

# ROCKY™



*Rage*



## **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.

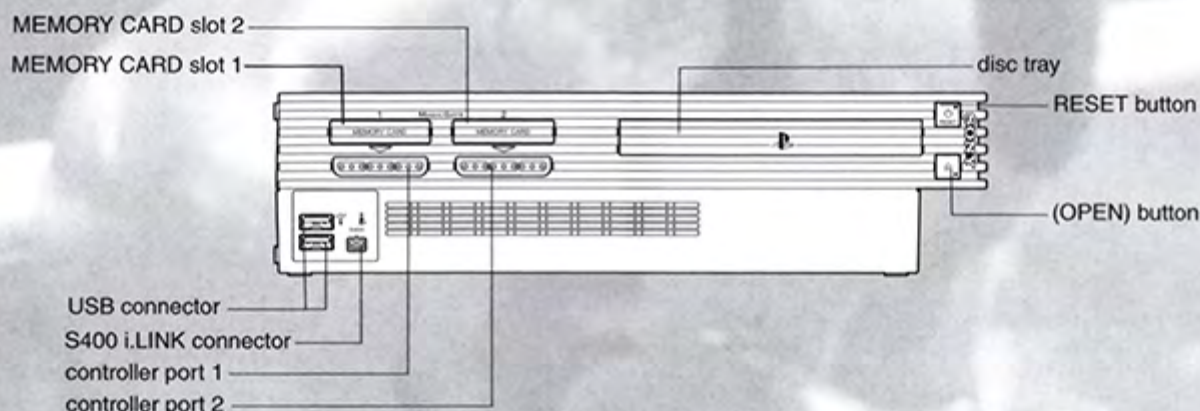


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# GETTING STARTED

Set up your PlayStation®2 computer entertainment system according to the instructions in the instruction manual. Make sure the MAIN POWER switch (located in the back of the console) is turned on. Press the standby/RESET button. When the power indicator lights up, press the open button and the disc tray will open. Place the Rocky™ 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.



A Memory Card (8MB) (for PlayStation®2) with at least 55KB of free space is required to save game data. Game data will be automatically loaded when the memory card is inserted into MEMORY CLARD slot 1 as the game starts.

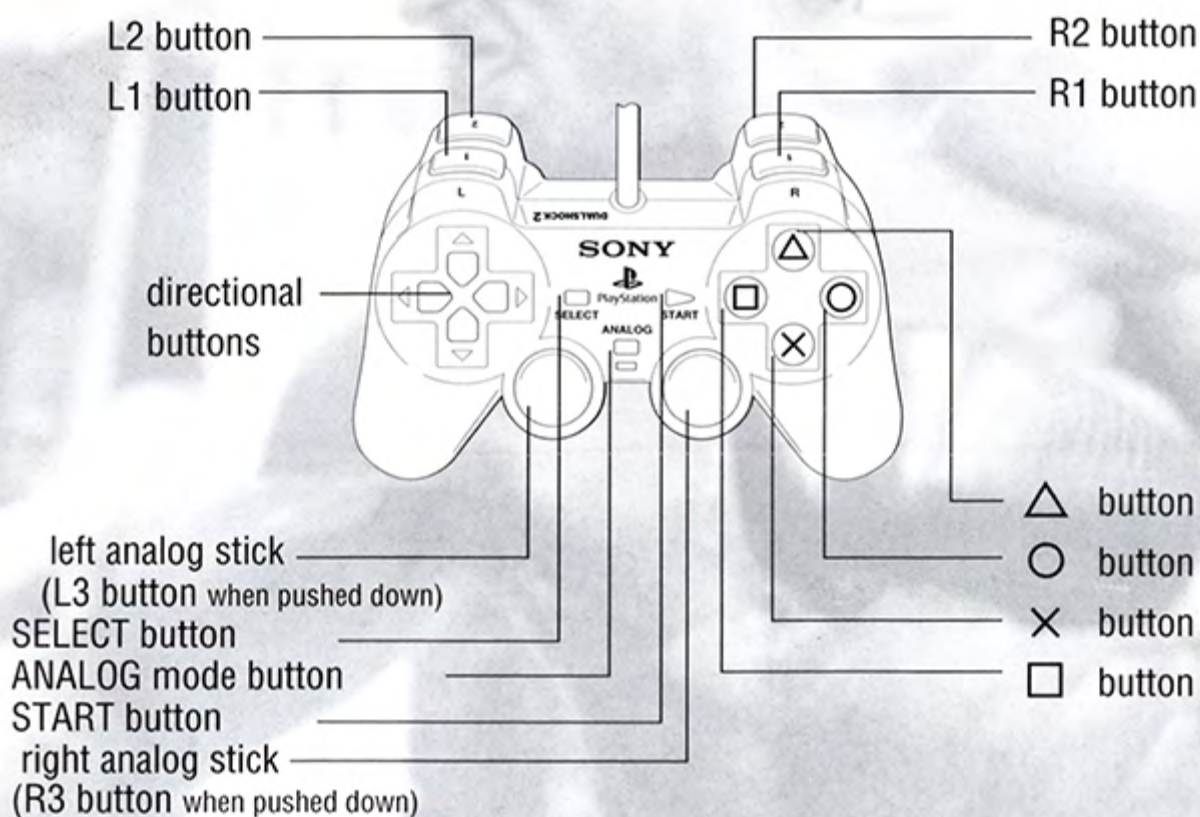
Please make sure you have the memory card inserted into MEMORY CARD slot 1 before turning on the PlayStation 2, as inserting a memory card after the game starts may cause game data to be overwritten.





