

# ADOBE STUDENT LICENSING OPTION

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

**A:** The Student Licensing Option is available only 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 to be eligible to order under the Student Licensing Option.

**Q: Who do we contact to sign a Schedule D Student Licensing Enrollment 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 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). The membership must be active before the Schedule D Student Licensing Enrollment 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 Student Licensing Option?**

**A:** Yes. Every purchase you make through the Student Licensing Option adds points to your CLP membership, which may improve the discount level for your school. 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?**

**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 has received the license and CD, the student simply logs in to a dedicated Adobe website to register the license and unlock the software.

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

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

**Q: Are there any restrictions on student purchases of software through the Student Licensing Option?**

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

**Q: Are students who receive the product entitled to support from Adobe?**

**A:** Yes. Students 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 Student Licensing Option to our faculty and staff?**

**A:** No. Only students are eligible to purchase software through the Student Licensing Option. Faculty and staff may purchase Adobe education priced software through the campus bookstore or other traditional retail channels.

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

**A:** Yes, currently the initial minimum order quantity for all available products is 25 units per purchase. You may purchase a combination of products and platforms (Macintosh/Windows) to meet this minimum. After an initial minimum order of 25 units has been placed, any additional orders may be placed in one (1) unit increments. Product availability and minimum orders are subject to change.

**Q: What responsibility do students have after they receive their software?**

**A:** Each student who obtains an Adobe education product from your institution through the Student Licensing Option is responsible for registering the product through a dedicated Adobe website. The website address and a special coupon number are provided on the CD media. Registration provides the student with a unique serial number, which activates a license to use the product. The license is personal to the student and not the institution.

**Q: What happens if a student loses his or her serial number?**

**A:** Students 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 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 Student Licensing Option.

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

**A:** The Student Licensing Option is designed to complement the standard academic resale program that lets educational institutions provide Adobe shrink-wrapped software to students and faculty through their bookstores. The Student Licensing Option requires that the institution 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 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.

**Adobe****Adobe Systems Incorporated**345 Park Avenue  
San Jose, CA 95110-2704  
USA[www.adobe.com](http://www.adobe.com)

\*Note: All references to "sales," "selling," "purchase," "buy," and so on mean sales of licenses. All references to "price," "pricing," and so on mean license fees. ADOBE PRODUCTS ARE LICENSED, NOT SOLD. SINCE THE SOFTWARE LICENSES ARE DISTRIBUTED THROUGH CHANNEL PARTNERS, ADOBE CANNOT AND DOES NOT GUARANTEE THAT ANY END USER WILL RECEIVE ANY PARTICULAR DISCOUNT(S). ACTUAL LICENSE FEES FOR EACH END USER ARE DETERMINED BY THE ADOBE LICENSE CENTER OR OTHER CHANNEL ENTITY.

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