

**From:** "Customer Service" <cs@dantz.com>  
**Subject:** **Dantz Order Fulfillment**  
**Date:** November 18, 2004 9:38:17 AM PST  
**To:** <scott@admonline.com>

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Dear Scott,

Thank you for choosing Retrospect!

Your Order number is: 1-36R3M

Your Dantz customer number is: C3328741

Here are your new license code(s), and the FTP link to download your new software:

Retrospect ESD UPG Desktop MAC 6.0	GEXZ-CY5Z-VVQE-DAN8	<a href="http://www.dantz.com/download/BU21A60000">http://www.dantz.com/download/BU21A60000</a>
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Retrospect will prompt you for this license code(s) on first launch, or you may go to Retrospect's license manager (found in Retrospect's Window menu) and type it in.

Note: If you purchased an Annual Support Agreement or Support Incident, the license code is for reference information only. It is not required to use Retrospect.

If you purchased a support and maintenance agreement, please go to <http://www.dantz.com/eula-en> to view the terms and conditions of your agreement.

If you have any questions, please contact us by email, or call any of our Customer Service Departments.

North America:  
Telephone: 800.225.4880  
Fax: 925.948.9099  
Email: [customerservice@dantz.com](mailto:customerservice@dantz.com)

Monday - Thursday, 6:00 am - 5:00 pm Pacific Time  
Friday, 6:00 am - 4:00 pm Pacific Time  
(Holidays Excluded)

Europe, Middle East, Africa:  
Telephone: +33 1 55 33 02 00  
FAX: +33 1 55 33 02 09  
Email: [europe@dantz.com](mailto:europe@dantz.com)  
Monday - Friday, 9:00 am - 5:00 pm Central European Time (Holidays Excluded)

Pacific Rim Customers:  
Telephone: +81 0263-39-1343  
Monday - Friday, 9:00 am - 5:00 pm, (GMT+9)

Thank you for your business,

Dantz Customer Service  
<http://www.dantz.com>