# STARTING UP

Please familiarize yourself with this diagram. These buttons will be referred to throughout this manual.





# GETTING STARTED

## Menu Navigation

When navigating the game's menus, make selections by highlighting them using the directional buttons, then pressing the  $\otimes$  button. To go back to a previous menu screen, press the triangle button.

Hold down R1 button to access the on-screen help menus.

## Title Screen

Once the game has loaded you will see the "Rocky" title screen. Press the START button to continue.



## MAIN MENU

From the title screen you will advance to the Main Menu where you have the following options:

### Exhibition Mode

If you just want to get it on and enjoy a good old tear up, then select this game mode. Choose from any unlocked boxer and fight against a friend or the computer.

### Movie Mode

Play as Rocky Balboa as you fight and train your way to the top, first as an upcoming challenger, then as reigning World Heavyweight Champion against 20 tough opponents, clashing with the bosses of the five Rocky films along the way. This is how you unlock boxers and arenas for the other modes. Extra characters can also be unlocked by completing Movie Mode at Contender and Champ difficulty levels

### Knockout Tournament

Enter a Knockout Tournament with up to 16 players. (This mode is unlocked after completing Movie Mode).





## Sparring Mode

Learn and perfect your boxing skills against one of three hardened sparring partners.

## Gallery

Watch the Intro and the FMV movies you have unlocked from Movie Mode.

## Options

Adjust option settings and access your memory card to load and save game data and see your high scores.

# GAME CONTROLS

These are the default controls for the game. You can change the configuration of your controller in the Options Menu.

## BASIC CONTROLS

MOVE BOXER  
HEAD JAB  
HEAD STRAIGHT  
BODY JAB  
BODY STRAIGHT  
BLOCK  
DODGE  
EVASIVE DODGE  
UPPERCUT MODIFIER  
PAUSE GAME  
TAUNT

directional buttons or left analog stick  
□ button  
△ button  
× button  
○ button  
L1 button  
L1 button + directional buttons  
L1 button + R1 button + directional buttons  
R1 button + punch button  
START button  
SELECT button

## SPECIAL CONTROLS

HEAD LEFT UPPER CUT  
HEAD RIGHT UPPER CUT  
BODY LEFT UPPER CUT  
BODY RIGHT UPPER CUT

R1 button + □ button  
R1 button + △ button  
R1 button + × button  
R1 button + ○ button

SUPER PUNCH  
(These vary from boxer to boxer)

Tap the R1 button, then a punch button.





## EXHIBITION MODE

If you want to get straight in on the action, select Exhibition Mode from the Main Menu and press the **X** button.



### Choosing your boxer

Use the directional buttons to choose a boxer, then press the **X** button to select, or press the **□** button to see the boxer bio screen, which gives you the background information on each fighter.

If two players choose the same boxer, the player who selects last will fight in an alternate costume. A player can

also opt to fight in the alternate costume by pressing the **○** button to select. Repeat the procedure to choose a CPU opponent.

A second human player can join in at any time on the Character Select screen by pressing the START button on a controller inserted into another port.

