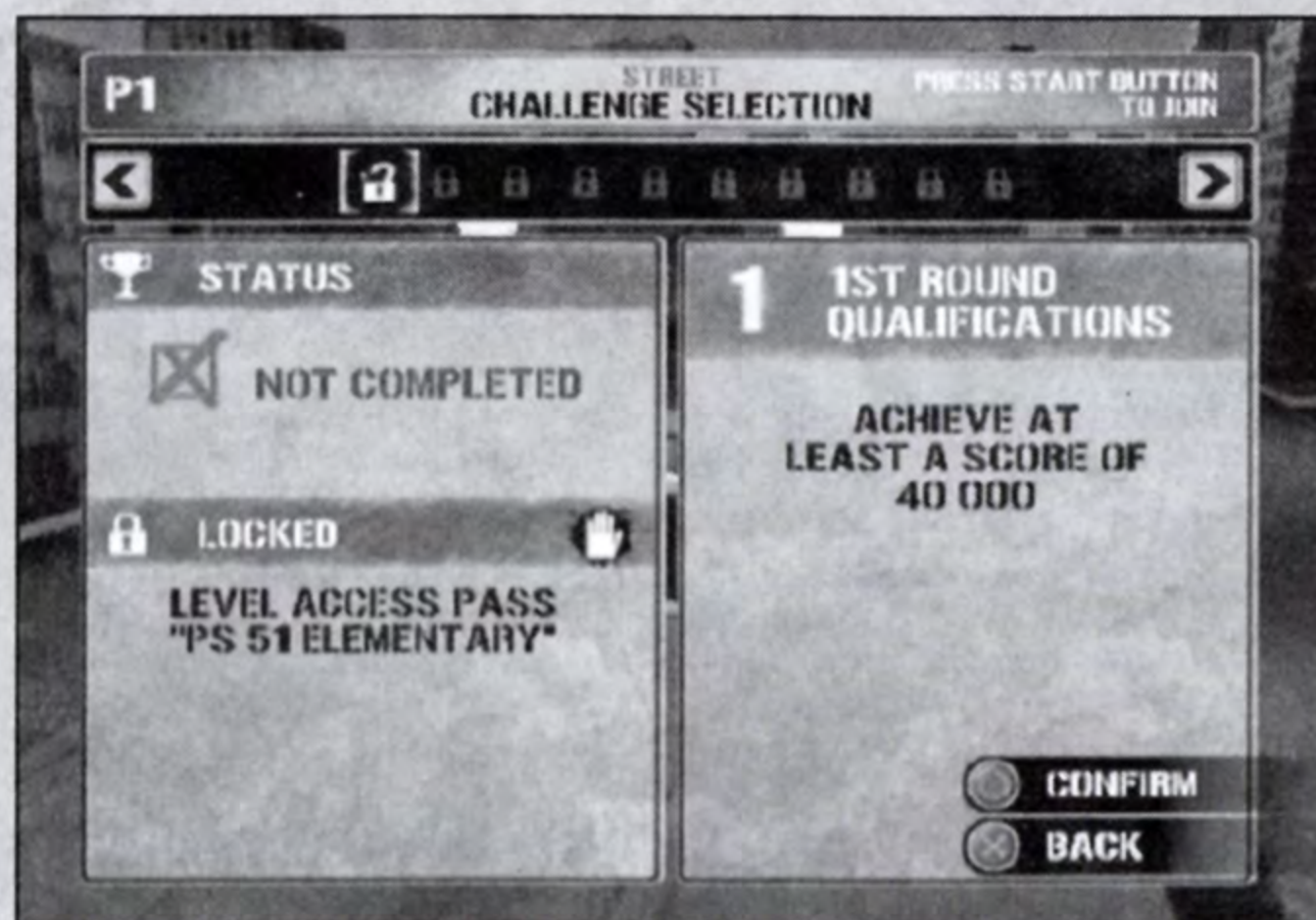
There are 10 levels to unlock in the game, plus an extra level you can play using the EYETOY™ USB camera (for PlayStation®2)! (Note: This level is not available in Street mode.)

