

XBOX ONE



FIFA 17





**WARNING** Before playing this game, read the Xbox One™ system, and accessory manuals for important safety and health information. [www.xbox.com/support](http://www.xbox.com/support).

### **Important Health Warning: Photosensitive Seizures**

A very small percentage of people may experience a seizure when exposed to certain visual images, including flashing lights or patterns that may appear in video games. Even people with no history of seizures or epilepsy may have an undiagnosed condition that can cause “photosensitive epileptic seizures” while watching video games. Symptoms can include light-headedness, altered vision, eye or face twitching, jerking or shaking of arms or legs, disorientation, confusion, momentary loss of awareness, and loss of consciousness or convulsions that can lead to injury from falling down or striking nearby objects. **Immediately stop playing and consult a doctor if you experience any of these symptoms.** Parents, watch for or ask children about these symptoms—children and teenagers are more likely to experience these seizures. The risk may be reduced by being farther from the screen; using a smaller screen; playing in a well-lit room, and not playing when drowsy or fatigued. If you or any relatives have a history of seizures or epilepsy, consult a doctor before playing.

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## THIS YEAR IN *FIFA*

Experience the most thrilling football moments to date in *FIFA 17* powered by Frostbite™. This year, the pitch comes alive with more authentic controls and physical interactions than ever before in *FIFA*. The new Active Intelligence System results in better spatial awareness and smarter runs by your AI teammates, allowing for more options to open up the opposition. Physical play has been overhauled through the revolutionary Pushback Tech, creating natural battles for position and possession across the pitch. Furthermore, a complete rewrite of set pieces allows for greater control and precision from dead ball situations.

And in the all-new game mode *The Journey*, live the dream of becoming a Premier League footballer as you step into the shoes of rising star Alex Hunter. *The Journey* utilizes the new Frostbite game engine and motion capture to create an authentic experience that's all your own.

## COMPLETE CONTROLS

**NOTE:** The controls in this manual refer to the Classic configuration.

### MOVEMENT

Move player	
First touch/Knock-on	+
Sprint	(pull and hold)
Stop and face goal	(release) +
Protect/Jockey	(pull and hold)
Face up dribbling	+
Skill moves	
Stop ball	(release) +

## ATTACKING (SIMPLE)

Short pass/Header	A
Lob pass/Cross/Header	X
Through ball	Y
Shoot/Volley/Header	B
No touch small feints	LB
No touch big feints	LB + RT
Manual Protect	LB + LT
Chip shot	LB + B
Finesse shot	RB + B
Low shot/Downward header	B + B (tap)
Fake shot	B, A
Fake pass	X, A

## ATTACKING (ADVANCED)

Protect ball (when dribbling)	LT
Lobbed through ball	LB + Y
Threaded lobbed through ball	RB + LB + Y
Bouncing lob pass	RB + X
Low cross	X (double tap)
Ground cross	X (triple tap)
Early cross	LB + X
Call for support	RB (tap)
Dummy a pass	RB (hold)
Cancel	LT + RT
Flair pass	LT + A
Flair shot	LT + B
Driven ground pass	RB + A
Threaded through pass	RB + Y

## TACTICS

Offside trap	⬅️, ⬅️
Team press	⬅️, ⬅️
Swap wings	⬅️, ➡️
CB joins attack	⬅️, ➡️
Counter attack	➡️, ⬅️
High pressure	➡️, ➡️
Possession	➡️, ➡️
Long ball	➡️, ➡️
Change mentality	⬅️/➡️

## DEFENDING

Change player	LB
Switch player (manual)	+
Tackle/Push or pull (when chasing)	B
Pull and hold (when chasing)	B (hold)
Sliding tackle	X
Clearance	B
Physical Tackle/Push/Pull/Jockey	LT (pull and hold)
Contain	A (hold)
Teammate contain	RB (hold)
Running jockey	LT + RT
Quick get up (after slide tackle)	X

## GOALKEEPER

Drop kick	B/X
Throw/Pass	A
Charge/Drop ball	Y
Switch to GK	View button
Driven throw	RB + A
Driven kick	RB + X

## SET PIECES – FREE KICKS

Adjust position	⊗
Ground pass	A
High pass/Cross	X
Curled shot	B
Driven shot	LB + B
Wall jump	Y
Wall charge	A
Move wall	LT / RT
Wall creep	RB
Apply curl during run up	⊕
Select kick taker	RT
Add kick taker	RB / LT