Only unlocked characters can be selected. If you'd like to randomly select a boxer from those available, highlight the box with the "?" icon and press the **X** button.

### Pre-Fight Options

After choosing the boxers, the pre-fight option screen will appear. From here you can make some last-minute fight alterations. Use the up and down directional buttons to choose the option you wish to change, and left and right to change the value of the selected option.



From the menu you can select:

**Venue:** Where the fight will take place.

**Round Length:** Length of each round in seconds or infinite length.

**Number of Rounds:** Number of rounds the fight will last.

**COM Skill:** Skill level for the opponent in single-player modes.

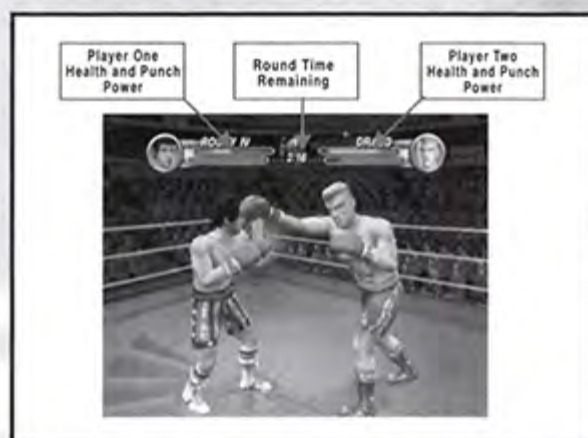
If you wish, the default values for round length, number of rounds, and skill level can be changed in the options menu.





## Pre-Fight Introductions

Before the start of each fight, the announcer will introduce each boxer. You can skip the introductions by pressing the START or ⊗ button. These introduction sequences can be disabled for Exhibition Mode from the options menu



## Health and Punch Power Meters

Each boxer has their own Health and Punch Power meters located at the top of the screen. These meters will rise and fall during the fight.

Each boxer's health bar shows his potential and actual health at the same time. Potential health is shown as a darker bar and depicts the maximum health you could regain if not hit during

the round. Actual health is shown as a lighter bar and depicts your current health status during the round. If this bar is reduced to zero from a series of blows, your boxer will be knocked down.

Keeping an eye on the current level of the Punch Power meter is essential for throwing powerful punches. Each time you throw a punch, a small amount of Punch Power will be lost, but it will recover when you are not throwing punches. Try to keep your Punch Power meter as full as possible when throwing combos to inflict maximum damage.

## Stunning an Opponent

You can stun your opponent by throwing fast combos – inflicting a large amount of damage in a short space of time. When your opponent is stunned, stars will fly around his head as he staggers to regain his composure. Use this opportunity to throw a barrage of punches or try a devastating super punch to knock him straight to the canvas.

## Super Punches

Each boxer has one or two super punches at their disposal. These punches are truly devastating and can floor your opponent in one shot. Because these punches are so powerful, they tend to take a little longer to throw, leave you open to a counter, and cost a great deal of energy to attempt. Use your super punches wisely and they will give you the edge at any point in a fight.

## Blocking

You can block punches by holding down the L1 button. As each punch lands against your block it will begin to weaken and start to let punches through. You can tell how strong your potential block is by looking at how much your boxer sways after each hit. If he is only moving a small amount, then your block is still effective. As your boxer begins to rock more from each






hit your block effectiveness is decreasing, allowing more punches to land. At this point you should try to dodge and get away from danger. Letting go of the block button for a short time will allow your block effectiveness to recover and get back into the fight.

## Taunting

Taunting is a great way to rile your opponent and get the fight going. It also has other beneficial factors. Press the SELECT button to start a taunt. If performed fully once each round, your boxer will receive a small increase to their health and power bars.

The movie characters will sometimes also taunt you with lines of dialogue from the films.

## Knockdown Screen

If your boxer has been knocked down, then you must rapidly press the  button as fast as you can to regain your senses and get to your feet.

Once the bar at the bottom of the screen is full, the boxer will reenter the fight. If the attempt to fill this bar before the count reaches 10 is unsuccessful, then the boxer has been knocked out and the fight is over.

## Technical Knockouts

This applies if the three knockdown rule is switched on in the options menu.



At the start of each round, all three TKO lights are unlit. Each time you are floored in a round, one of your TKO lights will be turned on. If your opponent manages to knock you down three times in one round, lighting all the lights, the fight will be stopped and you will lose by a Technical Knockout Decision.

