

# Technical Support

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We are committed to giving you the best products aswell as the best service by providing you with a comprehensive suite of eService options complemented by telephone support.

With Creative's eService strategy, we deliver the best possible customer experience using our multilingual Customer support portal, interactive chat, email support and our self-service knowledgebase.

The European support area on our website at **[www.europe.creative.com](http://www.europe.creative.com)** contains the following options:

## Knowledgebase



Creative's Self-service knowledgebase empowers you to quickly resolve your queries by using natural language support and stepping you through targeted questions to help pinpoint the best solution to your particular problem. Should you need additional help, you can escalate your query online through live chat or email ensuring that you receive the best possible service in the manner that is most comfortable to you.

## Webchat<sup>\*</sup>



Creative's interactive TextChat enables you to contact our Technical Support team through a real-time chat facility. Additional features, such as web page pushing, collaborative browsing and file and brochure exchange, transform your chat session into a fully interactive support experience.

## eMail<sup>†</sup>



Should you not obtain a solution to your query using our Knowledgebase system, you can click the “Not Solved” button located at the bottom of any suggested solution document to escalate your query via eMail. If you do not have access to our website then you can mail us directly at **support@europe.creative.com**.

## Telephone<sup>\*†</sup>



You have the option to contact our service support team via telephone. Telephone numbers can be found in the “**Creative European Contact Centre**” section below.

## Download Drivers<sup>#</sup>



The Creative website offers a range of updates and drivers for our products in a variety of operating systems.

## Download Manuals



Browse Creative's extensive library of product installation and user guides to find documentation for your Creative product.

## If You Have a Problem



Please retain all contents including packaging and proof of purchase until you are fully satisfied with your product.

If you have a problem installing or using your Creative product, please use the Creative eServices and/or telephone support for assistance. Should you contact Technical Support, you may be asked for information regarding the following:

- ☐ The model and serial number of your Creative product
- ☐ Error information on the screen and how it came about
- ☐ Information on the adapter cards which may be causing a conflict<sup>#</sup>
- ☐ Hardware configuration information such as the base I/O address, IRQ line, DMA channels used<sup>#</sup>
- ☐ Motherboard information: BIOS manufacturer/version and chipset manufacturer
- ☐ Type and version of your operating system, e.g., Windows 95/98 or Windows NT, Windows 2000 or Windows Me

If, after using the Creative support services, you believe your Creative product to be defective, you should verify the purchase date and then take the appropriate action as detailed below:

### **Less than 30 days since date of purchase**

Should your store receipt indicate that the product is less than 30 days old, you have the option of returning the full product to the Dealer/Retailer for a replacement or credit. The 30-day time period may not apply in all instances, so please check the Dealer/Retailer replacement/credit terms.

### **More than 30 days since date of purchase**

Contact European Technical Support to clarify the nature of the problem and to obtain details of our repair/replacement procedure.

## Returning a product for repair

- ❑ Creative Labs requires that all returns for repair/replacement must first be issued with an authorisation number, therefore you need to contact Technical Support to receive this number.
- ❑ Technical Support will communicate how to return the product in question for repair/replacement.
- ❑ You should only return the hardware item in question and return it to the address provided by Technical Support. Please retain all software, accessories and the original packaging.
- ❑ Please quote the authorisation number clearly on the outside of the packaging in which you return the hardware item.
- ❑ After receiving the hardware, Creative will process the return.

Creative may replace or repair the product with new or re-conditioned parts, and the faulty parts will become the property of Creative. The warranty period for your repaired/replacement item is 90 days from the date of shipment from Creative, or what is left on the original item's warranty, whichever is longer.

To avoid tariffs when shipping a product to Creative Labs from outside the E.U. or from zones with special tax status, you must complete the relevant customs documentation before shipping the product.

## Operating Hours



<b>Knowledgebase</b>	Available on-line 24 hours a day	
<b>Webchat</b> *	10:00-18:30 CET	Monday - Friday
<b>Telephone</b> *	10:30-19:00 CET	Monday - Friday

## Limited Warranty

What this warranty does  
not cover



This warranty gives you specific legal rights. You may have other rights which vary from country to country. Certain limitations in this warranty are not permitted by the jurisdiction of some countries, so some limitations here may not apply to you.

Creative Labs (Ireland) Limited (“Creative”) warrants to you, the original buyer and holder of this warranty, as it stands in the accompanying warranty card, that the hardware product will be free of defects in materials and workmanship for a period of two (2) years after the date of purchase, or such other period as may be expressly specified by Creative or required by applicable law (“Warranty Period”).

Creative's entire liability and your remedy will be, at Creative's sole discretion, the repair or replacement (with the same or similar model) of any hardware or accompanying item(s) not meeting the “Limited Warranty” explained above that is returned to Creative's authorised distributor or dealer during the Warranty Period with a copy of your receipt.

To the maximum extent permitted by applicable law, Creative disclaims all other warranties and conditions, expressed or implied, including the conditions of quality, merchantability or fitness for a particular purpose with respect to the use of this product. Creative also disclaims any obligation to support products for all operating environments - for example, by ensuring interoperability with future versions of software or hardware. In no event shall Creative or its licensors be liable for any indirect, incidental, special or consequential loss or for any lost profits, savings or data arising from or relating to the use of this product, even if Creative or its licensors have been advised of the possibility of such loss.

Specifically, this warranty does not cover failures of the product which result from accident, abuse, misuse, alterations (by persons other than Creative or its authorized repair agents), moisture, corrosive environments, shipping, high voltage surges, or abnormal working conditions. This warranty does not cover normal wear and tear. You are specifically advised to take a backup copy of any software provided with the Creative product for security purposes.

# Creative European Contact Centre

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**Please note that international call rates will apply. Please contact your telecoms company to verify the exact rate you will be charged.**

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