

ADOBE STUDENT AND TEACHER LICENSING PROGRAM FOR HIGHER EDUCATION

Q: Who is eligible to purchase under the Adobe Student and Teacher Licensing Program?

A: The Adobe Student and Teacher Licensing Program for higher education is available only to institutions of higher education in the United States and Canada that have active CLP 4.5 or 5 memberships with Adobe. These institutions must sign a Schedule D Student and Teacher Licensing Enrollment Form to be eligible to order under the Student and Teacher Licensing Program.

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

A: Higher education institutions that are currently active CLP 4.5 or 5 members should contact their Adobe Authorized Education Reseller for help with registering for and placing orders through the Adobe Student and Teacher Licensing Program. Institutions that are not yet CLP 5 members may learn more about CLP and enroll online at www.adobe.com/aboutadobe/openoptions/clp.html. CLP membership must be active before the Schedule D Student and Teacher Licensing Enrollment Form can be signed. Be sure to provide (1) your CLP membership number and (2) your Adobe 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 and Teacher Licensing Program?

A: Yes. Every purchase you make through the Student and Teacher Licensing Program adds points to your CLP membership, which may improve the discount level for your institution. For example, an order of 35 units of Master Collection at 600 points per unit (35 units x 600 points) and 60 units of Web Premium at 350 points per unit (60 units x 350 points) would give you an order total of 42,000 points. A substantial student and teacher licensing order such as this could help your institution improve its overall CLP discount level.

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

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

Q: Can software purchased through the Adobe Student and Teacher Licensing Program be upgraded?

A: Upgrade pricing is not available through Adobe's current education programs. If a product version changes, however, current students, faculty, and staff may purchase the new version to continue to take advantage of the spectacular discounts offered in this program. If a student has graduated and is no longer eligible for education discounts, he or she may purchase a standard commercial upgrade of the new version.

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

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

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

A: Yes. They receive access to two types of support:

- Installation support, by contacting Adobe Customer Service, toll free, at 800-833-6687
- Coupon redemption support, by emailing an inquiry to custservice@adobe.studentlicensing.com

Q: May we distribute the software licenses we purchase through the Student and Teacher Licensing Program to our faculty and staff?

A: Yes. Faculty and staff are now eligible to purchase under the Student and Teacher Licensing Program.

Q: Is there a minimum order/reorder quantity?

A: No. There is no minimum order quantity for products purchased under the Student and Teacher Licensing Program. All student and teacher licensing orders can be at any quantity of titles offered under the program.

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

A: Students, faculty, and staff who obtain software under the Student and Teacher Licensing Program from your institution are responsible for registering the software 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 software recipient loses his or her serial number?

A: Students, faculty, and staff can send an inquiry via email to 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 and Teacher Licensing Program, 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 program.

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

A: The Student and Teacher Licensing Program is designed to complement the standard academic resale program that lets educational institutions provide Adobe shrinkwrapped software to students, faculty, and staff through their campus reseller. The Student and Teacher Licensing Program allows institutions to make a bulk purchase of select Adobe software, which it can then resell or otherwise distribute to students, faculty, and staff.

Q: Can we return any unused software licenses that we purchase through the Adobe Student and Teacher Licensing Program?

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

- Returns are allowed on previous-version software only, after the new version has begun shipping.
- Previous-version software being returned must have been purchased within 75 days of the new version First Customer Ship (FCS) date.
- Returns must be received by Adobe no later than 45 days after the FCS date (customers should contact their reseller 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.



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The information in this guide is for your reference only and does not describe full requirements for setting up the Adobe Student and Teacher Licensing Program on your campus.

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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