In Street mode, each level has a Level Owner (a character who represents the level).

<b>Level Number</b>	<b>Level Name</b>	<b>Level Owner</b>
1	106th Street	Shuggah
2	PS 51 Elementary	Mahogany
3	Rag District	Miss Clean
4	The Pit	Pedro
5	Top of the World	Menace
6	The Spot	Lollipop
7	Franklin High	Frantic Frantz
8	North Dock	Toots
9	City Hall	Mach-9
10	The Yard	Craze
E	EyeToy	N/A



# CHALLENGE SELECTION



There are 100 challenges in the game (10 challenges per level). You need to complete a challenge in order to access a new one.

Winning challenges enables you to unlock:

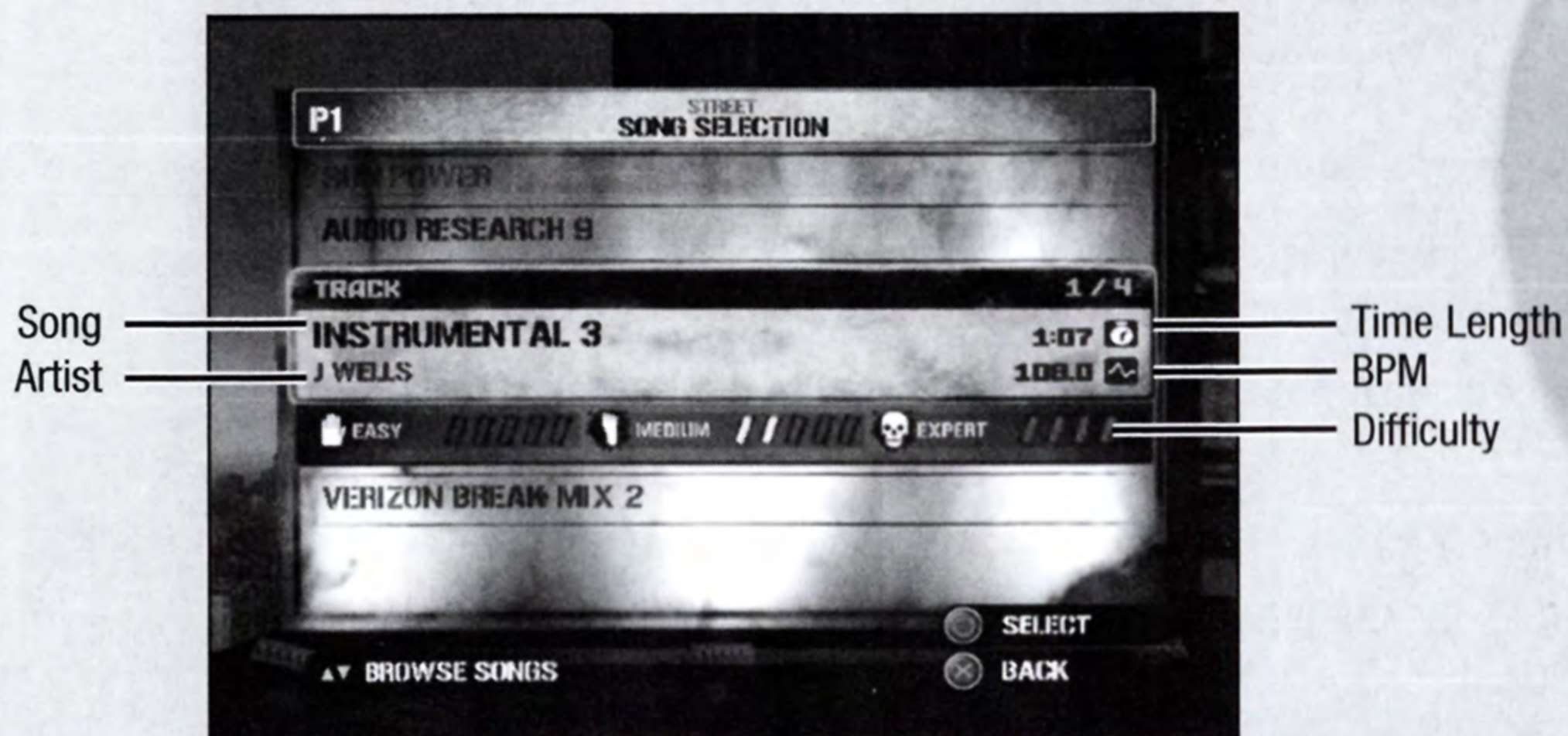
- Songs
- Power Moves
- Custom HUDs
- Costumes
- Characters
- Levels

