QUARK™
QuarkTech Services

Technical support for QuarkXPress™, and QuarkXPress Passport™ is available by phone and e-mail from 7:00 a.m. to 6:00 p.m. Mountain Time, Monday through Friday.

Your Quark™ software products must be registered in order to qualify for QuarkTech™ coverage.

Technical Questions

When you call QuarkTech, please:

- Be at your computer, ready to troubleshoot.
- Locate your serial number on the Install Card or on the Upgrade Data Sheet, and be prepared to give it to the technician. You can print this document and record your serial number below for quick reference.
- Serial Number: _____

Warranty Services

All registered users have access to the following warranty services from QuarkTech:

- Warranty service entitles you to 90 days of technical support by phone, fax, or mail, beginning with your first call or letter to us. Please note that trade-ups, cross-grades, and updates are excluded from this warranty service.

- Warranty service for purchased upgrades entitles you to 30 days of technical support by phone, fax, or mail, beginning with your first call or letter to us.

Extended Service Plans

Annual Phone Support *

An Annual Phone Support Plan is the best way to ensure access to quality technical support when you need it most. This plan entitles a single user or multiple users to on-demand phone support for one full year. An Annual Plan can be purchased for $195 for any single QuarkXPress or QuarkXPress Passport product. Add $25 per seat for products with consolidated serial numbers or products configured for multiple users.

90-Day Phone Support *

This plan entitles a single user or multiple users to on-demand phone support for a 90 day term. It can be purchased for $95 for any single QuarkXPress or QuarkXPress Passport product. Add $25 per seat for products with consolidated serial numbers or products configured for multiple users.

To sign up, simply print this document, complete the order form, and return it by fax or mail. Please be sure to provide the registered serial number of each product to be covered.

Per-Incident Phone Support *

Consult with a Quark technician on a single issue for $35: Payable by Visa, MasterCard, or American Express.

Terms and conditions may be subject to change.

Additional Services

- On the Web, visit QuarkTech support pages and check out our extensive self-help resources where detailed tech•notes, FAQs and KnowledgeBase records provide instant access to solutions for various topics.

- Online technical support is available via the Internet.

QUARK™
Quark Products

Product Orders

If you would like to place an order for Quark products and upgrades, please use the information listed below.

- Phone: 800-676-4575
- Fax: (307) 772-7123
- Mail: Quark Distribution, Inc.
  P.O. Box 12027
  Cheyenne, WY 82003-1209

Product Information

For product information or other information that does not require the help of a diagnostic technician, please visit our Web site at http://www.quark.com.

QUARK™

QuarkTech Contact Information

QuarkTech Online Support via the Internet

QuarkXPress and QuarkXPress Passport for Mac OS
mactech@quark.com

QuarkXPress and QuarkXPress Passport for Windows
wintech@quark.com

QuarkTech Phone Support

(303) 894-8899

Requires purchase of an Extended Service Plan after 90 days from the date of original product purchase.

To purchase a service plan by telephone, call 800-676-4575, or complete and fax the enclosed order form.

Tech·notes by Fax

(303) 894-8899

Quark Web Site and Online Forums

http://www.quark.com

QUARK

QuarkTech Service Plan Order Form

Order Information

☐ I would like to order _____ Annual Phone Support plan(s) at U.S. $195.00 per registered copy of QuarkXPress™
or QuarkXPress Passport™ (Add U.S. $ 25.00 per additional seat for Multi-user configured product.) . . . . $_____

☐ I would like to order _____ 90 Day Support plan(s) at U.S. $95.00 per registered copy of QuarkXPress or
QuarkXPress Passport (Add U.S. $ 10.00 per additional seat for Multi-user configured product.) . . . . $_____

Product serial number(s) to be covered: _____

_____

_____

Subtotal . . . . $_____

Tax: U.S. customers, add sales tax; Canadian customers, add 7% GST . . . . $_____

Organizations paying with purchase order, add 5% administration fee . . . . $_____

Terms and conditions may be subject to change.   **Order total** . . . . $_____

Customer Information

Last name _____ First name _____ Middle name_____

Address_____

Shipping address (if different from above)_____

City/Town_____ State/Province_____ ZIP/Postal code_____ Country _____

Contact name and phone number at this address _____

E-mail address _____

Payment

☐ **Charge:** ☐ Visa ☐ MasterCard ☐ American Express   Card number _____ Expiration (MM/YY):_____

Name on card: _____ Cardholder signature: _____

☐ **Check:** Check number _____

☐ **Wire Transfer:** Wire transfer to Bank of America NT & SA, 1850 Gateway Blvd., Concord, CA 94520. ABA: 1210 0 0358,
Swift: BOFA US6S, Account: Quark Distribution, Inc., Account Number: 12335-26218. Include name and serial number(s) if
applicable in comment field.

☐ **Purchase Order:** Purchase orders are accepted for total amounts of U.S. $ 195.00 or greater.

Terms

• All wire transfer fees, import duties, and taxes are customer's responsibility.

• Add appropriate U.S. sales tax if ordering from CT or TX. If sale is tax-exempt, please enclose a copy of your exemption certificate.

• Make checks payable to Quark Distribution, Inc. A U.S. $20.00 charge is added for any returned checks.
Checks must be drawn on a U.S. bank, and all payments must be in U.S. Dollars. Sorry, no refunds on products or services and no
returns. Order and payment processed on receipt.

• I agree to abide by all terms of the product software license.

Signature (required): _____ Date: _____

Return To

Mail: Quark Distribution, Inc., P.O. Box 12027, Cheyenne, WY 82003-1209   **Fax:** (307) 772-7123.   *Thank you for your order.*