

## **Please note:**

If your IBM PC*jr* has a Diskette Drive, diskette errors may occur if your display is within 17 centimeters (6 inches) of your IBM PC*jr*. This problem may be easily cured by moving your display away from the IBM PC*jr*.



International Business Machines Corporation  
Personal Computer Customer Relations

P.O. Box 2910  
Delray Beach, Florida 33444  
305/998-6048

Dear New Owner:

Thank you for purchasing an IBM PCjr. We appreciate your expression of confidence in selecting IBM, and want you to know we have made every effort to provide you with a useful and reliable product at an affordable price. This letter outlines the support available to help ensure your continuing satisfaction with your new IBM PCjr.

IBM Personal Computer products are available from a variety of authorized sales locations, including IBM Personal Computer Dealers, IBM Product Centers, the IBM National Marketing Division and the IBM National Accounts Division. All have received extensive training on IBM Personal Computer products, and are responsible for providing support and warranty service on products they sold to you.

In addition, IBM has established a PCjr Information Center to assist you with any problem you may have setting up and getting started using your PCjr. You are welcome to call 1-800-222-PCjr, Monday through Friday, 10:00 a.m. to 7:00 p.m. Eastern Time if you need assistance.

Although a product failure is unlikely, I suggest you review the Warranty Terms and Conditions associated with each product you have purchased. Any questions you may have concerning your warranty, or provisions for service after the warranty expires, can be answered by any authorized sales location.

I am confident you will enjoy the same excellent support that other owners of IBM Personal Computer Products are receiving. If your experience proves otherwise, I invite you to write or call IBM Personal Computer Customer Relations at the address and telephone number shown above.

I also invite you to complete the postage paid Customer Response Form enclosed with this letter. The information you provide will help us make continuing improvements to our products and services.

Again, thank you for your purchase of our products. We hope you are pleased with your purchase and receive many hours of enjoyment from your IBM PCjr.

Sincerely,

Walton L. Ward  
Manager, Customer Relations

Enclosure

## LIMITED WARRANTY

The International Business Machines Corporation warrants this IBM Personal Computer Product to be in good working order for a period of one year from the date of purchase from IBM or an Authorized IBM Personal Computer Dealer. Should this Product fail to be in good working order at any time during this one year warranty period, IBM will, at its option, repair or replace this Product at no additional charge except as set forth below. Repair parts and replacement Products will be furnished on an exchange basis and will be either reconditioned or new. All replaced parts and Products become the property of IBM. This limited warranty does not include service to repair damage to the Product resulting from accident, disaster, misuse, abuse, or non-IBM modification of the Product.

Limited Warranty service may be obtained by delivering the Product during the one year warranty period to an Authorized IBM Personal Computer Dealer, or any IBM Service/Exchange Center and providing proof of purchase date. If this Product is delivered by mail, you agree to insure the Product or assume the risk of loss or damage in transit, to prepay shipping charges to the warranty service location and to use the original shipping container or equivalent. Contact an Authorized IBM Personal Computer Dealer or write to IBM Personal Computer, Sales and Service, P.O. Box 1328-W, Boca Raton, Florida 33432, for further information.

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THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH MAY VARY FROM STATE TO STATE.

FOR WARRANTY SERVICE OR ASSISTANCE IT IS RECOMMENDED THAT THIS PRODUCT BE RETURNED TO THE AUTHORIZED IBM PERSONAL COMPUTER DEALER FROM WHOM IT WAS PURCHASED OR TO ANY IBM SERVICE/EXCHANGE CENTER.



*Personal Computer PCjr  
Customer Response Form*

Please take a few minutes to fill out this form, so that we can continue to meet the needs of our customers.

**Purchase Information**

1. Purchased From \_\_\_\_\_  
 \_\_\_\_\_ Name of Store  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_  
 Zip Code \_\_\_\_\_  
 Date Purchased \_\_\_\_\_ Serial Number \_\_\_\_\_
2. How did you first learn about the IBM PCjr?  
 Friend/Business Associate       Advertisement       Article in \_\_\_\_\_  
 Dealer Recommendation       Brochure       Consultant  
 Saw in Store (Store Name): \_\_\_\_\_
3. Please indicate hardware purchased  
 System Unit with       Printer       Joystick  
 Diskette Drive  
 System Unit without       Modem  
 Diskette Drive
4. Please indicate software purchased \_\_\_\_\_  
 \_\_\_\_\_

**Ship Information**

5. Were any of the boxes or IBM products damaged in shipment?  
 Yes \_\_\_\_\_ No \_\_\_\_\_  
 If yes, list damage \_\_\_\_\_  
 \_\_\_\_\_
6. Did your IBM PCjr work correctly after installation in your home or business?  
 Yes \_\_\_\_\_ No \_\_\_\_\_  
 If no, describe problem \_\_\_\_\_  
 \_\_\_\_\_

**Consumer Data**

7. Age Group:     16-25     26-35     36-45     46-55     56-65     66-Over
8. Household Income:     Less than \$25,000     \$25,001-\$30,000  
 \$30,001-\$40,000     \$40,001-\$50,000     \$50,001-Over
9. Primary Use:     Business     Education     Personal (Home)

**Dealer Information**

10. Was warranty information explained by your dealer? Yes \_\_\_\_\_ No \_\_\_\_\_
11. What is your overall satisfaction with your dealer?  
                                                                                          
 Very                      Somewhat                      Neutral                      Somewhat                      Dissatisfied  
 Satisfied                      Satisfied                                           Dissatisfied

\_\_\_\_\_  
 Your Name \_\_\_\_\_  
 Address \_\_\_\_\_  
 City \_\_\_\_\_ State \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Home Phone ( ) \_\_\_\_\_ Business Phone ( ) \_\_\_\_\_

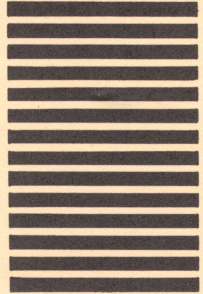


**NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES**

**BUSINESS REPLY MAIL**  
FIRST CLASS PERMIT NO. 321 BOCA RATON, FLORIDA 33432

POSTAGE WILL BE PAID BY ADDRESSEE

IBM PERSONAL COMPUTER  
CUSTOMER RELATIONS  
P.O. BOX 2910  
DELRAY BEACH, FLORIDA 33444



Fold here

Tape

Please do not staple

Tape