## Pause Menu

The player can pause and unpauses the game during a fight by pressing the START button. While in the pause menu, you can resume the game, change camera view, or quit to the Main Menu.

**Resume Game:** Continue fighting.

**Camera:** Select camera angle from which to view the fight. Normal Camera is the default and shows the action from the side. Shoulder Camera shows the fight action from a  $\frac{3}{4}$  angle view over the boxer's shoulder.

**Quit to Main Menu:** Stops the fight and returns to the Main Menu.





## MOVIE MODE

In Movie Mode you are cast as Rocky Balboa himself, fighting and training your way to the top. You decide which areas you'd like to train in, improving Rocky's physical skills in five distinct areas. Then it's time to see if all that sweat and pain has paid off as you take up the challenge in the ring against your next opponent.



From the Main Menu, select Movie Mode and press the  $\otimes$  button. When playing for the first time in a gameplay session, you can either choose to Begin New Game or Continue Saved Game from a previously saved file. Resume Game allows you to continue from the place you left off when returning to Movie Mode in a gameplay session.

You will be able to save your progress during Movie Mode. Saves can be made to a memory card (if available).

If you select Begin New Game, you first choose the difficulty level you wish to attempt.



You can then enter your name using the directional buttons to select a character and the  $\otimes$  button to select. Once you have entered your name, select Done to begin Movie Mode.

## Training Rocky

To give Rocky a fighting chance at beating his opponent, you have to get in the gym and start training. Your gym contains a series of five challenging subgames designed to improve Rocky's performance. Before each fight you can train in two of them.

The five training games each work on a specific physical attribute. You can choose to focus on each of these areas:

**Strength:** This indicates the power of Rocky's punches.

**Speed:** This determines Rocky's punch speed.





**Stamina:** If this stat is high, Rocky can take more punishment.

**Determination:** This determines Rocky's ability to get up off the canvas.

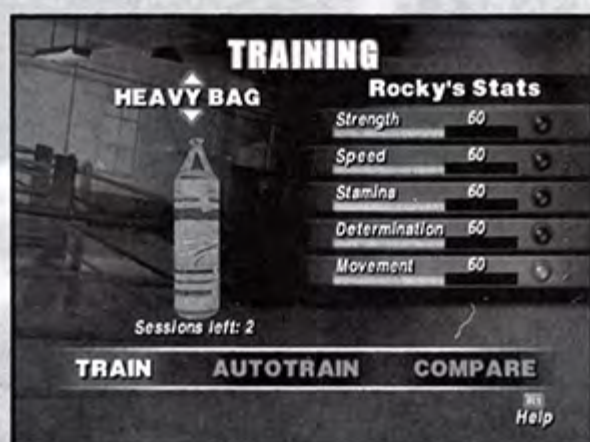
**Movement:** The speed of Rocky's movement around the ring.

Depending on how well you do in the training game you select, Rocky's abilities in that attribute will rise.

On the training screen use the up and down directional buttons to highlight the discipline you wish to train in.

The red indicator to the right of the stats bars shows which ability will benefit from training in the currently selected discipline.

When ready, use the left and right directional buttons to highlight Train, Autotrain or Compare and press the **X** button.



## Autotrain

Selecting Autotrain allows you to quickly improve Rocky's attributes without playing the training games; however, autotraining does not give as much improvement to your attributes as you could gain by playing the training game.



## Comparing Boxers

On selecting the Compare option you can read each boxer's tale of the tape to see which abilities you should improve.

Press the **□** button to alternate between the boxers' stats and their biographies. Use the up and down directional buttons to scroll through the biographies.



## TRAINING GAMES

Instructions are displayed to remind you before you begin each game, so read them carefully. When you are ready to play, press the START button.

### Punch Mitts

Designed to improve Rocky's punch strength.

Your trainer calls out which punch to throw. Press the buttons shown on-screen to throw the punch as quickly as possible after they appear. Faster reactions will give higher scores.



### Speed Bag

This exercise is to improve Rocky's speed. A marker on the blue bar at the bottom of the screen shows Rocky's current punch speed. The highlighted zone on the bar shows the target speed for Rocky to match.

If the marker is kept in the zone Rocky's score will increase, however if it is outside the zone (too fast or too slow) the target speed will fall and the zone will move to the left. If it is in the right half of the zone, the target speed will increase and the bar will move to the right.

Your trainer will tell you which hand you need to use (lefts, rights) and if you get a good speed going, he may also mix things up a bit by asking for doubles, which are alternate hits with the left and right hand.

**HINT:** Don't start too fast!

### Skipping

Skipping increases Rocky's stamina. Skip with the  $\otimes$  button in time with the flashing green light.

When you have mastered this, you can use the directional buttons to select tricks to perform. The button combination required is displayed at the bottom of the screen. Remember to keep pressing the  $\otimes$  button to skip until you are ready to attempt the trick.





Press the first button in the trick sequence to begin your attempt. If you successfully complete the trick, return to skipping with the **X** button.



## Sit-Ups

This game improves Rocky's determination. Tap the **X** and **O** buttons alternatively as fast as possible to perform a sit-up, remembering to tense with the **□** button when the trainer chops at Rocky's stomach.

## Heavy Bag

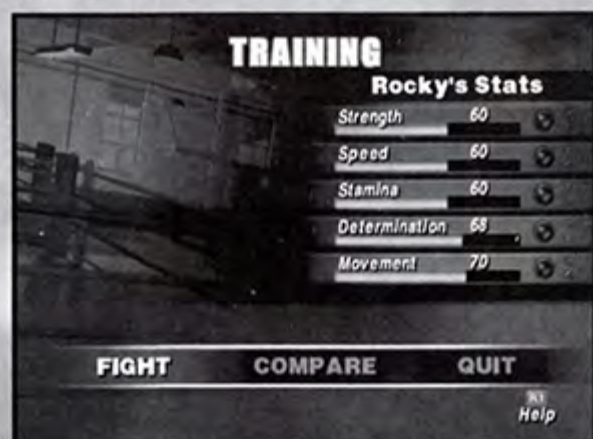
Hitting the heavy bag improves Rocky's movement.

Move around the bag practicing your moves. Only punches thrown from within the green zone on the floor will score.

Achieve higher scores by throwing successful combos from the list on the left of the screen.



Rocky trains for his early fights at the meat locker. The rules are the same as the heavy bag, but it's a hunk of frozen meat he works out against.



## Training Results

Once the session is completed, the results of your training session will be displayed.

Selecting Quit on the training results screen will take you back to the Main Menu.

After 2 training sessions, the Fight option appears and will be

automatically highlighted. Press the **X** button to take it to the ring and get it on.

## Post-Fight Stat Atrophy

After each fight, Rocky will lose a small amount of ability in some of his stats due to the punishment he has taken and energy used to overcome his opponent. Keep Rocky fighting fit at all times by training hard.





## End of Fight

At the end of the round, you will be shown a scorecard showing how the judges have scored the previous rounds. Points are awarded for punches landed and knockdowns scored. The highest score wins the round.

Whoever has won the most rounds at the end of the fight will be declared the winner.

## Progression


As you beat each boxer, they will become unlocked in Exhibition and Sparring Mode as a selectable character. Once Movie Mode is complete, the first Knockout Tournament mode will become available.

As you win each fight, you will be offered the chance to save your progress, continue (without saving), or quit to the Main Menu.




## Continue Screen

If you lose or draw a fight, you will be offered the chance to Continue. You have three Continue Credits for Movie Mode. The Continue Credits also gives you the chance to have an extra single training session before the rematch.

Highlighting Continue and pressing the  button will allow you to continue.


Selecting Quit and pressing the

 button will quit from the game and return to the Main Menu.

## KNOCKOUT TOURNAMENT MODE

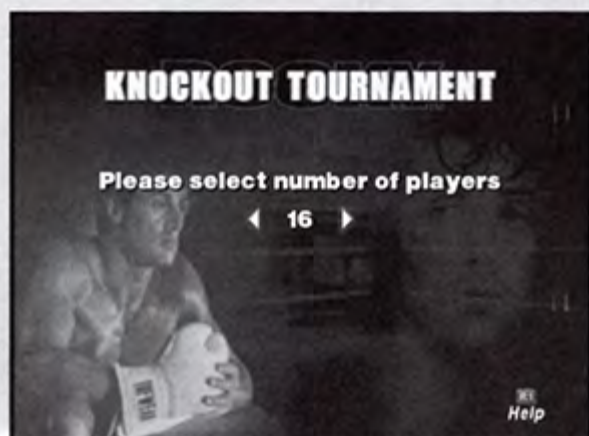
Knockout Tournament Mode must be unlocked by completing Movie Mode. Once the mode is available, you and up to 15 other players can choose boxers to fight in a knockout tournament together.

