

JRE Enterprises Statement of Support

JRE Enterprises welcomes reports on bugs and problems, questions on usage, enhancement suggestions, constructive criticism, and praise from all users (registered or unregistered) of our software. The quickest way to correspond with us is via e-mail on CompuServe or America Online. JRE Enterprises can be contacted on CompuServe via e-mail to ID 71162,2311 or contacted on America Online via e-mail to ID LeeL641756. We can also be reached via postal mail at this address:

JRE Enterprises
P.O. Box 5643
Mesa, AZ 85211-5643

OR, via our BBS:

(602)-814-0483
Baud Rate 2400 to 14400
Data Bits 8
Stop Bits 1
Parity N

We attempt to respond to all inquiries via e-mail within one day.

JRE Enterprises attempts to fix all major software bugs within two weeks and all minor software bugs within two months. Much of this depends on how easy it is to recreate the reported bug. In this regard, when reporting a bug or problem, please attempt to describe in detail the error message(s), your PC configuration (video mode, machine type, amount of RAM, etc.), and what you were attempting to do when the problem arose.

If you are a registered user and find a major software bug within the *first three months* after registration, then JRE Enterprises will refund your registration fee OR JRE Enterprises will fix the problem and give you the fix, free of charge; whichever you desire.

JRE Enterprises will attempt to provide software enhancements for all our products every six months. We are always looking for enhancement suggestions and new product suggestions.