Each unlockable item requires that you complete the challenge at a specific difficulty level. Some items require Easy, others Medium, and others Expert difficulty.

There are three Power Move patterns per character and per difficulty level. For example, you may have unlocked a Shuggah Power Move in Easy difficulty and still have the Medium and Expert moves to unlock. In total, there are 90 combinations of Power Moves per song.



# SONG AND DIFFICULTY SELECTION



When choosing a song, you should consider:

- **BPM (beats per minute):** This will give you an idea of the song's rhythm. Songs with 80 BPM tend to have slow rhythms, and BPMs over 120 tend to mean fast rhythms.
- **Difficulty rating:** This ranges from 0 to 5 bars.
  - **0 to 1:** Beginning dancers. Choose this level if it's your first time.
  - **2 to 3:** Good dancers. Choose this level if you can already move naturally on the dance pad.
  - **4 to 5:** Expert dancers. Are you a fan of dance games or do you simply find the other levels too easy? Then this is for you!



# MUSIC CREDITS FOR FLOW: URBAN DANCE UPRISING

## "Cipher"

Written by J. Henderson  
Performed and produced by J. Wells  
Courtesy of Bonzi Records  
Under license from Rocswell Music

## "C'mon Y'all"

Written by K. Matlin for Solid Funk Music (ASCAP)  
and P. Laster for Nog Nod Music (BMI)  
Performed by Motion Man feat. KutMasta Kurt  
Produced by KutMasta Kurt for Funky Redneck Productions

## "Cake"

Written by:  
A. Gale – Apex Technical Drool (ASCAP)  
T. Gross – Music for the Elderly (ASCAP)  
D. Guy – Diesel Big Mouth Music (ASCAP)  
D. Kupferstein – Insane Wizard Scripts (ASCAP)  
L. Hammonds – The Cinematic Advances (ASCAP)  
A. Jones – Sleazy Rhet Music (ASCAP)  
T. Rivelli – Chiron in the Stars (ASCAP)  
Produced and performed by Dujeous

## "Taurus"

Written by G. Rinaldo and A. Smith  
Performed and produced by Gary G-Wiz & Amani K. Smith  
Courtesy of Urbanscore

## "I Remember"

Written, produced, and performed by Jeff Bhasker

## "Dueling DJs"

Produced by  
Kwiz for The Marksmen Guerrilla Production Network

## "Waterworld"

Written and produced by  
Needlz for The Marksmen Guerrilla Production Network

## "Shell Toes"

Written and produced by  
Fingas & Cirosis for The Marksmen Guerrilla Production Network

## "We Can Do It"

Written by J. Henderson and D. Jones  
Performed by J. Wells feat. Styliztik Jones  
Produced by J. Wells  
Courtesy of Bonzi Records  
Under license from Rocswell Music

## "How We Do"

Written by J. Henderson  
Performed and produced by J. Wells  
Courtesy of Bonzi Records  
Under license from Rocswell Music



"Get on the Floor"

Written by S. Batiste and J. Batiste  
Performed by Stump & S-Class  
Produced by Stump House, Batiste music group  
Courtesy of Stump House Ent / Batiste music group

"Control the Crowd"

