GETTING STARTED

MINIMUM SYSTEM REQUIREMENTS*

PC OS: Windows® XP/Windows Vista®/Windows® 7 [Latest Service Packs] with DirectX® 9.0c
Processor: 2.6 GHz Pentium® IV or equivalent AMD Athlon® Processor
Video: 128 MB PCIe NVIDIA® GeForce® 6600 GT or ATI Radeon® 9800 PRO video card or better

Mac OS: Mac® OS X 10.5.8, 10.6.2 or newer
Processor: Intel® Processor
Video: NVIDIA® GeForce® 8600M GT or ATI Radeon® X1600 or better

ALL PLATFORMS
HD Space: 12 GB available HD space
Memory: 1 GB RAM [1.5 GB required for Windows Vista®/Windows® 7 users, 2 GB for Mac® users]
Drive: DVD-ROM drive
Internet: Broadband Internet connection
Display: 1024x720 minimum display resolution

*Note: Due to potential programming changes, the Minimum System Requirements for this game may change over time.

RECOMMENDED SPECIFICATIONS

PC OS: Windows Vista®/Windows® 7
Processor: Dual Core 2.4Ghz Processor
Memory: 2 GB RAM
Video: 512 MB NVIDIA® GeForce® 8800 GTX or ATI Radeon® HD 3870 or better

Mac OS: Mac® OS X 10.5.8, 10.6.2 or newer
Processor: Intel® Core 2 Duo Processor
Memory: 4 GB system RAM
Video: NVIDIA® GeForce® 9600M GT or ATI Radeon® HD 4670 or better

PC INSTALLATION INSTRUCTIONS

Place the StarCraft II DVD into your DVD-ROM drive. If your computer has AutoPlay enabled, an installation window will automatically pop up on your Windows desktop. Left-click the “Install StarCraft II” button and follow the onscreen instructions to install StarCraft II on your hard drive. If the installation window does not appear, double-click the My Computer icon on your desktop, and then double-click the drive letter corresponding to your DVD-ROM drive to open its contents. Double-click the install.exe icon in the DVD-ROM contents and follow the onscreen instructions to install StarCraft II.
Troubleshooting
If you experience any trouble running StarCraft II please visit the Blizzard Support website at us.blizzard.com/support and select StarCraft II. The Blizzard Support site contains solutions to many common problems and also includes the Blizzard Support contact information if you require additional assistance. Your problem might already be listed there, along with possible solutions. Many errors can arise due to outdated drivers. Make sure that the drivers for all of your hardware are up to date before contacting Blizzard Entertainment for technical support.

GENERAL TROUBLESHOOTING (PC)

General Lockups/Video Problems
If your computer hard-locks without an error message, reboots during gameplay, will not start, or has distorted graphics of any sort, please make sure that you have the latest drivers for your video card. Contact your video card’s hardware manufacturer to find the latest drivers available. You can check out our Technical Support website’s Driver Update Information Page for links to the most common hardware vendors at us.blizzard.com/support/article/driverupdates.

Sound Issues
If you are experiencing sound distortions, periodic loss of sound, loud squelches, whistles, or pops, make sure that you have the latest version of DirectX installed on your system, and verify that your sound drivers are compatible with the latest version of DirectX. Contact your hardware manufacturer to find the latest drivers available. You can check out our Technical Support website’s Driver Update Information Page for links to the most common hardware vendors at us.blizzard.com/support/article/driverupdates.

Game Performance
If you encounter slow or choppy gameplay, there are several game options that you can adjust to improve your system’s performance. These options are accessible via the game menu.

GENERAL TROUBLESHOOTING (MAC)

Most lockups, video problems, and sound problems can be solved by installing the latest available software updates from Apple. You can update all of your video and sound drivers through the operating system: just go to the Apple menu and select “Software Update.” You can find additional troubleshooting instructions at us.blizzard.com/support.

BEFORE YOU BEGIN PLAYING STARCRAFT II

StarCraft II is a completely integrated online experience that allows you to earn achievements and stay connected with friends in both single-player and multi-player game modes through Blizzard’s Battle.net service. Prior to beginning StarCraft II, you must create a free Battle.net account.