## SET PIECES – FREE KICKS (ADVANCED)

Call 2nd kick taker	LT
2nd kick taker curled shot	LT + B
2nd kick taker layoff pass	LT + A
2nd kick taker layoff chip	LT + X
2nd kick taker run over ball	LT + B, A
Call 3rd kick taker	RB
3rd kick taker curled shot	RB + B
3rd kick taker run over ball	RB + B, A

## SET PIECES – CORNERS AND THROW INS

Corners (lob cross)	X
Corners (pass)	A
Change player	LB
Aim kick	↑
Apply kick power	X
Call player short	LT
Movement along the line	↑
Short throw in	A
Short throw in (manual)	Y
Long throw in	X
Move throw in receiver	↑
Fake throw	X + A
Turn Aim indicator ON/OFF	↻

## SET PIECES – PENALTIES

Move player	↑
Adjust position	↻
Stutter/Slow jog	LT
Sprint	RT
Apply kick power	B
Aim	↑
Turn Aim indicator ON/OFF	↻
Select kick taker	RT
Shoot	B
Finesse shot	RB + B
Chip shot	LB + B
Goalkeeper dive	↑
Goalkeeper move side to side	↑ (move side to side)
Goalkeeper gestures	X, Y, B, A

## BE A PRO: PLAYER (ATTACKING OFF THE BALL)

Call for Pass/Cross	A
Call for or suggest through ball	Y
Suggest shot	B

## BE A PRO: GOALKEEPER (ATTACKING OFF THE BALL)

Call for or suggest pass	A
Suggest through ball	Y
Suggest cross	X
Suggest shot	B
Toggle camera target	View button

## BE A PRO: GOALKEEPER (DEFENDING OWN BOX)

Dive	Ⓢ / A
Autopositioning	LB (hold)
Slow movement facing ball	LT + Ⓢ
Charge/Punch	Y (hold)
Dive at feet	X
Anticipation save	B
2nd defender contain	RB (hold)
Toggle camera target	View button



# SKILL MOVES

**NOTE:** Only the most skilled players can complete the more challenging moves.

## 1 STAR MOVES

<b>Ball juggle</b> (while standing)	(hold) +
<b>Foot fake</b> (while standing)	+  (hold)

## 2 STAR MOVES

<b>Body feint</b> (left or right)	/  (flick)
<b>Stepover</b> (left or right)	,  ,  /  ,  ,
<b>Reverse stepover</b> (left or right)	,  ,  /  ,  ,
<b>Ball roll</b> (left or right)	/  (hold)
<b>Drag back</b> (while standing)	+  (flick)

## 3 STAR MOVES

<b>Heel flick</b>	,  (flick)
<b>Flick up</b>	,  ,  (flick)
<b>Roulette</b> (left or right)	,  ,  /  ,  ,  /  ,  ,  ,  ,  ,  ,  ,
<b>Fake left and go right</b>	,  ,  ,  ,
<b>Fake right and go left</b>	,  ,  ,  ,

## 4 STAR MOVES

<b>Ball hop</b> (while standing)	(tap)
<b>Ball roll cut left</b>	(hold) ,  (hold)
<b>Ball roll cut right</b>	(hold) ,  (hold)
<b>Heel to heel flick</b>	,  (flick)
<b>Simple rainbow</b>	,  ,  (flick)
<b>Advanced rainbow</b>	(flick) ,  (hold) ,  (flick)
<b>Feint left and exit right</b>	,  ,  ,  ,
<b>Feint right and exit left</b>	,  ,  ,  ,
<b>Spin left</b>	,
<b>Spin right</b>	,
<b>Stop and turn left/right</b> (while running)	,  (flick) /  ,  (flick)

## 5 STAR MOVES

Elastico	Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ
Reverse elastico	Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ
Hocus pocus	Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ
Triple elastico	Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ
Ball roll and flick left (while running)	Ⓢ (hold), Ⓢ (flick)
Ball roll and flick right (while running)	Ⓢ (hold), Ⓢ (flick)
Quick ball rolls (while standing)	Ⓢ (hold)
Sombrero flick (while standing)	Ⓢ, Ⓢ, Ⓢ (flick)
Turn and spin (left or right)	Ⓢ, Ⓢ (flick)/Ⓢ, Ⓢ (flick)
Ball roll fake left (while standing)	Ⓢ (hold), Ⓢ (flick)
Ball roll fake right (while standing)	Ⓢ (hold), Ⓢ (flick)
Rabona fake (while jogging)	Ⓢ + Ⓢ/Ⓢ, Ⓢ + Ⓢ
Elastico chop left	Ⓢ, Ⓢ (flick)
Elastico chop right	Ⓢ, Ⓢ (flick)