Written by C. Ridenhour, G. Rinaldo and A. Smith  
Performed and produced by Chuck D, Gary G-Wiz & Amani K. Smith  
Courtesy of Urbanscore

"5 Slippin'"

Performed by Greenskeepers  
Courtesy of Om Records  
© 2005 Om Records  
(P) Greenskeepers Music

"Superfunk 2000"

Performed by Soulstice meets DJ Curse  
Courtesy of Om Records  
© 2000 Om Records  
(P) 2000 Sounds of Om (ASCAP)

"Sun Power"

Performed by Mophono  
Courtesy of Om Records  
© 2004 Om Records  
(P) Sounds of Om Publishing (ASCAP)

"Freak" (DJ Abstract Break Mix)

Performed by Ming & FS  
Courtesy of Om Records  
© 2003 Om Records (ASCAP)  
(P) 2003 Sounds of Om (ASCAP) & Platinum Dogs Publishing

"The Come On"

Crown City Rockers  
Courtesy of Om Records  
© 2001 Om Records  
(P) Sounds of Om Publishing (ASCAP)

"Purple Perpendicular Phonics" (feat. P.E.A.C.E. & Raashan Ahmad)

Performed by J-Boogie's Dubtronic Science  
Courtesy of Om Records  
© 2004 Om Records  
(P) Sounds of Om Publishing (ASCAP)

"Soul Chips"

Performed by Crown City Rockers  
Courtesy of Om Records  
© 2001 Om Records  
(P) Sounds of Om Publishing (ASCAP)

"8 is Enuff"

Performed by People Under the Stairs  
Courtesy of Om Records  
© 2002 Om Records  
(P) Sounds of Om Publishing (ASCAP)

"Movin to My Beat" (feat. People Under the Stairs)

Performed by J-Boogie and People Under the Stairs  
Courtesy of Om Records  
© 2003 Om Records  
(P) 2003 Sounds of Om (ASCAP)

"Udu Shuffle"

Performed by Bass Nectar  
Courtesy of Om Records  
© 2003 Om Records  
(P) Sounds of Om (ASCAP)



"They Want EFX"

Performed by Das EFX  
Courtesy of Elektra Entertainment Group  
By arrangement with Warner Music Group  
Video Game Licensing  
(P) 1992 East West Records

"8th Wonder"

Performed by Sugarhill Gang  
Courtesy of Rhino Entertainment Company  
By arrangement with Warner Music Group  
Video Game Licensing  
(P) 1981 Rhino Entertainment Company

"Jam on It"

Performed by Newcleus  
Courtesy of Rhino Entertainment Company  
By arrangement with Warner Music Group  
Video Game Licensing  
(P) 1984 Rhino Entertainment Company

"Doin' Our Own Dang"

Performed by Jungle Brothers  
Courtesy of Warner Bros. Records  
By arrangement with Warner Music Group  
Video Game Licensing  
(P) 1989 Warner Bros. Records

"The Breaks"

Performed by Kurtis Blow  
(P) 1980 Mercury Records  
Courtesy of Mercury Records under license  
from Universal Music Enterprises

"Don't Sweat the Technique"

Performed by Eric B. & Rakim  
(P) 1992 Geffen Records  
Courtesy of Geffen Records under license  
from Universal Music Enterprises

"Right Where"

By Pfilbryte  
© 2005 Courtesy of Bradley Royds @  
AndRoyd Audio

"Microphone Fiend"

Performed by Eric B. & Rakim  
(P) 1988 Geffen Records  
Courtesy of Geffen Records under license  
from Universal Music Enterprises

"Zero Gs"

Written by S. Jung  
Performed and produced by Chops

"Smashing"

Written by David Rojas (ASCAP) and  
Richard Trapp (BMI)  
Performed by St. John  
(P) The Lavender Room (ASCAP) and  
Alchemetic Music (BMI)

"Without Doubt"

Written by Marvin Young  
Performed by YOUNG MC  
(P) Young Man Moving Productions, Inc.  
d/b/a Young Man Moving  
(ASCAP) administered by Music & Media  
Int'l  
by arrangement with RipTide Music

"Do It"

Track: Do it Remix  
Rochester aka Juice  
Featuring Kardinal Offishall, Mayhem  
Morearty, and Jugganot  
Executive producers:  
Jason Rochester and Tone Mason Inc.



