REGISTRATION AND CONTACTING ALCHEMY MINDWORKS INC.

If you like Graphic Workshop Professional and you find it useful, you are requested to register it. The current registration fee is $40.00 – plus $5.00 shipping if you'd like the latest version sent to you on CD-ROM. This will entitle you to telephone support, notification of updates, a free copy of the latest version of this software and other worthwhile things. It will also avail you of a registration number to shut off the closing beg notice. More to the point, though, it'll make you feel good. We've not infested Graphic Workshop with excessive beg notices, crippled it or had it verbally insult you after ten days. We trust you to support this software if you like it.

When you register Graphic Workshop, you will be e-mailed your registration code as soon as your order is processed. Enter your code into a downloaded copy of Graphic Workshop and it will become a registered copy, identical to what you would receive on CD-ROM. If you want to save the $5.00 shipping fee, select the NO SHIPPING option when you order. Note that absolutely nothing is shipped for NO SHIPPING orders – not even a receipt.

If you want to see additional features in Graphic Workshop, register it. If we had an Arcturian mega-dollar for everyone who has said they'd most certainly register their copy if we'd add just one more thing to it, we could buy ourselves a universe and retire.

Oh yes – should you fail to support this program and continue to use it, a leather winged demon of the night will tear itself, shrieking blood and fury, from the endless caverns of the nether world, hurl itself into the darkness with a thirst for blood on its slavering fangs and search the very threads of time for the throbbing of your heartbeat. Just thought you'd want to know that.

[BETA NOTE: Until Graphic Workshop Professional is out of betas, it will not be available on CD-ROM. All registration orders for Graphic Workshop Professional will be handled as NO SHIP orders until the release version is available.]

Order On Line

You can order on line at our web page http://www.mindworkshop.com/alchemy/alchemy.html **– click on any of the blue key icons, shown here, to access the secure server.**

Order by Phone

Call our **toll-free order desk** at **1-800-263-1138** from Canada and the United States. Call **0800-89-7355** from Great Britain. Call **1-800-554-082** from Australia. Callers from other countries can reach the order desk at **1-905-936-9500**. The order desk is available 24 hours a day, seven days a week.

Please note: the order desk only takes credit card orders. They cannot provide you with order status, modify or cancel previously submitted orders, provide product information or help you out with technical support. They cannot transfer you to someone who can. See the section of this document on Contacting Alchemy Mindworks if you need to get in touch with us for something other than ordering.

Order by FAX

You can FAX your order to **1-905-936-9502**. Please use the order form included with this software.

Order by Snail-Mail

You can mail your order to:

Alchemy Mindworks Inc.
P.O. Box 500
Beeton, Ontario
L0G 1A0
CANADA

Please use the order form included with this software.

If you're paying by a cheque drawn on a bank outside North America, please be sure to make your cheque payable in US dollars. Your cheque must have the address of a North American clearing office and a bank transit number printed on it. Please do not send us Eurocheques – they cannot be cleared outside Europe.

Note that when you send us your order – and then when we send you your software – two distinct post offices get to deal with the ensuing mail. It can take a few weeks for things to get through this system – we ask that you be patient. We don't fully understand why it takes less time for a package to get to Australia than it does to send one to Cleveland. Some things are best left as mysteries.

Paying by Plastic

We can accept credit card payments by:

Register at GO SWREG on CompuServe

You can register Graphic Workshop Professional on CompuServe. Just GO SWREG and follow the menus. The item number to register Graphic Workshop professional is **17186**. The item number to update to Graphic Workshop Professional from an earlier registered copy of Graphic Workshop for Windows is **17187**. Note that to use the update item, you must have registered an earlier copy of Graphic Workshop Classic or Graphic Workshop Professional with us, and you must send a message to 70451,2734 with your name, address and earlier Graphic Workshop registration code.

If you register through GO SWREG, the registration fee for Graphic Workshop Professional will be added to your CompuServe bill. NO SHIP orders cannot be handled through GO SWREG.

Registration Fee

Canadian users: The registration fee for Graphic Workshop Professional is $40.00 (CDN) plus seven percent GST, plus $5.00 shipping, or $47.80. We sincerely regret collecting this tax on behalf of several levels of government which will only squander it. If you sincerely regret having to pay it, we urge you to express your regret by voting in the next federal and provincial elections.

American users: The registration fee for Graphic Workshop Professional is $40.00 (US) plus $5.00 shipping.

Other users: The registration fee for Graphic Workshop Professional is $40.00 (US) plus $5.00 shipping.

Payment from countries outside Canada must be in US dollars. Please note that we are not able to accept purchase orders. We cannot ship software COD.

All orders are processed immediately. Please see the Terms, Conditions and Legal Dogma document included with this software for complete ordering details and all the stuff the lawyers made us say.

Update Policy

Having registered Graphic Workshop Professional, you're welcome to download the current shareware version whenever you like and install it. It will locate your existing registration code and become a registered copy. If you find new features in a downloaded copy which are genuinely useful to your application of Graphic Workshop, we'd like to ask you for $20.00. If none of the new features are specifically applicable to what you're doing, or if you just downloaded a newer version to fix bugs, please treat it as a free maintenance release.

We invite you to add your e-mail address to the e-mail update list at our web page, http://www.mindworkshop.com/alchemy/alchemy.html – you'll be notified by e-mail wherever we update Graphic Workshop.

Upgrading from Graphic Workshop Classic

If you have registered a copy of Graphic Workshop Classic – that is, Graphic Workshop for Windows 1.0, 1.1 or 1.2 – , you can update to Graphic Workshop Professional for $20.00 (US) – plus $5.00 shipping if you'd like a copy of Graphic Workshop Professional sent to you on CD-ROM. Please be sure to quote your existing registration code when you upgrade to ensure that you're charged the upgrade price, rather than the full price.