## 5 STAR JUGGLING TRICKS

Laces flick up	Ⓢ + Ⓢ (hold)
Sombrero flick backwards	Ⓢ (hold)
Sombrero flick left	Ⓢ (hold)
Sombrero flick right	Ⓢ (hold)
Toe bounce left	Ⓢ (hold)
Toe bounce right	Ⓢ (hold)
Around the world	Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ / Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ
Double around the world	Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ
In air elastico	Ⓢ, Ⓢ (flick)/Ⓢ, Ⓢ (flick)
Flick up for volley	Ⓢ (hold)
Chest flick	Ⓢ, Ⓢ (tap), Ⓢ (triple tap)
T. around the world	Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ, Ⓢ (flick)

# STARTING THE GAME

## GET ONTO THE PITCH

Get ready to experience the high energy of real-world FIFA football in *FIFA 17*.

The first time you launch the game, you'll step into the stadium to play an Intro Match. During this match, the difficulty level will auto-adjust to help determine your skill level in *FIFA 17*.

### FIFA TRAINER FOR NEW PLAYERS

If you're new to *FIFA 17*, use the FIFA Trainer onscreen assistance, which you'll see for moves such as passing, tackling, crossing, and shooting. The button prompts will help you make smart plays as you learn!

If you wish to quit the Intro Match, press the **Menu** button to access the game's Pause menu and then select END MATCH.

If you quit the Intro Match but are new to the game, you won't be presented with a suggested difficulty level. You will encounter this offer again after your first Kick Off against Adaptive AI players.

If you complete the Intro Match as a new player or are a returning player with data from previous *FIFA* titles, the game will suggest a difficulty level that is right for you, and you'll be prompted to choose your favourite club before landing at the *FIFA 17* main menu.

## CHOOSE YOUR CLUB, DIFFICULTY, AND CONTROL SETTINGS

When you log in to EA servers, you'll have the opportunity to select your favourite team, difficulty, and control settings. Your favourite club's crest will feature beside your name in EA SPORTS™ Football Club, so all of your friends playing *FIFA 17* will know which team you support.

# CONNECT WITH EA SPORTS FOOTBALL CLUB

Stay connected to your favourite team in *FIFA 17*. If you choose to connect to your favourite club in real life through EA SPORTS Football Club, you'll have access to club news and promotions.

## EARN REWARDS FOR PAST *FIFA* EXPERIENCE


Playing previous *FIFA* games will carry over your EA SPORTS Football Club level, XP, and Football Club Credits (FCC) to *FIFA 17*. You'll also receive rewards for past progress in *FIFA 16* modes such as Ultimate Team, Career Mode, and Online Seasons.

# PLAYING THE GAME

## MAIN MENU

- Home** Gain quick access to your most recently played game modes, as well as the latest *FIFA* news.
- Play** Dig into the many game modes available in *FIFA 17*, including The Journey, Career, Tournaments, and Ultimate Team.
- Online** Jump into online modes such as Seasons, Pro Clubs, and Online Friendlies.
- Customise** Fine-tune your *FIFA 17* experience here. Adjust settings, review the controls, edit your teams, and even customise your music playlist in EA SPORTS™ Trax.

### EA SPORTS FOOTBALL CLUB

Throughout the game, you can access EA SPORTS Football Club (EASFC) from the widget located in the upper right corner of the screen when signed in to EA servers. The EASFC widget shows your current Football Club Level, XP, and Football Club Credits (FCC). Use Football Club Credits to buy items from the EA SPORTS Football Club catalog, or send them as gifts to your friends. Press  to access it.

# GAME SCREEN



## MATCH PREPARATIONS

Before you head out onto the pitch, you can customise your game settings in the Settings screen. Choose the half length of your matches, difficulty level, match conditions, and the ball you use, among many other details. You can also toggle rules ON or OFF, such as injuries and offsides, depending on how realistic you want your matches to be.

### CAMERA TIPS

Don't neglect the camera settings in the Game Settings menu! Each type of match has a customisable camera option with nine cameras to choose from. This lets you view the pitch and experience each match from a perspective that works for you.

## Team Management

This is where you set up your team so they're ready for their next match. Create your Squad, adjust formations, assign roles, and manage tactics. Import Team Sheets or create new ones, and fine-tune formations before getting back onto the pitch.

