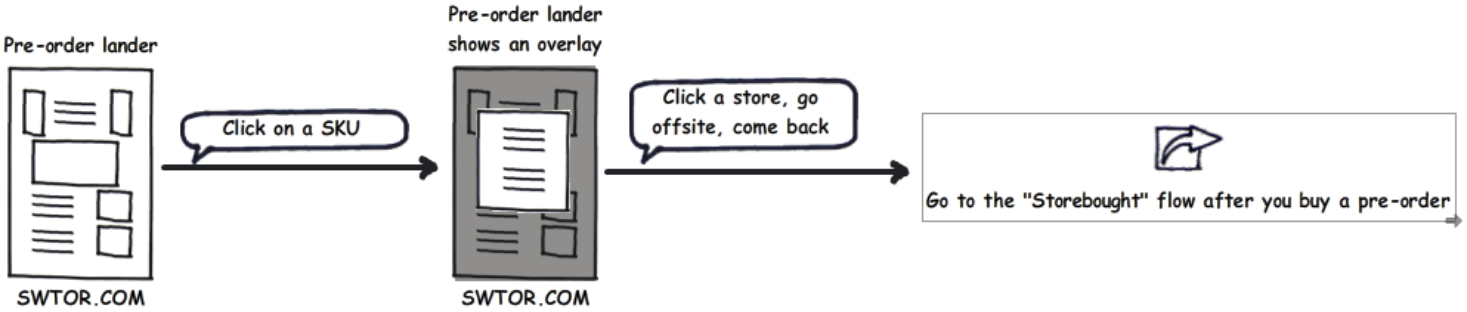
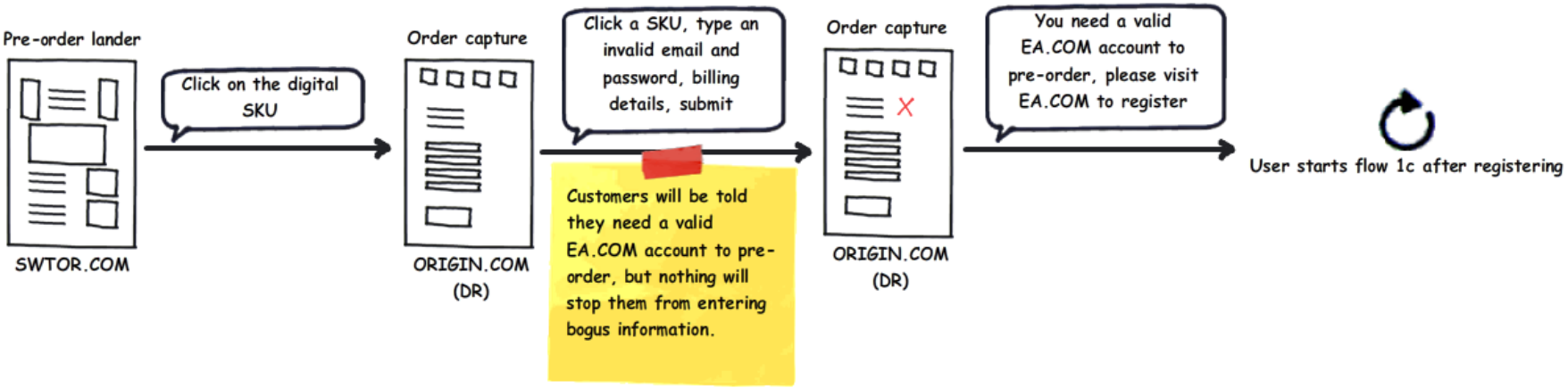
1 Picking a SKU

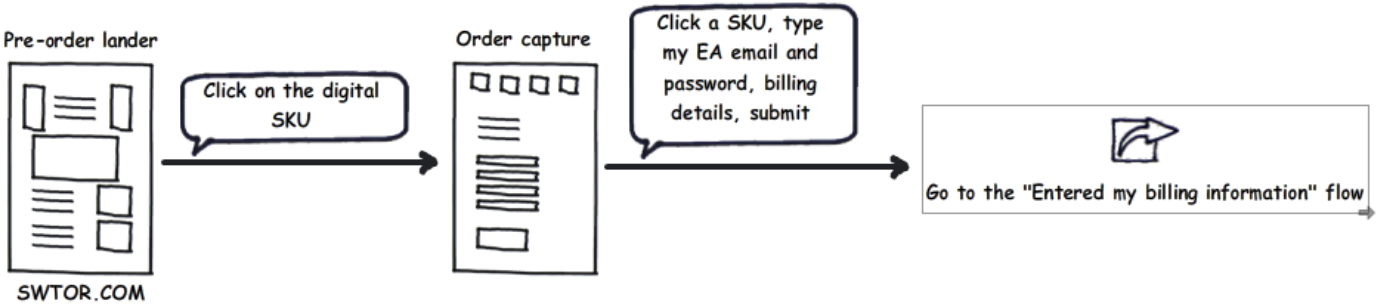
1a I want to buy from a physical store:



1b I don't have an EA account and I want to buy digital or from the EA Store:

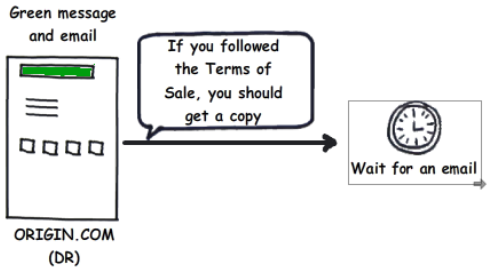


1c I already have an EA account and I want to buy digital or from the EA Store:

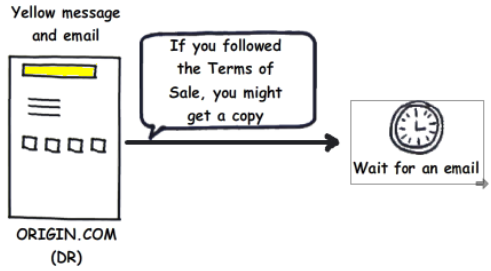


2 Entered my billing information and clicked Submit

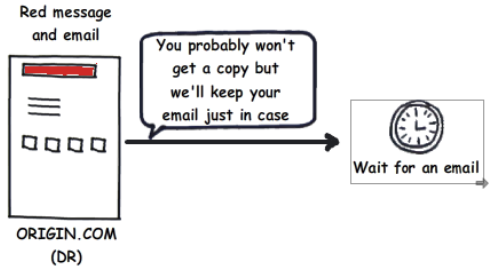
2a If I have a valid EA.COM account and my SKU should be available:



2b If I have a valid EA.COM account and my SKU is running out:

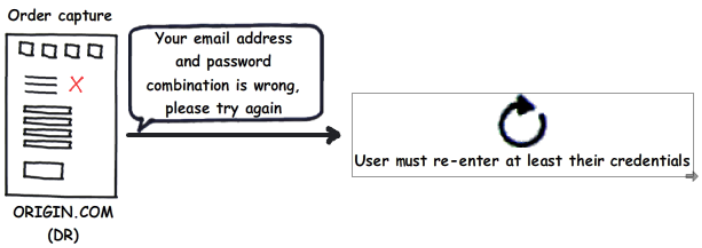


2c If I have a valid EA.COM account and my SKU is sold out:

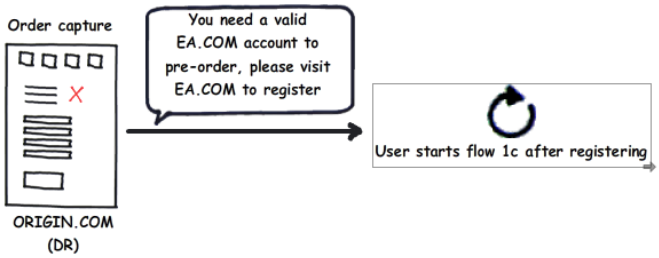


Customers will be told if any SKUs are green and can attempt another purchase; this will take priority even if they would have eventually received their first choice.

2d If I have a valid EA.COM account but I entered my EA credentials wrong:

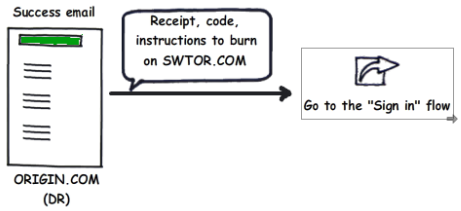


2e If I don't have an EA account (same as 1b):

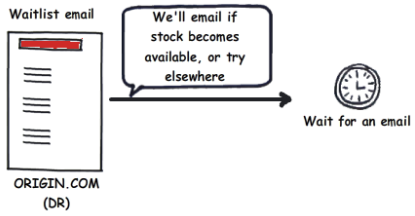


3 Waiting for an email

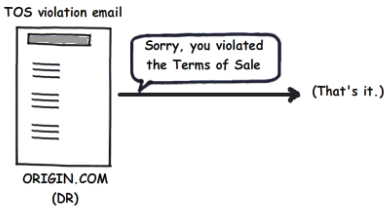
3a I met the Terms of Sale and my SKU was in stock:



3b I met the Terms of Sale but my SKU was sold out:



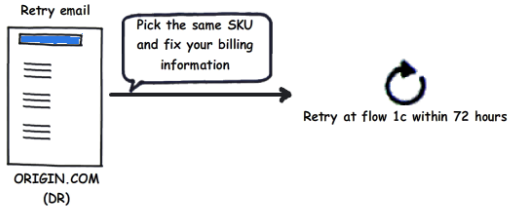
3c I violated the Terms of Sale:



This includes trying to order more than one copy per EA account, or more than three with a single credit card.