Normal fight rules apply once the match has started, and each victor will move into the next round until the tournament is won.

From the Main Menu, highlight Knockout Tournament and press the  button. Select the belt level you wish to compete for, then you can select the number of human players using the left and right directional buttons. (This last stage is skipped if there is only one controller connected)







Next, press the  $\otimes$  button to proceed to the character select screen. Once all the boxers have been selected, you will move on to the Tournament Ladder screen. This screen shows who fights whom in the tournament.



You will see the results coming in as the fights that don't involve the human players are fought. When a match is drawn that involves one or more human players, a loading screen appears similar to those seen in the rest of the game. Each player competing is invited to press the START button in turn so that the game can determine which controller you wish to use for that fight.

## SPARRING MODE



This mode allows you to learn the basic controls and fight techniques of the game and to practice moves freely. Use it to sharpen your boxing skills or just to refresh some of those powerful combos.





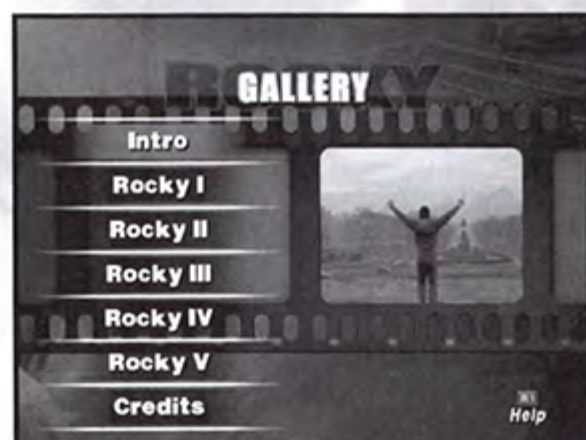
Sparring Mode is for one player and you can only select boxers that have been unlocked from Movie Mode. After selecting Sparring Mode from the Main Menu, you can spar against three different partners, each with different fight styles, over an infinite time limit.



Once the game begins, pressing the START button on the sparring screen brings up the in-game Sparring Menu. This allows you to change the behavioral patterns of the CPU boxer (Stand, Block, or Fight), view the command list moves for your boxer, select new boxers, and Quit to the Main Menu. Use the directional buttons to highlight the settings and the  $\otimes$  button to select.



## GALLERY



Selecting Gallery from the Main Menu allows you to view any unlocked FMV from Movie Mode.

Use the up and down directional buttons to highlight your FMV choice, then press the  $\otimes$  button to play.

You can stop the FMV playing and return to the Gallery menu at any point by pressing the START button.



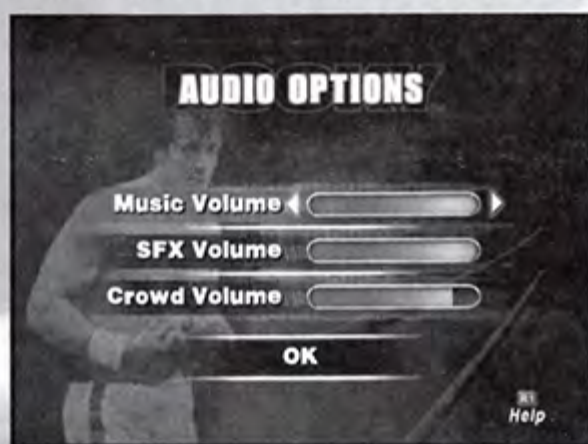
## OPTIONS MENU

This menu allows you to adjust game options and allows you to save and load game configuration data.

### Controller Setup

Select controller layout to choose the control configuration you would like to use from four preset layouts. You can also enable and disable the vibration from this screen.

Default controller setup is Layout A with Vibration on.



### Audio Options

This submenu lets you raise or lower the volume of the in-game sound.

Default settings are set to full volume, except crowd volume, which is set at 75% full.

Music Volume	Empty/Full bar
SFX Volume	Empty/Full bar
Crowd Volume	Empty/Full bar

### Records

The records submenu allows you to view the best scores achieved in a number of categories, one for each training game and also Punch Accuracy, Punch Speed, and Fastest K.O.