### SAVING AND LOADING

*FIFA 17* uses an autosave feature that automatically saves your progress and most recent Settings. Do not turn off your Xbox One while the autosave icon is displayed, or you will lose all unsaved information.

## THE JOURNEY

For the first time ever in *FIFA*, experience the thrill of climbing the football ranks as a rising star. Step into the boots of Alex Hunter, a young footballer in real-world FIFA, and make decisions that will shape your personal journey in the Premier League.

Select your favourite Premier League club to start your journey, and then begin carving your own unique path to football success.

## MAKING YOUR MARK

The Journey is all about living the dream of becoming a football star—and the reality of this experience. Complete training, perform in matches, and make choices that impact who you become. Scenes tell the story of your rise in football, from your early interest in the sport to the challenges you overcome in your career.

In many of these scenes, you can make dialogue choices to indicate your player's confidence and personality. You'll also make decisions that affect on-field performance, starting with the position you want to play.

Your career will have highs and lows. Every choice you make—in interviews, in games, and in your life off the pitch—will shape the footballer you become.

# FIFA ULTIMATE TEAM (FUT)

**NOTE:** All modes associated with FIFA Ultimate Team (FUT) require a connection to the EA servers.

FIFA Ultimate Team is back! Create your dream team, compete in a variety of single-player and online modes, and acquire Players to build Squads with high Chemistry. Find Players in Packs, or purchase and sell items through the Live Transfer Market to build your Ultimate Team.

## CHEMISTRY

Chemistry is essential to make your Ultimate Team successful. Although an all-star team can help you shine on the pitch, your Squad should also have the right Chemistry to maximize performance. The higher your Chemistry, the better your team performs during matches, giving you a better chance of winning games.

While viewing your Active Squad, your team's Chemistry Rating appears in the upper right corner. Place Players in their preferred positions and match Players' Nationality, League, and Club Chemistry to improve your team's rating—green lines indicate strong links between Players. Having the right Manager and earning Loyalty can also help improve your Chemistry.


Swap your Players around on the Active Squad screen or add new ones from your Club or the Transfer Market to find the ideal balance for your team!

## Chemistry Styles

Each Player in Ultimate Team has a Chemistry Style. Combine complementary Chemistry Styles to best improve your team's overall tactics. Arrows appear beside potentially affected attributes based on specific Chemistry Styles, changing from white to green as your Player Chemistry improves.

Styles used to upgrade Player attributes will remain with them until a new Style is applied. You can find Chemistry Styles in Packs and through the Transfer Market.


# CONTRACTS

Before players can excel out on the pitch, they need Contracts to play matches. When viewing your Active Squad, highlight a Player, access the Actions menu, and then select APPLY CONSUMABLE to apply a Contract to a player. Move  to switch to the Status View and see the remaining Contracts for every Player. The Suggested Consumables feature can show you when you'll need to apply a Contract to a Player.

Players found in Packs start with seven Contracts. To give you a head start, each Player from your Starter Pack comes with special long-term Contracts (45 matches). Each match played uses up one Contract, but if a Player in your subs or reserves doesn't head onto the pitch at all, he won't use a Contract for that match.

# FITNESS

As you play matches with your Squad in FIFA Ultimate Team, your Players will tire and their Fitness levels will start to drop. Players who have a low Fitness level won't perform at their full potential, and they also risk getting injured in a match.

When viewing your Active Squad, highlight a Player, access the Actions menu, and then select APPLY CONSUMABLE to apply a Fitness consumable item. Move  to switch to the Status View and see the Fitness level of every Player. The Suggested Consumables features can show you when you'll need to apply a Fitness item to someone.

Another way to recover a Player's Fitness level is placing them in the Substitutes and Reserves section of your Squad. If they're not used in a match, these Players recover some of their Fitness.

**NOTE:** Players found in Packs start at full Fitness.

# TOURNAMENTS, SEASONS AND FRIENDLY SEASONS

Challenge your team and reap the rewards in Tournaments, Seasons, and Friendly Seasons.

Tournament matches are always a four-round knockout that you can play in either single-player or online multiplayer competitions. Win matches to earn Coins, and take your team to the top and win a Tournament to gain Trophies, Coins, and even Packs!