If you already have a Battle.net account, you must associate your Battle.net account with your copy of StarCraft II at us.battle.net/login in order to begin playing.

You will be prompted to create or update your Battle.net account after installing StarCraft II, but you can also do so at any time by following the steps listed below under “Creating and Managing Your Battle.net Account.”

Note: If you purchased StarCraft II through the Blizzard website your game key is already associated with the Battle.net account used to purchase the game.

WHAT IS A BATTLE.NET ACCOUNT?
Your Battle.net account is a system that allows you to manage all of your Blizzard games under a single login, download any titles you own, and take advantage of advanced social options.

In StarCraft II, your Battle.net account is used to help you connect with friends also playing the game, track your achievements in single- and multi-player, maintain a public profile, join up with other players for competitive play, and much more.

CREATING AND MANAGING YOUR BATTLE.NET ACCOUNT

To create a Battle.net account, you will need an active Internet connection and a valid e-mail address. For more information about Battle.net accounts, please visit us.battle.net/faq.

To create or manage your Battle.net account, you must choose the option “Create or Manage a Battle.net account” from StarCraft II’s start-up screen, or, using your web browser, navigate to Battle.net’s account Login page, located at us.battle.net/login.

• To create your account, click “Create an Account” on the Account Login page. You’ll be asked to input a valid e-mail address, account details, and contact information.

• Check the e-mail address you inputted in order to confirm your registration. You should receive an e-mail from noreply@battle.net that will enable you to complete the creation of your Battle.net account.

MAC INSTALLATION INSTRUCTIONS

Place the StarCraft II DVD into your DVD-ROM drive. Double-click the StarCraft II DVD icon, and then double-click the Installer application to copy the required game files to your hard drive.

SUPPORTED VIDEO HARDWARE
For a complete list of supported 3D video cards, please visit us.blizzard.com/support/article/SC2supportedvideo.
• To manage your account, input the e-mail address and password of your current Battle.Net account, and click “Log In”. You’ll be taken to the Battle.net Account Home page.

• From the Battle.net Account Home page, you can associate your copy of StarCraft II with your Battle.net account by choosing the option “Add or Upgrade a Game” under the header “Manage My Games”.

• Next locate your StarCraft II game key inside the retail box you purchased. Input the 26-digit game key and click the “Add Game” button.

Once you have completed these steps, you will be able to play StarCraft II wherever you are. You will also be able to download the StarCraft II client by returning to the Account Home page and choosing StarCraft II from the “Manage My Games” menu. You are now ready to play and take advantage of all of the features Battle.net has to offer!

TECHNICAL SUPPORT CONTACTS

WEB SUPPORT
Blizzard Entertainment’s Technical Support website has solutions to the most common game questions and problems. Our Technical Support website is located at us.blizzard.com/support.

E-MAIL SUPPORT
You can e-mail the Technical Support department anytime at techsupport@us.battle.net. Under normal circumstances, you will receive an automated reply within 15 minutes detailing solutions to the most common problems. Typically a second e-mail will be sent to you within 24 hours. This e-mail will contain a more detailed answer to your particular problem or question.

LIVE PHONE SUPPORT
We offer live phone support 7 days a week from 8 a.m. to 8 p.m. Pacific Standard Time (adjusted hours for U.S. holidays may apply). Contact our Technical Support staff by calling us at (949) 955-1382. This form of support carries no fee other than normal long-distance fees from your phone company for calls outside of your local area.

NO GAMEPLAY HINTS WILL BE GIVEN THROUGH THIS NUMBER. Please be sure to consult the Troubleshooting section in this manual before calling Technical Support, and be near your computer if possible while calling.

Note: For updated information about protecting your computer and your Battle.net account, along with answers to commonly asked questions and additional troubleshooting material, go to us.battle.net/security.

GAME HINTS
If you are seeking game tips or additional game information for StarCraft II, please visit us.battle.net/sc.
THE GREAT BETRAYAL

Next Mengsk struck at Tarsonis, the capital of the Confederacy. To Kerrigan’s horror, he had psi emitters placed on the uninfested and densely populated planet. As the zerg descended on Tarsonis, Raynor began to question Mengsk’s sanity: no measure seemed too extreme for Mengsk if it achieved his goals.

This time the protoss fleet’s leader, Executor Tassadar, deployed ground forces in an effort to save the planet. Mengsk ordered Kerrigan to vanquish the protoss. Despite her misgivings, Kerrigan obeyed and ensured that the planet would fall to the zerg Swarm.

Surrounded by zerg, Kerrigan called for evac. However, in a shocking betrayal, Mengsk abandoned Kerrigan and her troops to their fate. Furious, Raynor rushed to Tarsonis in a desperate attempt to save his partner. Yet in spite of his best efforts, he arrived too late.

THE DOMINION AND THE QUEEN OF BLADES

With the destruction of Tarsonis and the collapse of the Confederacy, most terran survivors quickly pledged allegiance to the Sons of Korhal, which had become the primary military force opposing the alien invaders. As planet after planet appealed to the Sons of Korhal for aid, Mengsk announced that a new government, the Terran Dominion, was necessary to protect these worlds. Promising victory over the aliens, he declared himself emperor of the Dominion.

Meanwhile, Jim Raynor struggled with the loss of Sarah Kerrigan as he came to the full realization that he had begun to fall in love with her. Haunted by her death and the many other demons of his past, Raynor stole Mengsk’s flagship, the Hyperion, and resolved to seek justice in Kerrigan’s name.

What Raynor could not have known, was that Sarah Kerrigan was not dead. The Overmind—the supreme consciousness who controlled the zerg—had altered Kerrigan by infecting her with the zerg hyperevolutionary virus. Her subsequent evolution unlocked incredible strength and immeasurably potent psionic abilities. Ultimately she emerged as the Queen of Blades: the Overmind’s loyal servant, an extraordinary entity stripped of human ethics and morality and ruthlessly dedicated to the survival of the Swarm.

Yet the Overmind had suffered a terrible blow: Zeratul, a leader among the protoss’ estranged brethren, the dark templar, killed one of the Overmind’s cerebrates. The zerg brood formerly controlled by the slain lieutenant ran amok and turned against the rest of the Swarm, which was forced to obliterate them.

All was not lost for the zerg, however. When Zeratul killed the cerebrate, he made fleeting telepathic contact with the Overmind. In that moment, the Overmind discovered the location of the protoss homeworld of Aiur. The zerg assaulted Aiur, and although the protoss resisted valiantly, the zerg established a foothold, and the Overmind embedded itself in the planet’s surface.

Joining forces with Jim Raynor, Tassadar rallied the flagging protoss for one final push against their foes, yet protoss forces only weakened the zerg while sustaining heavy losses themselves. In a last desperate gamble, Tassadar channeled the energies of the Aiur protoss, and the outlawed energies of the dark templar through the hull of his ship, the Gantrithor, and steered the vessel on a collision course with the monstrous Overmind.

Tassadar’s brave sacrifice resulted in an explosion that killed the Overmind and threw its minions on Aiur into disarray. The protoss had little cause to rejoice, though, for much of Aiur was left in ruins. Furthermore, the Swarm as a whole was undefeated. Far away on the planet Char, Kerrigan sensed the Overmind’s death and finally grasped the true purpose of her creation. The reign of the Queen of Blades was about to begin.

THE BROOD WAR

AN UNLIKELY ALLY

Even without the Overmind, there was little doubt that the zerg would overrun the remaining protoss on Aiur. The Aiur protoss’ only hope for survival lay in escaping to the dark templar homeworld of Shakuras, where Zeratul offered to shelter the protoss refugees. It was there that the protoss were confronted by Kerrigan, who demanded to speak with the dark templar matriarch, Raszagal.

Kerrigan swore that she was no longer a merciless killer, and notified the protoss that several zerg cerebrates had merged to create a new Overmind. If this Overmind matured and gained control of the Swarm, Kerrigan warned that she would revert to the savage and cruel creature she had been. In order to prevent that from happening, Kerrigan volunteered to help the protoss fight the zerg and the new Overmind. Raszagal accepted Kerrigan’s proposition despite the reservations of Zeratul and others.
UED forces bolstered their strength further and headed to Korhal IV, capital world of the Dominion. After a fierce battle, Directorate forces laid siege to Korhal’s capital city, Augustgrad, forcing Emperor Arcturus Mengsk to contact the UED fleet requesting a parley.

The emperor’s small fleet was surrounded, but while UED forces were preparing to take Mengsk into custody, Jim Raynor arrived in Mengsk’s old battlecruiser, the Hyperion, along with a small protoss fleet. Raynor angrily made it clear that he was rescuing Mengsk only because a mutual acquaintance wanted Mengsk alive. Moments later, Raynor, his protoss allies, and Mengsk had escaped.

The UED persisted in its campaign, moving on to Char to capture the developing Overmind and, through it, seize control of the zerg. Directorate forces overcame the Overmind’s defenses and soon specially trained medics began administering powerful neurostims to pacify the organism. By then Duran had been revealed as a spy working with Kerrigan, but that discovery made little difference: the Overmind was firmly under Directorate control.

DESTRUCTION OF THE PSI DISRUPTER
The UED’s control over the new Overmind and the broods on Char gave the Directorate a decisive advantage over Kerrigan, for a weapon known as the psi disrupter prevented the Queen of Blades from controlling the zerg broods that were not yet under the Overmind’s control. Fortunately for Kerrigan, however, she had foreseen this difficulty and had acted accordingly.

Kerrigan had contacted Jim Raynor from her fortress on the planet Tarsonis. Raynor cared for her before she joined the Swarm, and she knew that on some level he still had feelings for her, even though he distrusted her. Contacting him had therefore involved minimal risk to Kerrigan, and Raynor had made the perfect ambassador between her and the protoss on Shakuras, who had not forgotten Kerrigan’s past manipulations. Once Raynor and the protoss had been willing to listen, she had asked them to rescue Emperor Mengsk and the battle-scarred remnants of the Dominion fleet from the UED’s assault. Galvanized by the threat of an emergent Overmind in the hands of the UED, Raynor had temporarily put aside his hatred of Mengsk and agreed to Kerrigan’s plan.

Once Raynor had rescued Mengsk, Kerrigan assured the emperor that she had no intention of killing him, for she was no longer angry at his betrayal. Victory over the UED, she maintained, was more important than petty grudges.
Despite Zeratul’s reservations, Raszagal convinced him that, for the sake of all protoss, he must do as Kerrigan demanded. In the end, Zeratul obeyed. The dark templar assaulted the UED forces on Char and managed to slay the Overmind along with its cerebrates. As a result, all zerg in the Koprulu sector became subject to Kerrigan’s will once more.

When the mission was completed, Kerrigan asked Raszagal if she wanted to return to her people, but the matriarch said that her only wish was to serve Kerrigan. In that moment, Zeratul realized that Kerrigan had long ago enslaved and corrupted Raszagal’s mind.

After their defeat, the remains of the Directorate fleet had fled from the planet Char. Zeratul and the other dark templar circumvented Kerrigan’s defenses and rescued their matriarch. They had yet to realize that Raszagal’s mental enslavement could not be undone.

Before the dark templar could escape with Raszagal, the zerg surrounded Zeratul’s base and attacked. As Kerrigan and her minions closed in, Zeratul cursed Kerrigan bitterly and, rather than let the zerg recapture Raszagal, dealt the matriarch a mortal blow. In her last moments, she thanked him for freeing her from Kerrigan’s influence.

Ravaged by grief and guilt, Zeratul vowed he would avenge the matriarch’s fall.

A FAR GREATER POWER

Upon leaving Char, Zeratul and the dark templar investigated protoss power signatures on an uncharted moon nearby. There they found several stasis cells containing protoss and zerg. Further investigation revealed that Samir Duran was using genetic manipulation in an unholy attempt to create the hybrid: creatures with mixed zerg and protoss DNA.

Most disturbing of all, however, was the fact that Duran’s attempts were proving successful.
Unmoved by Zeratul’s disgust, Duran revealed that he served a power far greater than Kerrigan and that the creation of the hybrid was the last step in a vast cycle that was approaching its end. Duran claimed that the hybrid, who were scattered on a thousand different worlds, were on the verge of completing their development, and they would change the universe forever when they awoke.

KERRIGAN’S ASCENSION

For a brief time thereafter, Kerrigan was sorely challenged. Duran had inconveniently disappeared; the orbital platform from which she watched over Char was under attack; and most of her forces were still on the planet surface. Arcturus Mengsk had scraped together a new fleet, and a gleaming armada of protoss ships from Shakuras had warped in as well. Last but not least, Directorate forces were stubbornly intent upon defeating the woman who had manipulated and humiliated them.

Yet the Queen of Blades proved to be too powerful a foe as she unleashed her full wrath upon her enemies. Facing imminent defeat, Mengsk withdrew early in the battle. He told Kerrigan to watch her back because he would be lying in wait for her, ready to strike when she inevitably made a mistake.

Nor did the forces composed of Aiur protoss and dark templar retreat without a parting word, declaring that they would never forget the death of Raszagal. They too would be watching Kerrigan.

At last it became clear that the UED fleet could not hope to overcome Kerrigan at her full strength. For her amusement, Kerrigan allowed the fleet to flee in the direction of Earth, giving it a reasonable head start before she sent the Swarm after them.

Kerrigan’s forces soon overtook the UED fleet and tore it apart. Not one of the fleet’s ships would reach Earth to report the events that had taken place in the Koprulu sector.

Aftermath

The Queen of Blades has not grown complacent in the wake of her victory. She continues to keep watch over the Swarm from Char. The Brood War showed her to be more powerful than anyone could have imagined: she is truly the dominant force in the Koprulu sector. However, for the last four years the Swarm’s initial, merciless expansion has been replaced with a foreboding silence.

There is only speculation about what Kerrigan has been doing for the last four years, as no scouting expeditions to zerg-occupied planets have lived to report what they witnessed. Many believe that the zerg are building their strength and engineering new organisms before going on the offensive again. Some contend that Kerrigan is staying her hand due to some lingering shred of humanity, but those who have encountered the savage fury of the Queen of Blades suspect that this is merely wishful thinking.

The Aiur protoss have been struggling to recover from the loss of their homeworld, while attempting to reunify their society with the dark templar living on Shakuras. It has been a difficult transition for both sides, and the name of Raszagal has been invoked more than once to keep the peace. Interacting with the dark templar and the xel’naga technology on Shakuras has also led to many new developments as the protoss prepare themselves for continuing the war with the zerg.

Memories of Raszagal have plagued Zeratul, and he was deeply disturbed by his encounter with Samir Duran. For years he kept to himself, racked with guilt and sorrow, until a valiant terran archaeologist in need of Zeratul’s aid sought him out and convinced him to emerge from his self-imposed exile. Since then, Zeratul has uncovered a revelation somehow related to the xel’naga, creators of both the zerg and the protoss. He has been seeking additional clues to unravel the mystery.

Arcturus Mengsk and his forces initially returned to Korhal to regroup. His first order of business was to rebuild the Terran Dominion. In Kerrigan he has found a new target for revenge. The Dominion has risen once again to become the most powerful force among the terran factions, having taken over almost all of the original Confederate worlds.

The UED expeditionary fleet was shattered during the Brood War and now only a few isolated pockets of survivors remain hidden in the Koprulu sector.

Jim Raynor has led a resistance movement known as Raynor’s Raiders against the spreading power of the Dominion, but over the years it has been a losing battle. Arcturus Mengsk has used his greatest weapons—the media and propaganda—to marginalize Raynor’s efforts. Now Raynor seems to be losing faith, drinking heavily and haunted by the ghosts of his past.

Those who know Jim Raynor best have been saying that there is one part of him that won’t rest until Sarah Kerrigan is dead...

...and another part of him that refuses to let her go.
STARCAST® II: WINGS OF LIBERTY™
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7. No Transfer or Sublicense. THE GAME IS LICENSED, NOT SOLD. NEITHER THE GAME NOR THE LICENSE GRANTED IN SECTION 1 MAY BE SUBLICENSED OR TRANSFERRED TO ANY OTHER PERSON OR ENTITY, AND ANY ATTEMPT TO DO SO SHALL BE NULL AND VOID. If a court of competent jurisdiction finds the foregoing sentence to be unenforceable, you agree that you will call Blizzard Customer Service at 1-800-592-5499 to arrange for the transfer of your rights under this Agreement to another person with a valid Battle.net account; provided, however, that Blizzard may charge a processing/handling fee to facilitate the transfer, issue a unique key to the transferee, and remove the preexisting key from the Battle.net account registered to you.

8. Consent to Monitor. WHEN RUNNING, THE GAME MAY MONITOR YOUR COMPUTER’S RANDOM ACCESS MEMORY (RAM) FOR UNAUTHORIZED THIRD PARTY PROGRAMS RUNNING CONCURRENTLY WITH THE GAME, AN “UNAUTHORIZED THIRD PARTY PROGRAM” AS USED HEREIN SHALL BE DEFINED AS ANY THIRD PARTY SOFTWARE PROHIBITED BY SECTION 2. IN THE EVENT THAT THE GAME DETECTS AN UNAUTHORIZING THIRD PARTY PROGRAM, THE GAME MAY (a) COMMUNICATE INFORMATION BACK TO BLIZZARD, INCLUDING WITHOUT LIMITATION YOUR ACCOUNT NAME, DETAILS ABOUT THE UNAUTHORIZED THIRD PARTY PROGRAM DETECTED, AND THE TIME AND DATE; AND/OR (b) EXERCISE ANY OR ALL OF ITS RIGHTS UNDER THIS AGREEMENT, WITH OR WITHOUT PRIOR NOTICE TO THE USER.

9. Termination. This License Agreement is effective until terminated. You may terminate this License Agreement at any time by providing notice to Blizzard customer service via email at support@blizzard.com, at which time Blizzard will remove your license to use the Game from the Account. Blizzard may terminate this Agreement at any time for any reason or no reason. Upon termination, all licenses granted herein shall immediately terminate and you must promptly remove the Game from your hard drive.

10. Export Controls. The Game may not be re-exported, downloaded or otherwise exported into (or to a national or resident of) any country to which the U.S. has embargoed goods, or to anyone on the U.S. Treasury Department’s list of Specially Designated Nationals or the U.S. Commerce Department’s Table of Denial Orders. You represent and warrant that you are not located in, under the control of, or a national or resident of any such country or on any such list.

11. Patches and Updates. Blizzard may deploy or provide patches, updates and modifications to the Game that must be installed for you to continue to play the Game. Blizzard may update the Game remotely, including without limitation the Game residing on your machine, without your knowledge, and you hereby grant to Blizzard your consent to deploy and apply such patches, updates and modifications.

12. Duration of the “On-line” Component. The Game is capable of both offline and online player modes, both of which require that you obtain authorized access to the Service. You understand and agree that the Service is provided by Blizzard at its discretion and may be terminated or otherwise discontinued by Blizzard pursuant to the Terms of Use.

13. Limited Warranty. THE GAME IS PROVIDED “AS IS” WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION ANY IMPLIED WARRANTIES OF CONDITION, UNINTERRUPTED USE, MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NONINFRINGEMENT. The entire risk arising out of use or performance of the Game remains with the user. Notwithstanding the foregoing, Blizzard warrants up to and including ninety (90) days from the date of your purchase of the Game that the media on which the Game was distributed shall be free from defects in material and workmanship. In the event that such media proves to be defective during that time period, and upon presentation to Blizzard of proof of purchase of the defective media, Blizzard will at its option (a) correct any defect, (b) provide you with a similar product of similar value, or (c) refund your money. THE FOREGOING IS YOUR SOLE AND EXCLUSIVE REMEDY FOR THE EXPRESS WARRANTY SET FORTH IN THIS SECTION. Some states do not allow the exclusion or limitation of implied warranties, so the above limitations may not apply to you.

14. Limitation of Liability, Indemnity. NEITHER BLIZZARD NOR ITS PARENT, SUBSIDIARIES OR AFFILIATES SHALL BE LIABLE IN ANY WAY FOR ANY LOSS OR DAMAGE OF ANY KIND ARISING OUT OF THE GAME OR ANY USE OF THE GAME, INCLUDING WITHOUT LIMITATION LOSS OF DATA, LOSS OF GOODWILL, WORK STOPPAGE, COMPUTER FAILURE OR MALFUNCTION, OR ANY AND ALL OTHER DAMAGES OR LOSSES. NEITHER BLIZZARD NOR ITS PARENT, SUBSIDIARIES OR AFFILIATES SHALL BE LIABLE IN ANY WAY FOR ANY LOSS OR DAMAGE TO ACCOUNTS, DATA OR FILES, OR PRIVILEGS OR RIGHTS CONFERRED BY THE GAME AND/ OR THE SERVICE. BLIZZARD SHALL NOT BE RESPONSIBLE FOR ANY INTERRUPTIONS OF SERVICE, INCLUDING WITHOUT LIMITATION ISP DISRUPTIONS, SOFTWARE OR HARDWARE FAILURES, OR ANY OTHER EVENT WHICH MAY RESULT IN A LOSS OF DATA OR DISRUPTION OF SERVICE. IN NO EVENT WILL BLIZZARD BE LIABLE TO YOU FOR ANY INDIRECT, INCIDENTAL, SPECIAL, EXEMPLARY OR CONSEQUENTIAL DAMAGES. In no event shall Blizzard’s liability, whether arising in contract, tort, strict liability or otherwise, exceed (in the aggregate) the total fees paid by you to Blizzard during the six (6) months immediately prior to the time such claim arose. You agree to defend, indemnify and hold Blizzard harmless from any claim, liability, loss, injury, damage, cost or expense (including reasonable attorneys’ fees) incurred by Blizzard arising out of or from (a) your use of the Game; (b) your violation of any provision of this Agreement (including without limitation any violation of the representations and warranties set forth in Section 3(b)); and/or (c) your creation, distribution or use of Modified Maps or other content created or edited using the Map Editor. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations may not apply to you.

15. Equitable Remedies. You hereby agree that Blizzard would be irreparably damaged if the terms of this License Agreement were not specifically enforced, and therefore you agree that Blizzard shall be entitled, without bond, other security, or proof of damages, to appropriate equitable remedies with respect to breaches of this License Agreement, in addition to such other remedies as Blizzard may otherwise have available to it under applicable laws. In the event any litigation is brought by either party in connection with this License Agreement, the prevailing party in such litigation shall be entitled to recovery from the other party all the costs, attorneys’ fees and other expenses incurred by such prevailing party in the litigation.
16. Changes to the Agreement and/or Game. Blizzard may replace this Agreement with new versions (each a “New EULA”) over time as the Game and the law change. This Agreement will terminate immediately upon the introduction of a New EULA, and you will be given an opportunity to review and accept the New EULA. If you accept the New EULA, and if the Account registered to you remains in good standing, you will be able to continue playing the Game subject to the terms of the New EULA. If you decline to accept the New EULA, or if you cannot comply with the terms of the New EULA for any reason, you will no longer be permitted to play the Game. New EULAs will not be applied retroactively. Blizzard may change, modify, suspend, or discontinue any aspect of the Game at any time. Blizzard may also impose limits on certain features or restrict your access to parts or all of the Game without notice or liability.

17. Dispute Resolution and Governing Law.

a. Informal Negotiations. To expedite resolution and control the cost of any dispute, controversy or claim related to this License Agreement (“Dispute”), you and Blizzard agree to first attempt to negotiate any Dispute (except those Disputes expressly provided below) informally for at least thirty (30) days before initiating any arbitration or court proceedings. Such informal negotiations commence upon written notice from one party to the other. Blizzard will send its notice to your billing address and email you a copy to the email address you have provided to us. You will send your notice to Blizzard Entertainment, Inc., P.O. Box 18979, Irvine CA 92623, attn: Legal Department.

b. Binding Arbitration. If you and Blizzard are unable to resolve a Dispute through informal negotiations, either you or Blizzard may elect to have the Dispute (except those Disputes expressly excluded below) finally and exclusively resolved by binding arbitration. Any election to arbitrate by one party shall be final and binding on the other. YOU UNDERSTAND THAT ABSENT THIS PROVISION, YOU WOULD HAVE THE RIGHT TO SUE IN COURT AND HAVE A JURY TRIAL. The arbitration shall be commenced and conducted under the Commercial Arbitration Rules of the American Arbitration Association (“AAA”) and, where appropriate, the AAA Supplementary Procedures for Consumer Related Disputes (“AAA Consumer Rules”), both of which are available at the AAA website www.adr.org. The determination of whether a Dispute is subject to arbitration shall be governed by the Federal Arbitration Act and determined by a court rather than an arbitrator. Your arbitration fees and your share of arbitrator compensation shall be governed by the AAA Rules and, where appropriate, limited by the AAA Consumer Rules. If such costs are determined by the arbitrator to be excessive, Blizzard will pay all arbitration fees and expenses. The arbitration may be conducted in person, through the submission of documents, by phone or online. The arbitrator will make a decision in writing, but need not provide a statement of reasons unless requested by a party. The arbitrator must follow applicable law, and any award may be challenged if the arbitrator fails to do so. Except as otherwise provided in this License Agreement, you and Blizzard may litigate in court to compel arbitration, stay proceeding pending arbitration, or to confirm, vacate or enter judgment on the award entered by the arbitrator.

c. Restrictions. You and Blizzard agree that any arbitration shall be limited to the Dispute between Blizzard and you individually. To the full extent permitted by law, (1) no arbitration shall be joined with any other; (2) there is no right or authority for any Dispute to be arbitrated on a class-action basis or to utilize class action procedures; and (3) there is no right or authority for any Dispute to be brought in a purported representative capacity on behalf of the general public or any other persons.

d. Exceptions to Informal Negotiations and Arbitration. You and Blizzard agree that the following Disputes are not subject to the above provisions concerning informal negotiations and binding arbitration: (1) any Disputes seeking to enforce or protect, or concerning the validity of, any of your or Blizzard’s intellectual property rights; (2) any Dispute related to, or arising from, allegations of theft, piracy, invasion of privacy or unauthorized use; and (3) any claim for injunctive relief.

e. Location. If you are a resident of the United States, any arbitration will take place at any reasonable location convenient for you. For residents outside the United States, any arbitration shall be initiated in the County of Los Angeles, State of California, United States of America. Any Dispute not subject to arbitration (other than claims proceeding in any small claims court), or where no election to arbitrate has been made, shall be decided by a court of competent jurisdiction within the County of Los Angeles, State of California, United States of America, and you and Blizzard agree to submit to the personal jurisdiction of that court.

18. Governing Law. Except as otherwise set forth herein, this License Agreement shall be governed by, and will be construed under, the Laws of the United States of America and the law of the State of Delaware, without regard to choice of law principles. The application of the United Nations Convention on Contracts for the International Sale of Goods is expressly excluded. For our customers who purchased a license to the Game in, and are a resident of Canada, other laws may apply if you choose not to agree to arbitrate as set forth above; provided, however, that such laws shall affect this Agreement only to the extent required by such jurisdiction. In such a case, this Agreement shall be interpreted to give maximum effect to the terms and conditions hereof. Those who choose to access the Service from locations outside of the United States and Canada do so on their own initiative and are responsible for compliance with local laws if and to the extent local laws are applicable.

19. Severability. You and Blizzard agree that if any portion of Section 17 is found illegal or unenforceable (except any portion of 17(d)) that portion shall be severed and the remainder of the Section shall be given full force and effect. If Section 17(d) is found to be illegal or unenforceable then neither you nor Blizzard will elect to arbitrate any Dispute falling within that portion of Section 17(d) found to be illegal or unenforceable and such Dispute shall be decided by a court of competent jurisdiction within the County of Los Angeles, State of California, United States of America, and you and Blizzard agree to submit to the personal jurisdiction of that court.

20. Miscellaneous. This License Agreement constitutes and contains the entire agreement between the parties with respect to the subject matter hereof and supersedes any prior oral or written agreements, provided, however, that this Agreement shall coexist with, and shall not supersede, the Terms of Use. To the extent that the provisions of this Agreement conflict with the provisions of the Terms of Use, the conflicting provisions in the Terms of Use shall govern. The provisions of Sections 2-7, 10 and 12-20 shall survive the termination of this Agreement for any reason. If any provision of this Agreement is found to be unenforceable, that provision shall be severed and the remainder of the Agreement shall be given full force and effect.

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