



Adobe FAQs

1. What is the expected delivery time for my order?

- 5-7 business days from the day we receive your student verification (Adobe requires a photocopy of your student ID and/or one of the following pieces of ID). Valid academic proof may consist of a current, valid, school issued student or faculty/staff ID, or a current, valid, photo ID such as a drivers license, accompanied by some proof of the individual's employment or enrollment at a qualifying academic institution such as a recent report card, a current class schedule, a recent tuition bill or a recent pay stub. Of course, in the cases of tuition bills or pay stubs, all dollar amounts may be hidden.

2. You will order one item, however, two items will appear on your invoice.

- There is a license which allows you the right to use the program and the installation CD to actually install the program on your computer.

3. Why do I get two shipment notifications for my order and why does the license say it's backordered?

- The license and media disc are processed as two separate items and we send notification as each piece of your order is completed.
- The license confirmation will say "backordered". You will receive everything you need to install your program when you receive the physical CD.

4. Will this be delivered as a download or a physical disc?

- Adobe delivers all student/personal software in the form of a physical disc.

5. My program won't install.

- If you have any previous versions or a trial version of the program you are attempting to install on your computer they need to be completely removed before you can install the new copy.

6. Why does the license say "call for availability"?

- The license is a non-tangible item. Anything that is not physically stocked in our warehouse will say "call for availability".

7. What do L3, CLP and "points" mean?

- These are things that identify the license program that students at your school are eligible to purchase. These terms are uniform across the student page and don't affect your order in any way.