Seasons consist of 10 games, playable in single-player or online multiplayer competitions. Try to make it through and win the Season or division/league titles, or gain promotions! In this mode, the promotion, hold, and relegation system means that losing a match doesn't eliminate your team from the Season, giving you the opportunity to bounce back from defeat. Earn bigger rewards as you work your way up from the 10th division to the 1st—the higher you rank, the bigger the reward.

Friendly Seasons allows you to challenge your friends in a five-match Season format. Keep track of your record and other stats against every one of your friends, and win Seasons to earn the Current Title Holder position and the bragging rights that come with it.

## DRAFT MODE

Draft mode is another way to play FIFA Ultimate Team, giving you the ability to play with Players you don't own. You'll have the opportunity to draft a random selection of all Players available in FUT, including In Forms! Fill in each position to build the Squad you'll use to compete in either single-player or online multiplayer four-round elimination format competitions.

The higher you finish in the competition, the bigger the rewards will be.

## TRANSFER MARKET

The Transfer Market is the hub for purchasing, listing, and selling items, as well as finding new players to increase your Squad's overall rating and Chemistry Rating. Filter players by Name, Nationality, League, Club, Quality, Position, Chemistry Style, or Pricing to easily find the ideal footballer to complement your Active Squad.

## CONCEPT SQUADS

Concept Squads is a powerful Squad Planning tool that lets you create Squads using every Player available in FIFA Ultimate Team.

Select a Player or empty slot in the Active Squad screen, and then access the Actions menu to choose SWAP/ADD PLAYER. Use Concept Squads to plan your next moves. Find replacements for a player, test out the Chemistry of an entirely new midfield, or try a whole new Squad before investing in the Transfer Market.

# SQUAD BUILDING CHALLENGES

In this all-new mode, test your Squad building abilities as you create Squads that match specific requirements. Once you meet them, you can exchange your Squad for exciting rewards.

Play Squad Building Challenges on your console, or take it with you and play on the Mobile Companion App, to improve your Club!

# FUT CHAMPIONS

FUT Champions brings you the highest level of head-to-head competition in FIFA Ultimate Team! Participate in tournaments with various squad-building requirements to earn great prizes, including access to the Weekend League. In the Weekend League, you'll have a limited amount of time to compete against other qualified players for the best prizes available anywhere in FIFA Ultimate Team.

Earn your competitive ranking, win prizes, and reach for glory in FUT Champions.

# KICK OFF

Select KICK OFF in the Play screen to jump straight onto the pitch and take on any club or national team in the game. The latest squads and updates with Match Day require a connection to the EA servers.

# CAREER

Career is an immersive experience that offers you the chance to play through a lifelong football career. Career is split into two different areas—Manager and Player.

# PLAYER CAREER

Create a Player, or take control of a single professional footballer as you play in leagues, cups, and continental competitions to improve your skills and ultimately represent your national team. You'll receive in-game email from your team's Manager and Board about their expectations and how to improve your skills for the season. Train your Player with practice drills on the field to expedite their growth and training elements throughout your Player Career. You may also choose to retire and continue your career as a Manager.

# MANAGER CAREER

Take control of the financial side of your favourite club and please the Board. Scout for high potential Players, keep Players happy, manage the budget, and make key Player and Squad decisions as you take your Club to the top. If you do well, you will also get the chance to manage a national team and compete in international competitions, such as the FIFA World Cup.

Here are a few things you can expect to be in charge of as a Manager:

## **Total Club Management**

As the newly appointed Manager, you will be responsible for more than just your team's success on the pitch—you'll also be expected to work with the Board on multiple aspects of running a football club. You will be given short- and long-term goals across a variety of categories, including financial objectives, expanding the brand of your club, and even growing the youth development program. The importance of each category will vary from club to club, so make sure you pay special attention to what is most critical to club success in the eyes of the Board.

## **Player Training**

Train Players to ensure they're prepared for game day. Various drills cover all categories your Players need to be successful on the pitch. Monitor your team's trainable Attributes, Current Growth, and Potential Growth.

## **Global Transfer Network**

Send scouts to different countries to scout the leagues, and set Scouting Instructions to find players who fit your criteria. Once you've found possible recruits, assign a scout to watch them and make the best decision for your team.





## **Team Sheets**

You can create multiple match day Squads to fit any scenario you encounter out on the pitch. You can create a Squad for your league, domestic cup, or European cup. Just visit the Squad panel and rename your Squads to suit their styles and help you remember when to put them to use!

# SKILL GAMES

Improve your football skills by completing challenges that test specific maneuvers such as chip shots, free kicks, and dribbling. As you master these abilities, you unlock Skill Challenges to become Legendary at each proficiency. Compare yourself to friends and others on the leaderboards for extra motivation as you progress through the levels.

## PRACTICE ARENA

From the Play screen, select PRACTICE ARENA (under Skill Games) to perfect your dribbling and shooting skills against the goalkeeper, or practice set pieces by pressing , , , or  while on the practice pitch. You can even choose whom to play with on the field to test your abilities against real-life player skillsets.

## ONLINE SEASONS

Seasons offers ranked online matches and the most competitive gameplay. As you play through 10 games per season, try to earn enough points to avoid relegation and gain promotion to the next division—or even win the division title. It won't be easy! Higher divisions mean tougher competition and promotion thresholds, so get ready for a true football challenge.

## CO-OP SEASONS

Dominate the pitch with a teammate as you play through Seasons mode on the same team. Co-op Seasons is the next evolution in online play, allowing you to team up online and play 2v2—play separate seasons with as many friends as you want. Take up the challenge of reaching the 1st division and fill up your trophy cabinet.

## PRO CLUBS

Join or create a Pro Club to play alongside friends and other *FIFA 17* players in online gameplay.

Compete in 10 games per season with your Club and try to gain promotion through the league divisions. Create and grow your online Pro by competing in Club or Drop-In matches. Teamwork is key if you're going to score goals, win matches, and create the best Pro Player possible.

Drop-In matches are a great start to grow your Player. When you're ready, look for a Club on the Recommended Club screen that lists the people who follow you and which Club they belong to. You can also create your own Club and invite people you follow to join.

As the manager of a Club, you can access the Transfers screen to review Club invites.

As your Pro grows, review your stats and progress under My Pro.

## ONLINE FRIENDLIES

Invite a friend to play a match online, and track your rivalry through five-game seasons to prove who has the most skills on the pitch—earn the most points in five games to hoist the trophy. Keep the competition going with a new season as you try to defend your title or take it away from your friends.

# WARRANTY

**NOTE:** Warranty does not apply to digital download products.

## LIMITED WARRANTY

Electronic Arts Pty Ltd warrants to the original purchaser of this computer software product that the recording media on which the software programs are recorded will be free from defects in materials and workmanship for 90 days from the date of purchase. During such period defective media will be replaced if the original product is returned to Electronic Arts at the below address, together with a dated proof of purchase, a statement describing the defects, the faulty media and your return address. This warranty does not apply to the software program themselves, which are provided "as is", nor does it apply to media which has been subject to misuse, damage or excessive wear. The benefits to you by this Limited Warranty are in addition to other rights or remedies you may have under a law in relation to the goods to which the warranty relates. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods. If you have any questions please contact Electronic Arts on the details below. If goods covered by this Limited Warranty are defective, Electronic Arts will reimburse you for the reasonable direct costs which you incur in making your claim subject to you providing us with original receipts of those direct costs with your claim.

## AUSTRALIA

Electronic Arts Customer Warranty  
Electronic Arts Pty Ltd, GPO Box 1547, Sydney, NSW 2001  
Tel: **+61 3 8820 5177**  
Website: <https://help.ea.com/>

## Returns After Warranty

Electronic Arts will replace user-damaged media, current stocks allowing, if the original media is returned with a cheque or postal order for AUD\$15 per disc, payable to Electronic Arts Pty Ltd. If you have any queries on warranty replacements or user-damaged discs or manuals, please contact EA via <https://help.ea.com/>. Please note that this is only for warranty and NOT technical queries. Please remember to include full details of the defect, your name, Non-P.O. Box address and, where possible, a daytime telephone number where we can contact you.

# NEW ZEALAND

Electronic Arts Customer Warranty

Fiveight Distribution, PO Box 305-140, Triton Plaza, North Shore 0757

Tel: **+64 9951 8377**

Website: <https://help.ea.com/>

## Returns After Warranty

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# NEED HELP?

## EA Customer Support on the Internet

Problem? Question? If you are having problems with your game, we are here to help.

### Australia

Online Customer Support:

<https://help.ea.com/>

EA's Online Customer support provides free live chat, email support, and community resources on Answer HQ.

Electronic Arts Australia Support Hotline:

**+61 3 8820 5177**

Operating hours from 9am - 6pm AEST Monday to Friday. Closed on National Australian Public Holidays. Calls charges from mobile and public phones are higher.

### New Zealand

Online Customer Support:

<https://help.ea.com/>

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