“Not Gangsta”

Troy Dunit

Produced by Necro for Necro productions

Cuts by A-Track for Macklovitch Muzik

Vocals by Troy Dunit

Recorded by Greg Smith at DNA

Mixed by Greg Smith and Dave One at the Macklovitch Residence

ARCD-001

© 2003 Audio Research Records

“Under Pressure”

Simahlak feat. Theo3

Produced by Simahlak, cuts by Simahlak

Vocals by Theo3

Recorded and mixed by Simahlak and Six Too at the Mexican Vampire Studios

ARCD-001

© 2003 Audio Research Records

“Popped”

DJ Serious feat. D-Sisive

Produced by DJ Serious for Headless Heroes

Vocals by D-Sisive

Recorded and mixed by DJ Serious at my mom’s house studios, Toronto

Taken from the AR-007 single

© 2001 ARCD-001

© 2003 Audio Research Records

“Back to the Lab”

Obscure Disorder

Produced by Simahlak, cuts by A-Track for Macklovitch Muzik

Vocals by Eclipse, Logik, and Troy Dunit

Recorded by Greg Smith at DNA

Mixed by Greg Smith, Dave One, and Simahlak at the Macklovitch residence

ARCD-001

© 2003 Audio Research Records

“Orgasmic Electrons”

Performed by DJ Mana (ICM Records)

Original Music Production Fekdafonik Inc.

Fekdafonik Executive Producers:

JS Marcoux and Thomas Geissmann

“What You Gonna Do” feat. Mr. Wiggles

Performed by Bless

Produced by Ray Ray for R&R/Platinumberg Ent.

© 2003 Platinumberg Entertainment/  
Awesome Publishing & Promotion

“Indy 5000”

Written by J. Henderson

Performed and Produced by J. Wells

Courtesy of Bonzi Records, under license from Rocswell Music

“OG”

By Pfilbryte

© 2005

Courtesy of Bradley Royds @ AndRoyd Audio



"Needlz"

Produced by  
Needlz for The Marksmen Guerrilla  
Production Network

"Get Up NP"

Written by A'shanti Jenkins, Christopher  
Jenkins and Kyle Bluff  
Performed by NonPareilyx  
(P) Riseform Music (ASCAP)

"Hardcore"

Written by G. Rinaldo, A. Smith  
Performed and Produced by Gary G-Wiz &  
Amani K. Smith  
Courtesy of Urbanscore

"Break a Leg"

Performed by Lex Stayl (Fekdafonik)  
Original Music Production Fekdafonik Inc.  
Fekdafonik Executive Producers:  
JS Marcoux and Thomas Geissmann

"Sugar"

Written by S. Jung  
Performed and Produced by Chops

"On the Rhodes"

Performed by DJ Twitch (ICM Records)  
Original Music Production Fekdafonik Inc.  
Fekdafonik Executive Producers:  
JS Marcoux and Thomas Geissmann

"Bozo"

Performed by Pfilbryte  
© 2005 Courtesy of Bradley Royds @  
AndRoyd Audio

"Mindblowin"

Troy Dunnit  
Produced by Simahlak  
Additional production by Dave One  
Cuts by A-Track for Macklovitch Muzik  
Vocals by Troy Dunnit  
Recorded by Greg Smith at DNA  
Mixed by Rod Shearer at Piccolo  
Taken from the AR-008 single  
© 2001 ARCD-001  
© 2003 Audio Research Records



# REGISTER THIS GAME NOW AND STAY IN THE KNOW!

It's simple: Go to [www.ubireg.com](http://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](http://www.ubi.com)!

