

# ADOBE STUDENT LICENSING OPTION

**Q: Who is eligible to purchase under the Adobe Student Licensing Option?**

**A:** The Adobe Student Licensing Option is only available to institutions of higher education in the United States and Canada that have active CLP 4.0 or CLP 4.5 memberships with Adobe. These institutions must sign a Schedule D Student Licensing Enrollment Form to be eligible to order under the Adobe Student Licensing Option.

**Q: Who do we contact to sign a Schedule D Student Licensing Enrollment Form and begin ordering?**

**A:** Higher education institutions that are currently active CLP 4.0 or 4.5 members should contact their Adobe Authorized Education Reseller for help with signing up and placing orders through the Adobe Student Licensing Option Program. Institutions that are not yet CLP 4.0 or 4.5 members may learn more about CLP and enroll online at [www.adobe.com/aboutadobe/openoptions/clp.html](http://www.adobe.com/aboutadobe/openoptions/clp.html). CLP membership must be active before the Schedule D Student Licensing Enrollment Form can be signed. Be sure to provide (1) your CLP membership number and (2) your Adobe End-User ID when you place an order. Resellers must have this information to ensure that the points are accurately credited to your CLP membership.

**Q: Do we earn points toward our CLP discount level when software is ordered through the Adobe Student Licensing Option?**

**A:** Yes. Every purchase you make through the Adobe Student Licensing Option adds points to your CLP membership, which may improve the discount level for your institution. For example, an order of 25 units of Creative Suite at 400 points per unit, multiplied by 25 licenses, would give you 10,000 points. A substantial student licensing order such as this could help your institution improve its discount level.

**Q: How do we distribute the software licenses to our students, faculty and staff?**

**A:** The Adobe Authorized Education Reseller designated by the institution will receive one license and one CD per unit of product ordered. Each CD has a unique product coupon code. Once the student, faculty or staff member has received the license and CD, they must log in to a dedicated Adobe website to register the license and unlock the software.

**Q: Can software purchased through the Adobe Student Licensing Option be upgraded?**

**A:** Yes. Students are eligible to purchase the commercial upgrade for the product upon graduation. If they are still students, they must also purchase a separate copy of the new product through the Adobe Student Licensing Option.

**Q: Are there any restrictions on student, faculty and staff purchases of software through the Adobe Student Licensing Option?**

**A:** Yes. Students, faculty and staff may only purchase one (1) copy of a particular product within a 12-month period. They may only purchase products for their own personal use and may not resell or distribute the product.

**Q: Are students, faculty or staff who receive the product entitled to support from Adobe?**

**A:** Yes. They are provided with access to two types of support:

- Installation support—contact Adobe Customer Service, toll free, at 800-833-6687
- Coupon redemption support—email an inquiry to [custservice@adobe.studentlicensing.com](mailto:custservice@adobe.studentlicensing.com)

**Q: May we distribute the software licenses we purchase through the Adobe Student Licensing Option to our faculty and staff?**

**A:** Yes. Faculty and staff are now eligible to purchase under the Adobe Student Licensing Option.

**Q: Is there a minimum order/reorder quantity?**

**A:** No. There is no minimum order quantity for products purchased under the Adobe Student Licensing Option. All student licensing orders can be at any quantity for titles offered under the program.

**Q: What responsibility do students, faculty and staff have after they receive their software?**

**A:** Students, faculty and staff that obtain an Adobe education product under the student licensing program from your institution are responsible for registering the product through a dedicated Adobe website. The website address and unique product coupon code are provided on the CD media. Registration provides students, faculty and staff with a unique serial number, which activates a license to use the product. The license is personal to the individual, not the institution.

**Q: What happens if a student, faculty or staff member loses or misplaces his or her serial number?**

**A:** Students, faculty and staff can send an inquiry via email to [custservice@adobe.com](mailto:custservice@adobe.com). They should include their name, address, school name, coupon code (found inside the product box) and the name of the Adobe product in question. A response will be sent via email within one to two business days.

**Q: What are the discount levels?**

**A:** There is only one discount level under the Adobe Student Licensing Option, regardless of the number of products purchased or your institution's CLP discount level. However, your institution does earn points toward its CLP discount level for all software ordered through the Adobe Student Licensing Option.

**Q: How does the Adobe Student Licensing Option differ from traditional retail sales in outlets such as the campus bookstore?**

**A:** The Adobe Student Licensing Option is designed to compliment the standard academic resale program that lets educational institutions provide Adobe shrink-wrapped software to students, faculty and staff through their campus reseller. The Adobe Student Licensing Option allows institutions to make a bulk purchase of select Adobe software, which it can then resell or otherwise distribute to students for use in coursework.

**Q: Can we return any unused software licenses that we purchase through the Adobe Student Licensing Option?**

**A:** Adobe only allows returns for previous-version products purchased through the Adobe Student Licensing Option at the time of a new product release. Returns are subject to the following terms:

- Returns are allowed on previous-version product only, after the new version has begun shipping
- Previous-version product being returned must have been purchased within 75 days of new version First Customer Ship (FCS) date
- Returns must be received by Adobe no later than 45 days after FCS date (customers should contact their resellers immediately following FCS to meet this deadline)
- At the time of return, an Adobe software license purchase of equal or greater value must be made