There is one email for each order in violation.

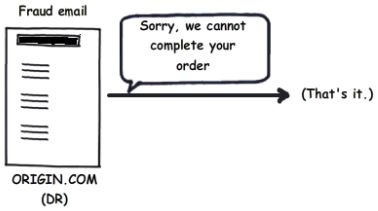
3d I met the Terms of Sale but my billing information was wrong:



This starts the entire process over again, but you only have 72 hours to fix it, cumulative.

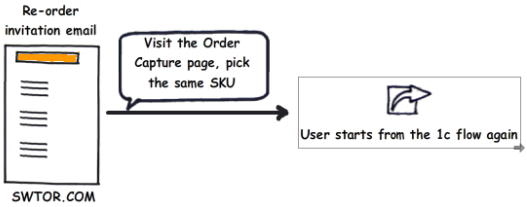
Failed retries may become available to waitlisted customers.

3e I met the Terms of Sale but my billing information was fraudulent:



Fraudulent orders may become available to waitlisted customers.

3f I was waitlisted and stock became available due to fraud or failed retries:

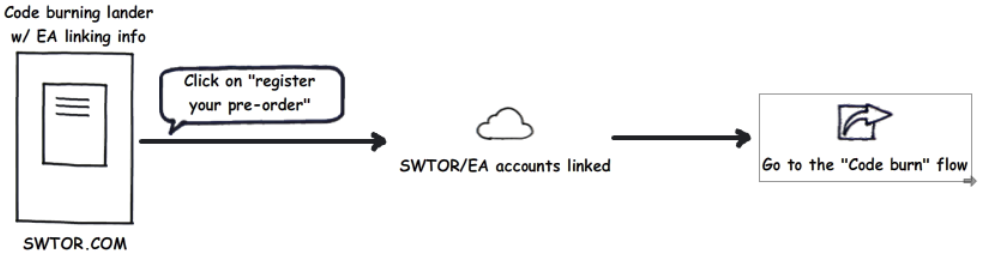


Right now, this email is managed and sent by us, but we've asked DR to take it on.

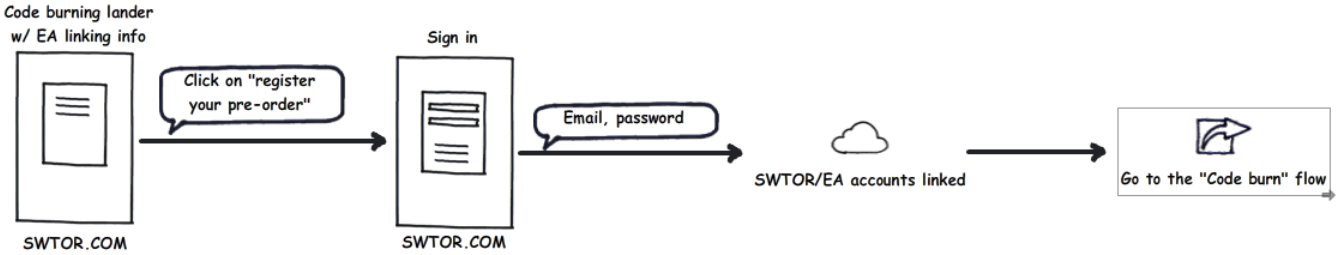
We may also drop this entirely.

