

Platform: PC (Windows only)
DRM: DRM Free
Digital Distributor: Polytron Corp / Humble Store

Developer: Polytron Corporation
Publisher: Polytron Corporation

RYG's VERDICT

89% **WORTH SUPPORTING**
85% and above

1. Product Info

Note: Fez was bought directly through Polytron's official website, which utilised the Humble Store payment / distribution system.

See Also: System specs on Fez can be found on GOG and on Steam.

Looking at how much information is provided on Fez on its website and through a distributor prior and on release.

- ✓ Fez (PC Win) released globally on 01.05.2013
- ✓ Released DRM Free on 01.05.2013
- ✓ Manual and Readme provided with the game
- ✓ EULA and Privacy Policy not required
- ✓ All game-related information can be found on polytroncorporation.com

- ✗ Fez released after the sale of its console version
- ✗ Available only on Windows
- ✗ Minimum and recommended specs not provided on developer's website
- ✗ No demo

2. Digital Download

Note: Fez is priced in USD via the Humble Store. Can use Paypal and will reconfirm final payment / purchase.

Note: Users will have the option to create a Humble Bundle / Store account and link their game to it (or download via their email link).

See Also: [Disclaimer of Warranties](#); [Liability Limitations and Indemnity within Humble Bundle's Terms of Service \(TOS\)](#)

Looking at The Humble Store / Direct From The Developer as a digital distributing service for PC games.

- ✓ Fez sold at one, global price
- ✓ Available worldwide through polytroncorporation.com/buy-fez
- ✓ Download / Client Manager is not required
- ✓ Released DRM Free on 01.05.2013
- ✓ User account creation is optional; minimal details required
- ✓ Free and unlimited access and downloads after purchase
- ✓ Can backup purchased games "offline" (e.g. external or optical drives)

- ✗ Minimum and recommended specs not provided
- ✗ Warranties waived (excluding physical merchantability warranties)
- ✗ Cover waived against any unforeseeable damages, disruptions of service

3. Privacy Policy & EULA

Looking at Fez's Privacy Policy and End User License Agreement.

- ✓ EULA / TOS as well as The Privacy Policy is not required for Fez

4. Setup / Install

Note: Downloading and Installing Fez will take ~400Mb.

Note: Config and Savegame locations are found under the / AppData/Roaming/Fez folder.

Looking at how Fez is installed on Windows PCs only.

- ✓ Custom installation options are provided
- ✓ All files are installed within folders designated by users
- ✓ All game files installed within folders designated by users
- ✓ Currently-executing background services won't interfere with installation
- ✓ Error-free installation
- ✓ Installation completed within 10 minutes
- ✗ No installation logs of files and registry keys

5. Updates / Patching

Looking at how Fez is patched prior and after gameplay.

- ✓ Can play the game unpatched (Fez released as version 1.04)
- ✓ Details of patches provided via. a Readme just after installation of Fez.

6. DRM & Activation

Note: Fez will not connect to any server(s) before and during gameplay.

Looking at the DRM-Free nature of Fez and its effects on Windows PCs only.

- ✓ Firewall and AV settings aren't modified
- ✓ User account not required
- ✓ Can play single-player game offline (Internet connection not required)
- ✓ No hardware activations
- ✓ Unlimited installations
- ✓ Activation is simple and hassle-free

7. Gameplay Experience

Note: Fez will have issues launching on Laptops bearing Intel HD Graphics. This can be solved in the interim by updating the drivers. (via. [Support](#))

Looking at the gameplay aspects of Fez and how it interacts with PC Windows.

- ✓ Can play on minimum specs
- ✓ Can play a backup copy of the game
- ✓ Disc not required for gameplay
- ✓ Suitable options to modify video settings (resolution only)
- ✓ Can customise controls keyboard controls
- ✓ Can play with Xbox 360 console controller
- ✓ Can play in windowed mode
- ✓ Can play offline

Note: Config and Savegame locations are found under the / AppData/Roaming/Fez folder.

8. PC Checkup

- ✓ Won't "phone home"
- ✓ Can play without connectivity issues on an ADSL connection
- ✓ Can play error-free for more than 5hrs
- ✓ Won't interfere with services and background software
- ✓ Will resume at the last checkpoint
- ✓ Can play on more than one PC simultaneously
- ✓ Can modify savegame and/or ini file
- ✓ No DRM or monitoring services running in the background

Looking at whether Fez will modify certain PC settings without users permission / consent.

- ✓ PC clean after scanning for viruses
- ✓ PC clean after scanning for malware and spyware
- ✓ PC clean after scanning for rootkits
- ✓ HOSTS wasn't modified
- ✓ Played Fez without major errors
- ✓ Start-up settings remain unaltered
- ✓ No DRM / monitoring services running in the background after shutting down
- ✓ System configuration files remain unaltered

9. Removal Uninstall

Note: Fez won't install any registry keys and game files are contained in the game folder as specified by users.

Looking at how clean, efficient and effective the removal process is for Fez (How much legacy material is there after the removal of Fez?)

- ✓ Direct uninstallation shortcut provided
- ✓ Savegames retained
- ✓ Clean uninstallation

10. Customer Support

Note: RYG's main issue was launching Fez on a laptop supporting **Intel HD Graphics**. The solution, which had worked, was to update the drivers as Fez was supported only on systems with OpenGL 3.0 compatibility.

Looking at the customer support side of Fez through Polytron Corporation.

- ✓ Customer service / support found in one place at getsatisfaction.com/polytron
- ✓ Polytron's support page is easy to use and navigate
- ✓ Searching on Polytron's support page is direct and quick
- ✓ Info is easy to read and understand
- ✓ Customer services is quick to respond within 24 hours
- ✓ Customer service will resolve issues within 24 hours
- ✓ Tone and language used is warm, inviting and personable
- ✓ Focused on understanding problems and providing an effective solution
- ✓ Options provided for giving feedback on the service of customer support

RYG's VERDICT

89%

WORTH SUPPORTING

85% and above

SHOWS PROMISE & POTENTIAL

Between 65% and 84%

BARGAIN BIN MATERIAL

64% and below

Indie developers opting to use the Humble Store as its payment gateway / distribution service for PC games will find it easy for their customers who wish to support them directly. Being DRM Free in the purest sense helped Fez, particularly with its (lack of) legal documentation that would usually affect scores on other DRM Free games we've evaluated. Still, Fez is a game worth supporting on the PC for its ease, accessibility and playability.



Colophon

This analysis of Fez was compiled by Lisa and Martin Pham. Typeface used is ITC Stone Sans. RYG thanks Anna Henriksson, **Josh Bush**, **Ethan Lee**, **Adam Ames** and **David Hatch** for their insights and suggestions in the design of this analysis. Fez was bought with RYG funds through Pol-ytron Corporation.

Disclaimer

These analyses are only a guide and represent RYG's perspective into Fez as a product. We believe everyone should perform their own research and reach their own conclusions. This is one view of many, we hope. Again, we thank you for taking the time to read our analysis of Fez and hope you continue to support our work.

RYG is a user research and design studio for video game developers and publishers. Our focus is planning and designing games with a gamers'-first mentality through user and product research. RYG is led by a husband-and-wife team of Lisa and Martin Pham. RYG is operated in the heart of Sydney.

RYG Analysis: Fez
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