### Game Settings

**Boxer Intros (ON/OFF):** This option, when set OFF, disables the walk-ins in Exhibition Mode and Knockout Tournament.

**3-Knockdown Rule (ON/OFF):** When set to ON, a boxer is automatically TKO'd after the third knockdown in a single round.

**Saved By the Bell (ON/OFF):** When set to ON, a boxer who was knocked down can be saved by the bell ringing to end the round as he's floored on the canvas. The default setting is ON.

**Round Length (30, 60, 90, 120, 180 seconds and infinite round length):** Set the round length for each fight in Exhibition Mode between 30 and 180 seconds or an infinite round length.

**Number of Rounds (1-15):** Set the rounds for each fight in Exhibition Mode between 1 and 15.

**Show Replays (YES/NO):** This option, when set to NO disables the replays during the game.

**COM Skill (Novice, Contender, Champ):** Set the COM Skill in single-player Exhibition Mode matches. The default is set at Contender.





## Restore Options

Restore options allows you to load a saved option configuration from a memory card along with any unlocked characters, arenas, and secrets.

## Save Options

Save options allows you to save your options setup to a memory card along with any unlocked characters, arenas, and secrets.

## Reset to Defaults

Reset to Defaults allows you to restore all configurable options back to the original settings.

# SCORING A BOXING MATCH

The CPU will score and give credit to clean punches that land on target.

OK, so what is a punch? Some would say a tap is a punch, some argue that it is not. Effective punching is probably a more important issue. A player can land three light jabs that will win him the round if he takes nothing in reply. But if his three light jabs are blocked, and he takes a single, explosive left hook that sends him reeling across the ring, the CPU will give the round to the opponent.

In professional boxing, most authorities now employ what is known as the "ten-point must" system and this is what will be used in Rocky. That is, one or both boxers must be given ten points in each round. An even round will be scored ten-ten. If one boxer wins a round, but not by an especially decisive margin, then he normally gets ten points and the opponent nine.

If one boxer scores a knockdown or has his opponent in serious difficulties, then the winner of the round gets ten, and the loser eight. The CPU will not score a round any wider than ten-eight.

The winner of a round must score ten points. Therefore, if one man is knocked down once, and his opponent twice, the round might be scored ten-eight. If both are knocked down, and the judges think the round is even, then it will be scored ten-ten. If both are knocked down, but the judges think that one man did better overall, then it is ten-nine.

Boxing rounds will be scored in a simple manner. Each boxer's punches thrown during the round will be counted. The amount landed to the head and to the body will also be counted. The boxer that threw the highest amount of effective punches will win the round.

# BOXING GAMEPLAY TIPS

## Punching

**The Jab:** The jab is the most important punch in the book because it uses the shortest distance between yourself and the opponent. It can be used as a form of attack or defence and once you have mastered the jab, you can control a fight.





**The Straight:** The straight is used as a form of attack, but it can also be used as a counter to stop your opponent coming forward. It can also be used as a power punch to take control of the fight.

**The Hook:** The hook is an extremely powerful punch, thrown with a bent arm. The hook is most effective at close to medium range, using the boxer's full body rotation to deliver a K.O. power punch.

**The Uppercut:** The uppercut is an explosive short-range punch. You bring the uppercut up and underneath your opponent's jaw – he can't see it coming. On impact it sends their head flying backward, dazing them or even knocking them out. It is a dangerous punch because when you throw it, you also leave yourself open. It's more effective when you're fighting inside (i.e. close to your opponent)

**Super Punches:** Each boxer has two super punches at their disposal. These punches are truly devastating and can floor your opponent in one punch.

Because the punches are so powerful, they tend to take a little longer to throw, leave you open to a counter, and cost a great deal of energy to attempt. Use your super punches wisely, and they will give you the edge at any point in a fight.

## Defending

**Block:** Use your block to defend against incoming punches. Your block efficiency will decrease each time you successfully block a punch. Remember to get out of danger and let your boxer regain his composure before blocking again. Your boxer cannot block all those punches forever without a short break.

**Dodge (Bob, Weave, Lean Back and Duck):** Use dodges to stay within fight range and make your opponent miss. Try using a dodge if your block is weakened, or even better use a dodge then throw a counterpunch from the defensive position. This technique can be deadly if timed correctly.