4 Followed the link in my success email to burn my code

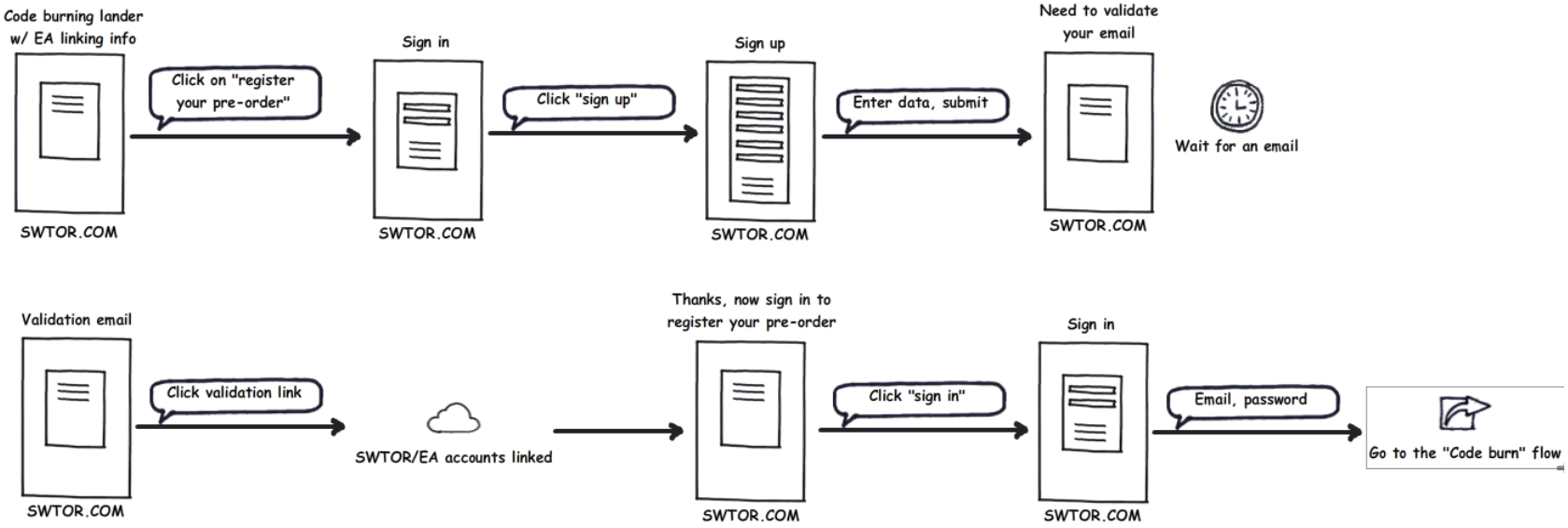
4a I am already logged into SWTOR.COM:



4b I am not logged into SWTOR.COM, but I have an account:

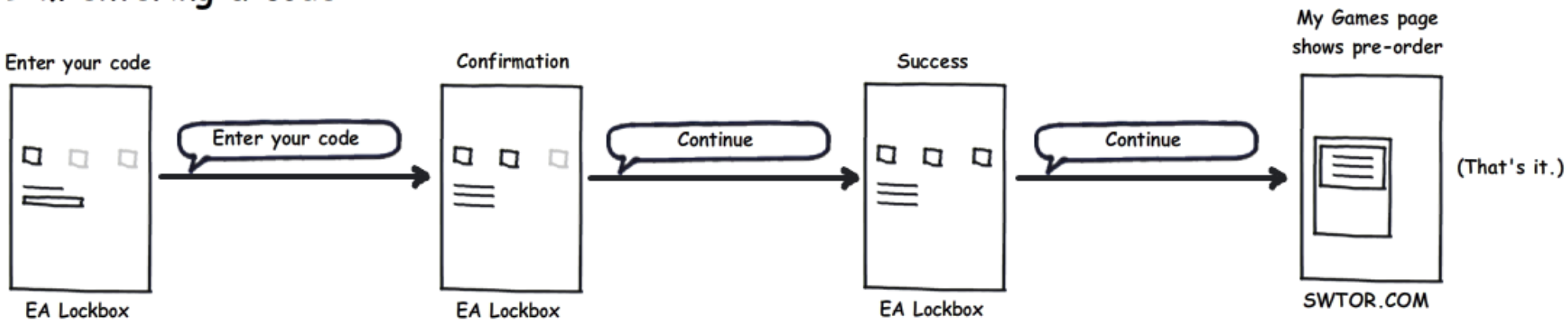


4c I am not logged into SWTOR.COM and have no account:



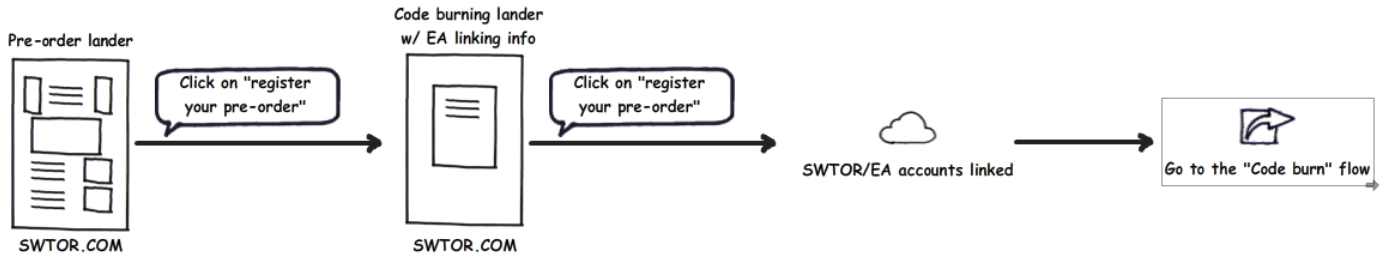
5 Burning a code

5a I'm entering a code:

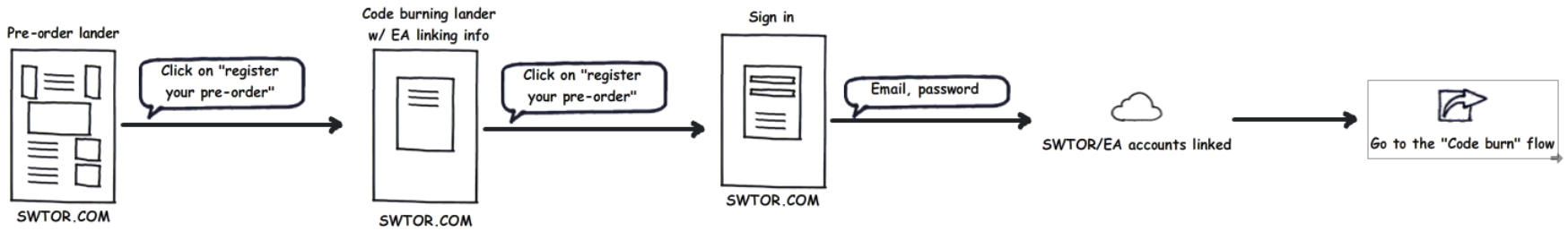
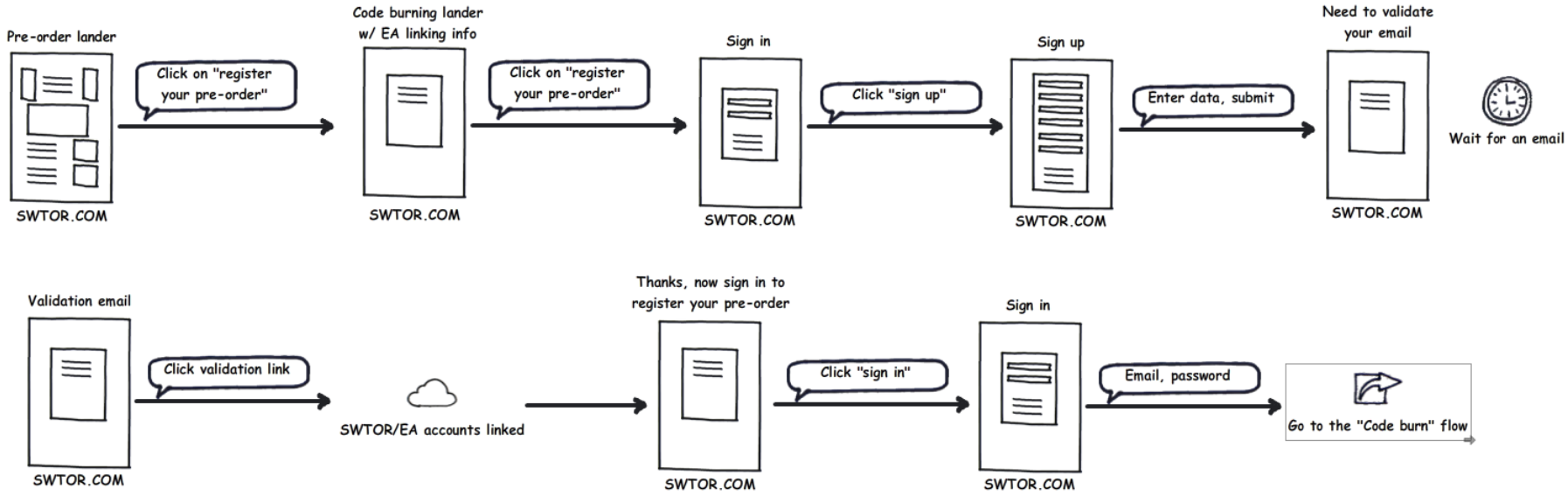


6 Bought a pre-order elsewhere and went back to the pre-order lander on SWTOR.COM to burn my code

6a I am already logged into SWTOR.COM:



6b I am not logged into SWTOR.COM, but I have an account:



6c I am not logged into SWTOR.COM and have no account: