

WARRANTY

Ubisoft warrants to the original purchaser of its products that the products will be free from defects in materials and workmanship for a period of ninety (90) days from the date of purchase. Ubisoft products are sold "as is," without any expressed or implied warranties of any kind, and Ubisoft is not liable for any losses or damages of any kind resulting from use of its products. Ubisoft agrees for a period of ninety (90) days to either replace defective product free of charge provided you return the defective item with dated proof of purchase to the store from which the product was originally purchased or repair or replace the defective product at its option free of charge, when accompanied with a proof of purchase and sent to our offices postage prepaid. This warranty is not applicable to normal wear and tear, and shall be void if the defect in the product is found to be as a result of abuse, unreasonable use, mistreatment, or neglect of the product.

Limitations: This warranty is in lieu of all other warranties and no other representations or claims of any nature shall be binding on, or obligate Ubisoft. Any implied warranties applicable to Ubisoft products, including warranties of merchantability and fitness for a particular purpose, are limited to the ninety (90) day period described above. In no event will Ubisoft be liable for any special, incidental, or consequential damages resulting from possession, use, or malfunction of Ubisoft products. Some states do not allow limitations as to how long an implied warranty lasts and/or exclusions or limitations of incidental or consequential damages. So the above limitations and/or exclusions of liability may not apply to you. This warranty gives you specific rights, and you may also have other rights that vary from state to state.

Notice: Ubisoft reserves the right to make improvements in its products at any time and without notice.

Refunds: Ubisoft cannot provide refunds or otherwise process returns for credit of any kind other than an identical product replacement. Any product refund request must occur at the place of purchase, as the individual retail outlets set their own refund policy. This policy covers identical product replacements only.

Product/Documentation Replacements: Please contact a Ubisoft Technical Support Representative directly before sending your product to us. In many cases, a replacement is not the best solution. Our Support Representatives will help you determine if a replacement is necessary or available. You will need to first acquire an RMA (Return Materials Authorization) number to process your return or replacement. Without an RMA number from a Support Representative, your replacement request will not be processed.

If we determine a return or replacement is necessary:

Within the 90-Day Warranty Period: Please return the product (media only) along with a copy of the original sales receipt, showing the date of purchase, a brief description of the difficulty you are experiencing including your name, address (no PO boxes) and phone number to the address below. If the product was damaged through misuse or accident (cracks, scratches), or if you do not have a dated sales receipt, then this 90-day warranty is rendered void and you will need to follow the instructions for returns after the 90-day warranty period.

After the 90-Day Warranty Period: Please return the product (media only) along with a check or money order for the amount corresponding to your product (see replacement fees below) made payable to Ubisoft, a brief description of the difficulty you are experiencing, including your name, address (no PO boxes), RMA number, and phone number to the address below.

Replacement Fees: Our most recent replacement fee schedule is available online. Please visit <http://support.ubi.com> for an updated price list.

Warranty Address and Contact Information

Phone: 919-460-9778

Hours: 9am-9pm (EST), M-F

Address: Ubisoft Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

Please use a traceable delivery method when sending products to Ubisoft.

To order Ubisoft products in the United States, please call toll free 888-824-7038.

Table of Contents

Getting Started	2
Introduction	2
Playing the Game	3
The Cesarpedia	3
Case Selection	3
Observation/Diagnosis	4
Activity Selection	4
Energy Test	4
The Activities	5
Owner Homework	8
Final Observation/Score	8
Warranty	inside front cover
Technical Support	inside back cover

Getting Started

System Requirements

Supported OS: Windows® XP/Windows Vista® (only)

Processor: 800 MHz Pentium or AMD K6-III (1.5 GHz Pentium 4 or AMD Athlon™ recommended)

RAM: 256 MB (512 MB recommended)

Video Card: 128 MB DirectX® 9-compliant (256 MB recommended)

Sound Card: DirectX 9-compliant with 16 bit support

DirectX Version: DirectX 9 (included on disc)

CD-ROM: 16X or faster

Hard Drive Space: 600 MB

Peripherals Supported: Windows-compliant mouse and keyboard

*Supported Video Cards at Time of Release

ATI® RADEON® 7000/8000/9000/X/HD families

NVIDIA GeForce® 2/3/4/FX/6/7/8/9 families

Intel® Graphic Controller i865G/ i915G/ i945G

Matrox Parhelia®

Laptop versions of these cards may work but are NOT supported.

These chipsets are the only ones that will run this game. For the most up-to-date minimum requirement listings, please visit the FAQ for this game on our support website at: <http://support.ubi.com>.

NOTICE: This game contains technology intended to prevent copying that may conflict with some disc and virtual drives.

Installation

Installing Cesar Millan's Dog Whisperer™

1. Insert the Cesar Millan's Dog Whisperer™ CD-ROM disc into your CD-ROM drive.
2. If you have the AutoPlay feature on for your CD-ROM, left-click on the install button and skip the next two steps.
3. If you don't have AutoPlay enabled, select Start and then Run from the Windows Taskbar.
4. Type d:\setup.exe (d: refers to your CD-ROM drive. If your CD-ROM drive letter is not d: use the appropriate drive letter instead).
5. Follow the instructions that appear on your screen.
6. To be able to play the game, you must also have DirectX 9.0 or higher installed on your computer. If you don't have it, simply select the option Install DirectX at the end of the installation process.

After installation is complete, you will find an icon for Cesar Millan's Dog Whisperer™ on your desktop. You will also find an icon in the Cesar Millan's Dog Whisperer™ menu item within Programs under the Start menu in the Windows Taskbar. Click on either icon to run the game.

Uninstalling Cesar Millan's Dog Whisperer™

1. From the Start menu, search through the listed programs for the Cesar Millan's Dog Whisperer™ folder. Right-click on the folder.
2. Select Uninstall to uninstall the program.
3. You may also do an uninstall by using the Add/Remove Programs on the Control Panel.

Introduction

Welcome to Cesar Millan's Dog Whisperer™, where you will assume the role of an aspiring dog psychologist. Frantic dog owners will bring their pets to you, and you must first diagnose and then treat each dog's behavioral issues through a series of activities. After you have completed each case, your performance will be evaluated by none other than Cesar Millan himself. As you successfully complete cases, your reputation will increase and you'll be given more challenging cases to address. If you do really well, you may even win a special award or two, but your ultimate reward will always be the satisfaction of restoring balance and contentment to a dog and its owner. It's time to get started! Your next case awaits...

This booklet provides you with the basic concept of the game, which is enough to get you started. Refer to this book at any time for additional help with the game.

Playing the Game

Your Profile



You can save your progress while playing Cesar Millan's Dog Whisperer™.

Saved Profile: If you have already created a profile, select the Continue Game button. Select which profile you would like to play as and then click the OK button. To delete a profile, simply select the profile and click the Delete button. A confirmation will come up to ensure you don't erase a saved game by mistake.

New Game: Choose this if you do not already have a profile or want to start a new one. Click the New Game button and type in your name using the keyboard.



Video Options



The Video Options screen allows you to change the screen resolution and turn on/off anti-aliasing.

Press the "-" button or move the slider to the left to decrease the screen resolution. Press the "+" button or move the slider to the right to increase the screen resolution. The screen resolutions that are available will be determined by your video card.

Check the Enable Smoothing option to turn on anti-aliasing in the game or uncheck it to turn it off. If your video card does not support this you will not be able to turn it on.

Sound Options



The Sound Options screen, which is accessible by clicking the wrench icon, allows you to change the levels of the sound in the game. You can adjust the volumes of the music, the sound effects, and Cesar's voice.

Your settings will stay with you each time you play your profile. Simply click the Resume Case button to return to the game. If you would like to play another case, click the Leave Case button, which will bring you to the Activity Select screen. To return to the Main Menu, click the Quit Game

button. This will allow you to switch profiles or create a new one.

The Cesarpedia



The Cesar Millan encyclopedia, represented by the book icon, is available on virtually every screen throughout the game. In this section, you can review and learn about all things Cesar – from his philosophy to his biography, to a detailed glossary and help with the game itself.

Access the help within the game and learn about Cesar and his methods with a simple click of the Cesarpedia button. Click the back arrow button to get back to the game.

Case Selection



There are 40 cases to choose from, including several tutorial cases geared toward teaching you how to play each activity, step-by-step. Cesar himself will walk you through your first case and teach you his methods to rehabilitate the dogs. He will instruct and encourage you along the way. Choose which case you would like to play or replay for a higher score and



then click the forward arrow button. Your highest score for each case will always be saved, along with any medals you've received. You will be given the opportunity to resume or restart any case in progress.

The awards tab will hold all of your personal accolades. Each time you reach a certain score plateau a new award will be unlocked. Completing a case in the most time-efficient way possible will assure you a Gold Medal.

Observation/Diagnosis



Before you can diagnose the dog it is important to view the behavior(s) it is exhibiting. Seeing a behavioral pattern in a dog will help you figure out what issues need to be addressed. During the Consultation, the dog's owner will tell you about the behaviors the dog is displaying in the home. This will reinforce what you saw on the Observation screen and aid you in making your diagnosis.

You must correctly choose all of the relevant issues to properly diagnose the dog. Click the check button to see if you are right; Cesar will be there to validate your answers.

Interacting with the Dog



The heart icon will light up when it is the proper time to give affection. Remember, affection reinforces the dog's current state of mind so it is important to give it only when the dog is Calm-Submissive.

- **Give Treat:** Click the dog's head twice with the mouse.
- **Chin Scratch:** Use a scribbling motion on the dog's head with the mouse with the left button depressed.

- **Back Pat:** Use a scribbling motion with the mouse on the dog's back with the left button depressed.
- **Belly Rub:** While the dog is in a sitting position, use a scribbling motion on the dog's belly with the mouse with the left button depressed.

Activity Selection



Exercise, Discipline, and then Affection – in that order. Remember, Cesar's Fulfillment Formula is the key to successfully rehabilitating dogs. On this screen, you will put Cesar's philosophy to practical use in each case.

Exercise: Includes Walking and Rollerblading. Walking is the key to establishing yourself as Pack Leader, which is an integral part in the therapy process. Rollerblading is a great energy-burning activity that will only be available for dogs of a reasonable size. It is important to drain a

dog's energy through Exercise before giving Discipline.

Discipline: Obsessions/Fixations, Fears, and Separation Anxiety can all be addressed when necessary. Rules, Boundaries, and Limitations should be applied; they are the keys to every dog's well-being.

Affection: Playtime and Feeding are both affection-based activities that are great for bonding with the dog and building trust. There are three different Playtime activities, each suited to a different type of dog. Feeding is the best way to end your dog's day.

Tutorials: Are an integral part of learning the game mechanics but are only shown once, per activity, by default. Clicking the question mark button will turn the tutorials back on.

Energy Test



You must be projecting Calm Assertive energy at all times. This is a key factor to becoming a stable Pack Leader. Before you go into each activity you must be in the correct state of mind. Each set of questions is tailored to the activity you are about to begin.

Select the correct answer and then click the check button. Cesar will tell you if you were right or not and, more importantly, why. You must answer the questions correctly to fill your Calm Assertive meter.

The Activities



Each activity is designed to address the dog's issues in different ways. As mentioned in the Fulfillment Formula, every dog needs Exercise, Discipline, and then Affection – every day.

The Walk



The Walk is the foundation of the relationship between a dog and its owner. There is no better or more powerful way to connect with your dog's mind.

The Leash: The leash is a great tool to help guide the dog as its Pack Leader. It is used to start the Walk, correct the dog, and to reward the dog.

Verbal Command: Can be used to focus the dog back on the Walk. By clicking the talk bubble icon you can issue Cesar's famous "Tsst!" verbal

command.

Calm-Submissive Meters: Walking the dog correctly will result in the best drain of the dog's energy. Keeping the dog walking in the center of the screen and focused on the Walk will help bring the dog down to a Calm-Submissive state.

Ending the Walk: When the dog has had enough Exercise for the day, the stop icon will appear on screen. It is important that you, as the Pack Leader, dictate the terms of the activity.

The Heart Icon: When the dog is Calm-Submissive, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Rollerblading



Rollerblading is an activity tailored to address high-energy cases in which a simple Walk isn't sufficient to burn off enough energy to achieve a calm and submissive state.

The Leash: Is not as integral in Rollerblading as it is in the Walk. It is only used to start the activity.

Left/Right Arrows: The dog will randomize its speed during the activity. It's your job to keep pace with the dog, keeping the correct amount of tension

on the leash. Click the buttons as they light up.

Calm-Submissive Meters: Keeping pace with the dog will result in the best drain of the dog's energy. Keep the leash slightly behind or next to the dog to help bring the dog down to Calm-Submissive.

Ending the Activity: When the dog has had enough exercise for the day, the stop icon will appear on screen. It is important that you, as the Pack Leader, dictate the terms of the activity.

The Heart Icon: When the dog is Calm-Submissive, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Obsession/Fixation



Obsession and Fixation can both be summed up as wasted energy. The dog is displaying an unnatural and unhealthy fascination with something. These activities are very similar in that you are trying to keep the dog from focusing on a particular object or sound. The main difference is that an Obsession is only about an object that the dog is extremely possessive of. It is important that you, as the Pack Leader, take ownership of that object.

Obsession

Up Arrow: Click the arrow when it lights up. It is important to step forward in a calm and assertive way as the dog's Pack Leader. Be careful not to approach too slowly or too quickly – the dog is not ready to give up ownership to an unstable Pack Leader.

Player's Space: Represented by the red semicircle on the bottom of the screen. Once the object of obsession is within this area, you have successfully taken ownership. From this point until the dog has achieved a Calm-Submissive state, the activity works the same as Fixation.

Verbal Command: Should be used to prevent the dog from fixating on the object. By clicking the talk bubble icon you can issue Cesar's famous "Tsst!" verbal command.

Calm-Submissive Meters: Keep the dog from fixating on the object once you've achieved

ownership. This will help bring the dog down to a Calm-Submissive state.

Toggle Icon: Represented by the lightbulb, the toggle icon is used to remove and then re-introduce the object to test the dog's ability to ignore it.

The Heart Icon: When the dog is Calm-Submissive, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Fixation

Verbal Command: Should be used to prevent the dog from fixating on something. By clicking the talk bubble icon you can issue Cesar's famous "Tsst!" verbal command.

Calm-Submissive Meters: Keep the dog from fixating on something once you've achieved ownership. This will help bring the dog down to a Calm-Submissive state.

Toggle Icon: Represented by the lightbulb, the toggle icon is used to remove and then re-introduce the source of fixation to test the dog's ability to ignore it.

The Heart Icon: When the dog is Calm-Submissive, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Fears



A Fear is a phobia or traumatic incident that the dog has not been able to overcome. Fears can be developed over just about anything. The key to this activity is to use positive reinforcement to help the dog overcome his fear of the object or sound. Using both soothing sounds and affectionate massages will associate the Fear with something positive.

Fear Zone: The red circle around the dog represents his Fear Zone. The size of this circle dictates how close the dog will come to the source of the Fear.



Soothing Icon: Is used to ease the dog's state of mind with a soothing sound and is represented by the green paw icon. This will help the dog calm down and come out of his fearful state.

Affectionate Massage: When the dog is in a calm state, the heart icon will let you know that the dog is ready for some positive reinforcement. It's your job to find the dog's sweet spot – each dog is different. The areas of

massage are the dog's back, under the chin, or on the belly; you can also give a treat.

Calm-Submissive Meters: Ease the dog's state of mind toward Calm-Submissive while getting the dog closer to the object.

The Heart Icon: When the dog is Calm-Submissive, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Separation Anxiety



Being alone and confined is completely unnatural for dogs. They don't know how to make constructive use of their time in such a situation. The most important part of this activity revolves around real-world premises – make sure the dog is in a stable state before you leave for the day. It is especially important to exercise the dog before leaving home. This will ensure the release of any pent-up energy, which can directly result in Separation Anxiety.

Forward/Backward Arrows: Use these arrows to move away from or back toward the dog.

Verbal Command: Should be used to keep the dog calm. By clicking the talk bubble icon you can issue Cesar's famous "Tsst!" verbal command.

Calm-Submissive Meters: Keep the dog from getting anxious while backing out of the room and while the door is closed. This will help bring the dog down to a Calm-Submissive state.

The Door: Once you have backed away, simply click on the door to close it and simulate leaving the dog alone.

Affection: It is important to Cesar's philosophy that we do not give the dog affection in this situation. Making a big deal out of leaving or coming home only adds to the dog's Separation Anxiety.

Playtime

Structured playing is an important part of the relationship between a dog and its owner. It promotes bonding and it's a great way to add more Exercise to your dog's life. There are three different Playtime activities: Catch, Fetch, and Hide. Each breed has its own preference for activities.

Catch



Throw the Flying Disc: Simply click the disc and hold it with your mouse. Use a drag-and-release motion to throw it in any direction you choose.

Return to Sender: The dog will run out to the disc and return it at your feet. Remember to give the dog affection to reinforce the action.

Camera Pan: Use the left or right arrows to move the camera and utilize the area in the backyard.

The Heart Icon: When the dog is Calm-Submissive and within proximity, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Forward Arrow: At any time in the activity you can move on. It is important that even Playtime has structure and limitations.

Fetch



Throw the Tennis Ball: Simply click the ball and hold it with your mouse. Use a drag-and-release motion to throw it in any direction you choose.

Return to Sender: The dog will run out to the ball and return it at your feet. Remember to give the dog affection to reinforce the action.

Camera Pan: Use the left or right arrows to move the camera and utilize the area in the backyard.

The Heart Icon: When the dog is Calm-Submissive and within proximity, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Forward Arrow: At any time in the activity you can move on. It is important that even Playtime has structure and limitations.

Hide



Hide the Toy: Click the chew toy, and while holding it with the mouse button move it over any of the bushes. The bushes will light up, letting you know where the toy can be hidden. Release the mouse button over any of these bushes and the toy will be hidden there.

Throw the Treat: After the toy is hidden, a treat will appear at your feet. Simply click the treat and hold it with your mouse. Use a drag-and-release motion to throw it in the direction of the bush. If the treat lands close

enough to the bush the dog will find the toy. If the treat does not land close enough, another treat will appear and you can try again.

Return to Sender: The dog will return the toy and drop it at your feet. Remember to give the dog affection to reinforce the action.

Camera Pan: Use the left or right arrows to move the camera and utilize the area in the backyard.

The Heart Icon: When the dog is Calm-Submissive and within proximity, the heart icon will light up, letting you know that it's a good time to give the dog affection.

Forward Arrow: At any time in the activity you can move on. It is important that even Playtime has structure and limitations.

Feeding



Feeding represents the ultimate expression of affection when properly applied by a Calm Assertive Pack Leader. Feeding the dog is a great way to end the day, especially after getting plenty of Exercise. This is also a test of the dog's state of mind. It is important to keep the dog Calm-Submissive while preparing the food and placing it in front of him.

Fill the Bowl: Click the food bag and release the scoop over the food bowl. Do this three times to fill the bowl.

Place the Food: Once the bowl is full, click it and move it in front of the dog and then release it. You can place the bowl back on the counter for a higher form of correction. Simply click the bowl and move it back to the counter and release it.

Verbal Command: Should be used to keep the dog calm. By clicking the talk bubble icon you can issue Cesar's famous "Tsst!" verbal command.

Calm-Submissive Meters: Keep the dog from fixating on the food. This will help bring the dog down to a Calm-Submissive state.

Eating: Once the dog has remained Calm-Submissive in front of the food, the eat icon will appear on screen. Click the eat icon, represented by the food bowl, to allow the dog to eat.

Owner Homework



To ensure the long-term stability of the dog, the owner needs a plan of action at home. It is important that the owner continue to practice the methods that you have set in place for the dog. Sometimes the dog can have a relapse into the unwanted behavior; most of the time it is because the owner has not been diligent in keeping up with the Fulfillment Formula. Choose all the correct tasks and then click the check button. Cesar will be there to tell you if you were right or not, as well as the reasons why.

Final Observation/Score

Now you can see that the dog's behaviors have been rehabilitated. Cesar will disseminate your score and medals if any were achieved.

Clicking on the forward arrow button will bring you back to the Case Selection screen, where your next case awaits...

Register this game now and stay in the know!

It's simple: Go to www.ubireg.com and register your product, and you will receive a coupon code good for 10% off your next purchase at the Ubisoft online store. You can also get exclusive game updates, participate in surveys, and win cool prizes! Look for the details on www.ubi.com!

Thanks,
The Ubisoft Team

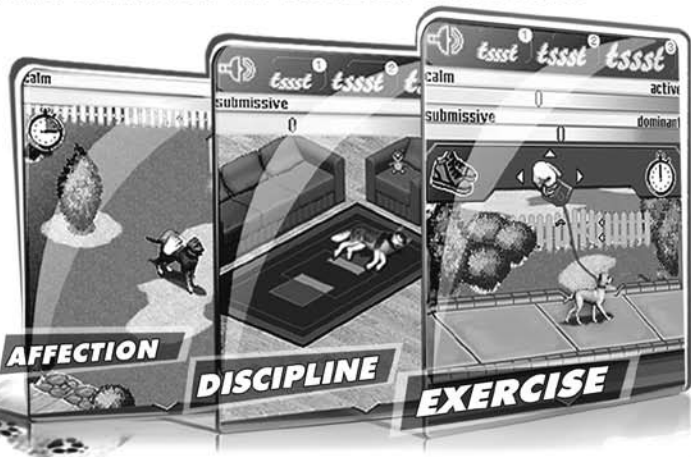
Cesar Millan's Dog Whisperer™

PROOF OF PURCHASE



© 2008 Ubisoft Entertainment. All Rights Reserved. Ubisoft, Ubi.com, and the Ubisoft logo are trademarks of Ubisoft Entertainment in the U.S. and/or other countries. Used under license from Abundancia, LLC. "Dog Whisperer with Cesar Millan" is a trademark of MPH-E/S Joint Venture. The Paw Logo is a trademark of Primal Intelligence, Inc. All rights reserved.

**Mobile version of the
game available on Verizon Wireless!**



To get **Cesar Millan's Dog Whisperer™**,
open the Media Center on your handset and
find it in the Games section.



You can also find it at <http://products.vzw.com>,
and follow the instructions there.



CESAR MILLAN'S DOG WHISPERER™



Compatible phone and additional charges apply; coverage not available everywhere. All company names, trademarks, logos & copyrights not property of Verizon Wireless are the property of their respective owners.

© 2008 Advanced Mobile Applications. All Rights Reserved. The AMA logo and AMA Cesar Millan's Dog Whisperer are trademarks of AMA in the US and/or other countries

Notes

Notes

TECHNICAL SUPPORT

Before contacting Ubisoft's Technical Support Department, please first read through this manual and the README file (on the game CD). Also browse through our FAQ listings or search our support database at our website, **<http://support.ubi.com>**. Here you will find the most recently updated information since the game's release.

Also please make sure that your computer meets the minimum system requirements, as our support representatives will be unable to assist customers whose computers do not meet these criteria.

Whenever you contact the Technical Support Department, please include the following information or have it available if you are calling:

- Complete product title (including version number).
- Exact error message reported (if applicable) and a brief description of the problem you're encountering.
- Processor speed and manufacturer.
- Amount of RAM.
- Operating system.
- Video card that you are using and amount of RAM it has.
- Maker and speed of your CD-ROM or DVD-ROM drive.
- Type of sound card you are using.

Support Over the Internet: This is the best way to find answers to common issues seen with our games. Our Frequently Asked Questions list is available 24 hours a day, 7 days a week and contains the most up-to-date Technical Support information available, including patches that can be downloaded free of charge. We update the Support pages on a daily basis, so please check here first for solutions to your problems:

<http://support.ubi.com>.

Contact Us by Webmail: Due to high volumes of spam, viruses, and other non-support-related contacts, we no longer offer support via standard email. However, we do provide something better, webmail. By taking your questions directly through our website, we have completely eliminated all spam contacts. As a result, we are able to respond to your questions much more quickly than we could through standard email. To send us a webmail simply log into our site at **<http://support.ubi.com>**.

From this site, you will be able to enter the Ubisoft Solution Center, where you can browse through our lists of Frequently Asked Questions (FAQ), search our database of known problems and solutions, and send in a request for personal assistance from a Technical Support representative by using the **Ask a Question** feature on the Frequently Asked Questions page. Most webmail contacts are responded to within two business days.

Contact Us by Phone: You can also contact us by phone by calling **(919) 460-9778**. Please note that this number is for technical assistance only. No gameplay hints or tips are given over the Technical Support line. When calling our Technical Support line, please make sure you are in front of your computer and have all of the necessary information listed above at hand.

Be advised that our Technical Support representatives are available to help you **Monday through Friday from 9 am–9 pm Eastern Time**.

While we do not charge for technical support, normal long distance charges apply. To avoid long distance charges, or to contact a support representative directly after these hours, please feel free to browse our Frequently Asked Questions lists or to send us a webmail. Webmail questions usually receive a response within two business days.

Pour du service en français, veuillez contacter / Para la ayuda en español llame: (866) 824-6515.

Contact Us by Standard Mail: If all else fails you can write to us at:
Ubisoft Technical Support • 3200 Gateway Centre Blvd. • Suite 100 • Morrisville, NC 27560

Return Policy: Please do not send any game returns directly to Ubisoft before contacting Technical Support. It is our policy that game returns must be dealt with by the retailer or online site where you purchased the product. If you have a damaged or scratched CD, please visit the FAQ listing for your game and get the latest replacement policy and pricing. We will not accept unsolicited returns/exchanges without prior approval and an RMA (Return Materials Authorization) number from a support representative.