Note that Graphic Workshop Classic registration codes will not work in Graphic Workshop Professional.

Free Upgrades for Recent Registered Copies

If you have registered a copy of Graphic Workshop Classic within the last 30 days, you are welcome to a free Graphic Workshop Professional registration code. It can be installed in the downloaded software to turn it into a registered copy. Note that we will not ship media for free codes.

In order to obtain your free code, you must complete the following form and e-mail it to alchemy@mindworkshop.com with the message heading **GWSPRO UPDATE CODE**. This form will be processed by a robot – if you modify the form or fail to provide the required information exactly as the robot expects it, the robot will scratch its empty tin head and reject your request. The robot is limited to three attempts per user to process the form.

We are unable to provide you with the information required to complete this form. Don't ask. We are unable to provide upgrade codes for copies of Graphic Workshop Classic purchased through resellers or overseas distributors. We are unable to process code requests by any media other than e-mail. **Our order desk operators are unable to assist you with free upgrade codes.**

Do not include the green dashed lines at the beginning and end of the form in your e-mail message.

```
------------- THE FORM STARTS HERE -------------
;Graphic Workshop Professional Update Registration Code Request
;
; This must be your name as you provided it when you ordered
; Graphic Workshop
NAME:
;
; This must be your street address as you provided it when you
; ordered Graphic Workshop
ADDRESS ONE:
ADDRESS TWO:
;
; This must be your town or city as you provided it when you
; ordered Graphic Workshop
TOWN/CITY:
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; This must be your province or state as you provided it when you
; ordered Graphic Workshop
PROVINCE/STATE:
;
; This must be your post code or ZIP code as you provided it when
; you ordered Graphic Workshop
POST/ZIP CODE:
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; This must be your telephone number as you provided it when you
; ordered Graphic Workshop
TELEPHONE:
;
; This must be the date when you ordered Graphic Workshop, in the
; form DDMMYY. For example, April 1, 1998 would be entered as 010498
; This date must be no more than 30 days prior to the day you
; e-mail us this form
DATE:
;
; This must be your order number, as stated on your invoice or in
; the e-mail message you received confirming your order for
; Graphic Workshop Classic
ORDERNUMBER:
;
; This must be the name you registered Graphic Workshop to if it
; differs from the NAME field above. If you registered Graphic
; Workshop to your own name, leave this field bank
REGISTRATIONNAME:
------------- THE FORM ENDS HERE -------------
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Contacting Alchemy Mindworks Inc.

The best way to get in touch with us is by e-mail to alchemy@mindworkshop.com. Except in conditions of flood, famine or mental-health days, our e-mail is answered within a few hours.

Technical support and customer service are available at 1-905-936-9501, 10:00am to 5:00pm EST most business days. If you encounter our answering machine – it does happen occasionally – please try back later. **One of the considerations in offering very low cost software is that we are unable to return calls for technical support.**

If you are an unregistered user of this software, we will at our discretion assist you to the extent required for you to ascertain whether this software is suitable for your application.

Callers who are rude, abusive or pig-headed with our technical support staff will wind up as demon-chow. See the section on Registration elsewhere in this document.

Please do not call our 800 number for technical support. The people who answer our sales line can put a credit card machine into warp drive, but they know less about software than most cats know about quantum mechanics. They are unable to transfer your call.

You can contact us by snail-mail at:

> **Alchemy Mindworks Inc.**
> **P.O. Box 500**
> **Beeton, Ontario**
> **L0G 1A0**
> **Canada**

Our FAX number is **1-905-936-9502**.

We are unable to provide technical support by FAX or snail-mail.

The Alchemy Mindworks BBS – poor, barnacle-encrusted antique that it is – is available twenty-four hours a day at 1-905-936-9503. As of this writing, the protocol was 300, 1200 or 2400 baud, or 9600 baud v.32bis, eight data bits, no parity and one stop bit. The bulletin board always has the most recent versions of all our shareware on it, plus bug fixes, drivers and other relevant information. It only exists to support Alchemy Mindworks' shareware – it does not have a general file area.

We ask that in contacting us you appreciate that we are a small company with limited resources. If you have not registered this software we will not tell you to go to hell, but please don't ask us for half an hour of free technical support. We have not built the price of technical support into the cost of Graphic Workshop, as few users require it. We believe very strongly in not making everyone pay for something that only a small group needs. If our various governments felt the same way, our various economies wouldn't be in the midst of melting down.

Overseas Distributors

Britain: The Public Domain & Shareware Library Ltd., Winscombe House, Beacon Road, Crowborough, Sussex, TN6 1UL, England, telephone 0892 663298, FAX 0892 667473, BBS 0892 661149.

*Czech Republic***:** JIMAZ s.r.o., Hermanova 37, 170 00 Praha 7, Czech Republic Telephone: +42-2-379-498, FAX: +42-2-378-103.

Denmark: Prof Shareware, Benloese Skel 4 G, DK 4100, Ringsted, Denmark.

Germany: Der PD-Profi, Schulstraáe 13, D-86666, Burgheim-Wengen, Telephone 8432-1296, FAX 8432-8674

Holland, Belium and Luxembourg: CD & E Computerservices, Watercirkel 79, 1186 LP Amstelveen, Telephone 020-6438106, FAX 020-6438106, e-mail cde@xs4all.nl, http://www.cd-e.com

Japan: P. & A. Shareware, 1-3-6-2 Kamisuna, Tachikawa, Tokyo, Japan 190, Tel: 0425-35-9901, Fax: 0425-35-9902, NiftyServe: PAF02461, email: sales@pandasw.com, Web: http://www.pandasw.com