Thanks,  
The Ubisoft Team

**FLOW: Urban Dance Uprising™**



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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

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

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## NOTICE

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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

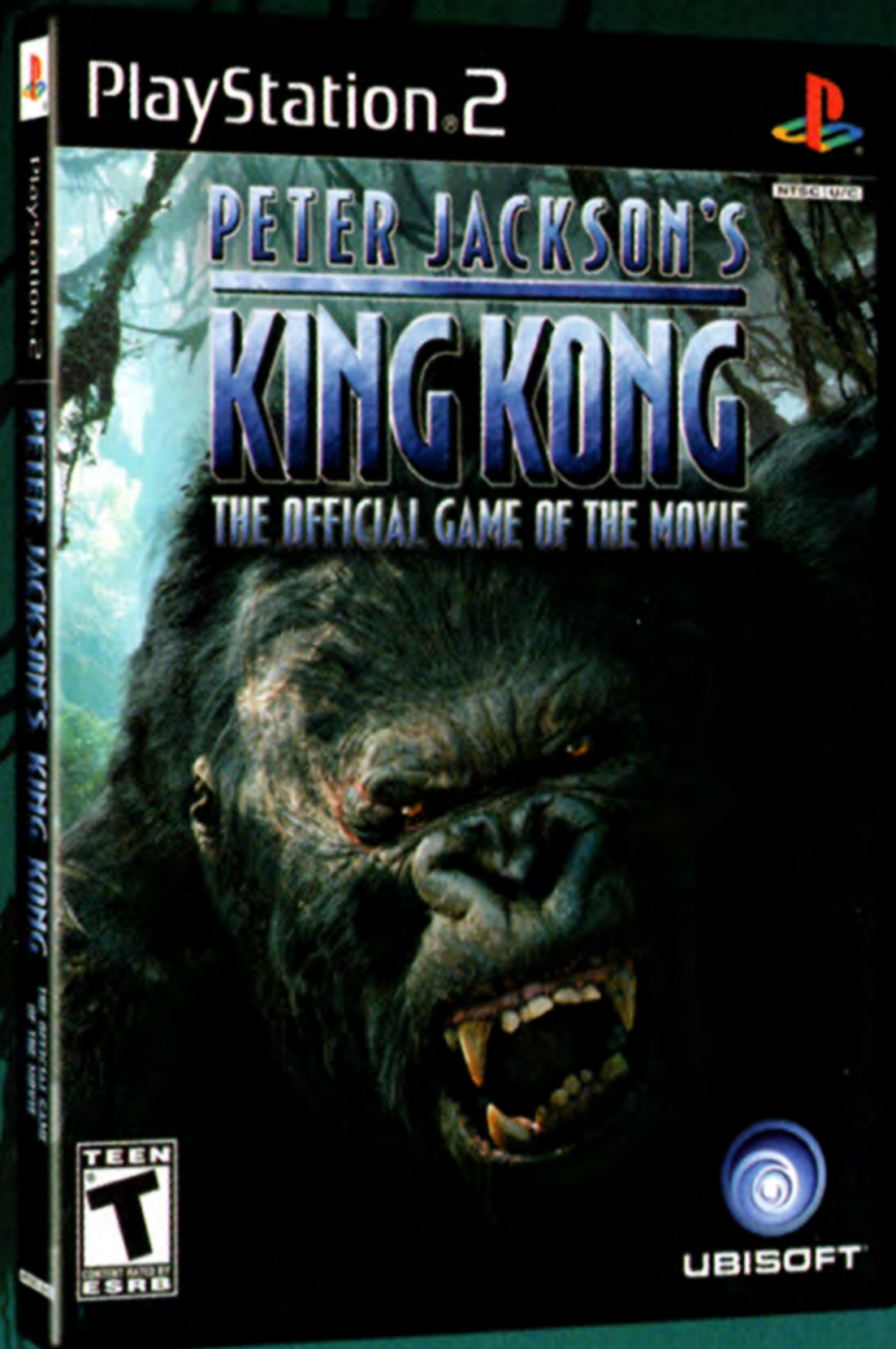
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