**Evasive Dodge:** Evasive dodges should be used when you want to get away from your opponent as quickly as possible. A good place to use evasive dodges is when cornered. Quickly tap the buttons and spin around your opponent.

A practiced player can swap from being cornered to cornering their opponent and then begin to dish out the punishment.

## General Tips

- Stay away from the corners as much as possible.
- Vary your fight distance swap between outfighting (far) and infighting (close).
- Use jabs and straights for outfighting and hooks and uppercuts for infighting.
- Use your jab to find your range.
- Keep an eye on your punch strength. Don't waste your punches.
- Use powerful combinations to stun your opponent, then finish him with a super punch.
- Use taunts to regain health and punch power.
- Keep moving! Make yourself difficult to hit at all times.
- Learn to counterpunch – dodge and hit.



# CREDITS

Based On Characters Created  
By Sylvester Stallone

## Cast of Characters

**Rocky Balboa**  
Sylvester Stallone

**Mickey Goldmill**  
Burgess Meredith

**Apollo Creed**  
Carl Weathers

**Clubber Lang**  
Mr. 'T'

**Ivan Drago**  
Dolph Lundgren

**Tommy Gunn**  
Tommy Morrison

**Tony / Duke**  
Tony Burton

**Ludmilla Drago**  
Brigitte Nielsen

**Paulie**  
Burt Young

**George W. Duke**  
Richard Gant

**Adrian**  
Talia Shire

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Roger Tweedie  
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Linda Smith

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Gordon Hall

**Technical Support**  
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**Product Manager**  
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**PR Manager**  
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**Mocap Technician**  
Jonathan Settle

**Boxing Moves**  
Kevin Adamson

**Character Moves**  
Ian McLaughlin

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Gordon Hall

**Vocals**  
Steve Parker  
Dan Symington

**Guitars**  
Paul Yeats  
Wilf Turnbull

Alan Fender

**Trumpet**  
Gordon Marshall  
Graham Hardy

**Violin**  
Howard Hedger

**Flute & recorder**  
Sally Wood

**Bass**  
Ken Potter

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**In-game Dialogue recorded  
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John Chancer

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**Translation**  
TT Europa

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Dedicated to the memory of  
Roger Tweedie, missed by all.





# TECHNICAL SUPPORT

Before contacting Ubi Soft Entertainment's Technical Support Department, please first read through this manual. Also browse through our FAQ listings or search our 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:

- Complete product title

## Contact Us Over the Internet

This is the best way to contact us. Our website is open 24 hours a day, 7 days a week, and it contains the most up-to-date Technical Support information. 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 Email

For fastest response via email, please visit our website at:

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

From this site, you will be able to enter the Ubi Soft Entertainment Solution Center where you can browse through our listings of Frequently Asked Questions (FAQ), search our database of known problems and solutions, or, for fastest email response, you can send in a request for Personal Assistance from a Technical Support Representative. It may take up to 72 hours for us to respond to your email depending upon the volume of messages we receive.

## Contact Us by Phone

You can also contact us by phone by calling (919) 460-9778. Note that this number is for technical assistance only. No hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you have all of the necessary information listed above on hand. Be advised that our Technical Support Representatives are available to help you Monday–Friday from 9 am–9 pm (Eastern Standard Time).

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 use one of the other support avenues listed above. Email issues usually receive a response within 2 business days.

## Contact Us by Standard Mail

If all else fails you can write to us at:

Ubi Soft Technical Support  
3200 Gateway Centre Blvd.  
Suite 100  
Morrisville, NC 27560

## Return Policy

Please do not send any game returns directly to Ubi Soft Entertainment 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 faulty game, please visit our 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

Ubi Soft 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. Ubi Soft products are sold "as is," without any expressed or implied warranties of any kind, and Ubi Soft is not liable for any losses or damages of any kind resulting from use of its products. Ubi Soft 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.

## Limitations:

This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubi Soft. Any implied warranties applicable to Ubi Soft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubi Soft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubi Soft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

## Notice:

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

## Refunds:

Ubi Soft 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 Ubi Soft 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 Ubi Soft, 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:

Ubi Soft Support  
3200 Gateway Centre Blvd.  
Suite 100  
Morrisville, NC 27560

Please use a traceable delivery method when sending products to Ubi Soft.

To order Ubi Soft products in the United States, please call toll free 877-604-6523.



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