

## **Visio Service and Support**

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## Purchasing Visio products

Contact Visio Customer Service to

- Locate your nearest reseller.
- Purchase Visio products.
- Request product information.

### Europe, Asia/Pacific and All Other Countries

#### Europe

#### **Visio International Ltd. Customer Service**

P.O. Box 269

Shannon

Co Clare Ireland

#### France

Phone: 0800 90 65 20 (freefone from France)

Fax: 0800 90 64 98 (freefax from France)

9.00 to 17.30 CET Monday-Friday

9.00 to 17.00 CET Wednesday

#### Germany

Phone: 0130 82 05 15 (freefone from Germany)

Fax: 0130 82 05 16 (freefax from Germany)

9.00 to 17.30 CET Monday-Friday

9.00 to 17.00 CET Wednesday

#### Netherlands

Phone: 06 022 7097 (freefone from the Netherlands)

Fax: 06 022 7597 (freefax from the Netherlands)

9.00 to 17.30 CET Monday-Friday

#### Spain

Phone: 900 933 535 (freefone from Spain)

Fax: 900 933 534 (freefax from Spain)

9.00 to 17.30 CET Monday-Friday

#### Sweden

Phone: 020 794457 (freefone from Sweden)

Fax: 020 794458 (freefax from Sweden)

9.00 to 17.30 CET Monday-Friday

United  
Kingdom

Phone: 0800 834 859 (freefone from U.K.)

Fax: 0800 834 850 (freefax from U.K.)

9.00 to 17.30 GMT Monday-Friday

9.00 to 16.00 GMT Wednesday

All Other Countries

Phone: +353 61 704634 (English)

Fax: +353 61 704635

9.00 to 17.30 GMT Monday-Friday

9.00 to 16.00 GMT Wednesday

### **Asia/Pacific**

Australia

Phone: 1800 647 227 (freefone from Australia)

Fax: 1800 624 818 (freefax from Australia)

Phone: +61 2 9848 4082 (international access)

Fax: +61 2 9638 3622 (international access)

9.00 to 17.00 EST Monday-Friday

Japan

Phone: 03 3584.6731

Fax: 03 3584.6729

9.00 to 12.00, 13.00 to 17.30, Monday-Friday

SE Asia

Please contact your local distributor.

Latin America

Please contact your local distributor.

## **Visio product guarantee**

Visio provides a money-back guarantee for a period of 60 days from the date of purchase of the original product. If for any reason you are dissatisfied with any Visio product purchased in the U.K., the Netherlands, Sweden or Ireland, with the exception of the Visio Network Equipment shapes, you may return it for a full refund within 60 days of the original purchase.

Alternatively, you can contact Visio Customer Service at 0800 834 859 (inside the U.K.) or +353 61 704634 (outside the U.K.) to get an RMA (Return Merchandise Authorization) number and to find out where to send the product (postage prepaid) with proof of purchase for a full refund of the purchase price of the product.

## **Technical Support**

Technical Support is not offered for Test Drives. However, registered Visio product owners receive

- 90 days of Technical Support with the purchase of a new copy of a Visio product.
- 30 days of Technical Support with the purchase of a Visio product upgrade.

## **Developer Support**

Developer Support is available for developers and application engineers who are programming Visio products with Visual Basic and C++ and using Visio Automation Support.

For a complete list of Visio support options, call the Visio Fax Information Service at +353 1 6619704 and request document 2000. Developer Support can be purchased either per incident or in incident packs.

## **Fax Information Service**

To receive by fax up-to-date Visio news, technical tips that help you use Visio products, answers to frequently asked Visio questions, a list of all shapes in each Visio product, and more, call the Visio Fax Information Service from a touch-tone phone:

+353 1 6619704

24 hours a day, 7 days a week

For an index of available documents, request document 1000.

## Visio on the World Wide Web

Visit the Visio Corporation site on the World Wide Web for the most up-to-date Visio news and information at <http://www.visio.com>.

On the Visio World Wide Web site, you can

- Search the Knowledge Base for frequently updated information on problems and resolutions, tips, and in-depth technical articles.
- Find Visio newsgroups where you can share information with other Visio users, and receive help with using Visio products.
- Find any Visio service packs that have been released.
- Look through a library of customer submissions or share shapes or add-ons you've created by submitting them to the library.

## **Feedback on Visio products and services**

Please fax your suggestions or feedback on Visio products or services to:

0800 834850 (inside the U.K.)

+353 61 704635 (All Other Countries)

Or write to:

Visio International Ltd.

Customer Service

P.O. Box 269

Shannon

Co Clare

Ireland

## Customer Service in the U.S. and Canada

Contact Visio U.S. **Customer Service** to

- Locate your nearest reseller.
- Purchase Visio products.
- Request product information.

To reach Visio Customer Service, call:

Phone: (800) 24-VISIO (800-248-4746) ext. H069  
or (716) 586-0030

Fax: (716) 586-0820

Monday-Friday, 5 A.M. to 6 P.M. PST

Or you can write to:

Visio Corporation  
Customer Service  
P.O. Box 1500  
Fairport, NY 14450-9825

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