



Paul H. Brookes Publishing Co., Inc.

P.O. Box 10624, Baltimore MD 21285-0624

Dear ASQ® User:

Thank you for contacting Brookes Publishing to request an ASQ keycode.

An ASQ keycode is a unique number assigned to each set of ASQ®-3 or ASQ®:SE-2 Questionnaires. This keycode is used to unlock the ASQ Questionnaires within a subscription to the ASQ® Online system.

Keycodes are now available for customers who have purchased **ASQ-3 French, ASQ-3 Vietnamese, or ASQ-3 Arabic** CD-ROMs. You may submit the *ASQ Keycode Request Form* to receive your keycode. Please note that you must have a current paid subscription to ASQ Online.

You can also use the *ASQ Keycode Request Form* to request replacement keycodes for previously purchased ASQ-3 or ASQ:SE-2 Questionnaires.

Please be advised that Brookes Publishing Co. reserves the right to charge a fee for requests for lost keycodes. Please safeguard your keycode.

Sincerely,

The ASQ Product Support Team

Instructions

- Please print or photocopy the *ASQ Keycode Request Form* onto your organization's letterhead and fill it out. Note that we will not be able to process Keycode Request Forms that are submitted on plain paper or via e-mail.
- Fax or mail the completed form, together with a valid proof of purchase for the corresponding ASQ-3 or ASQ:SE-2 Questionnaires to Brookes Publishing Co., using the fax or mailing address in the letterhead above. Include *ATTN: Customer Service (ASQ Keycode Request)*.
- For each ASQ keycode you are requesting, you must provide a valid proof of purchase for the corresponding set of questionnaires. For example, if you are requesting a keycode for **ASQ-3 French** and **ASQ-3 Arabic**, you must provide a valid proof of purchase for both CD-ROMs. A valid proof of purchase is considered *one* of the following:
 - Initial purchase receipt for **ASQ-3 English, ASQ-3 Spanish, ASQ-3 French, ASQ-3 Arabic, ASQ-3 Vietnamese, ASQ-3 Chinese, ASQ:SE-2 English, ASQ:SE-2 Spanish, or ASQ:SE-2 French**
 - OR
 - Copyright page from **ASQ-3 English, ASQ-3 Spanish, ASQ:SE-2 English, or ASQ:SE-2 Spanish** (located on the inside front cover of the ASQ-3 Product Overview)
 - OR
 - Title page from **ASQ-3 French, ASQ-3 in Arabic, ASQ-3 Vietnamese, ASQ-3 in Chinese, or ASQ:SE-2 in French** CD-ROMs (located on the first page of the Master Set file on the CD-ROM)
- Upon verification and approval of your request, we will email a keycode to the e-mail address you provide on the completed *ASQ Keycode Request Form*.

ASQ KEYCODE REQUEST FORM

I, _____, am an authorized user of ASQ® for _____.
(PRINT NAME) (ORGANIZATION)

My organization’s ASQ® Online Program Administrator’s name and title are _____.
(PRINT NAME AND TITLE)

I am requesting a keycode for the following ASQ Questionnaires from Paul H. Brookes Publishing Co., Inc. (“Brookes”):

- ASQ®-3 Questionnaires in English
- ASQ®-3 Questionnaires in Spanish
- ASQ®-3 Questionnaires in French
- ASQ®-3 Questionnaires in Arabic
- ASQ®-3 Questionnaires in Vietnamese
- ASQ®-3 Questionnaires in Chinese
- ASQ®:SE-2 Questionnaires in English
- ASQ®:SE-2 Questionnaires in Spanish
- ASQ®:SE-2 Questionnaires in French

I understand that my organization is required to have previously purchased the ASQ Questionnaires indicated above in order to be eligible to receive a keycode. I understand that my program must be a current ASQ Online customer to receive an ASQ keycode. I understand that I am not eligible to receive a keycode if I have already entered a keycode provided with the ASQ Questionnaires indicated above into the ASQ Online system.

I understand that my keycode will be e-mailed to me at the e-mail address I specify below. I understand that I will need to submit a Replacement Keycode Request Form if I lose my keycode. I understand that a new keycode will be provided a limited number of times. I further understand that Brookes may charge a fee for this service and that this fee, if charged, must be received by Brookes before replacement keycode assistance will be provided. I will keep track of and safeguard my replacement keycode.

I understand, per the terms of the End User Licensing Agreement for ASQ Online (“End User Licensing Agreement”), that Brookes shall not be liable to the Purchaser or any third party for consequential, punitive, exemplary, incidental, or indirect damages or costs, loss of business, loss of profits, inability to access data or loss of data, business interruption, or the like, in connection with the supply, use, misuse, or content of the information stored by the Purchaser in the ASQ Online system, or in connection with any claim arising from the End User Licensing Agreement. I understand that the use of this keycode assistance service does not alter any of the conditions of the End User Licensing Agreement.

Signature

Signature of ASQ Online Program Administrator

Title

ASQ Online Program Administrator’s Title

Date

Date

Email Address

ASQ Online Account ID

| |
|------------------------------------|
| FOR OFFICE USE ONLY |
| Processed by: |
| Fee amount: |
| Date fee received: |
| Date replacement keycode e-mailed: |
| Keycode assigned: |
| Manager approval: |