



Customer Name:
Date:

Letter of Software Destruction

Dear Customer,

You have recently requested a refund for the purchase price of an Adobe product.

This letter confirms that upon your receipt of the refund, your license for the Adobe Product will immediately be terminated or cancelled. Please be advised that you must now delete the Adobe Product from your computer and all copies made from the Adobe Product must be destroyed. You may not give away, donate or otherwise distribute the Adobe Product or copies of the product to anyone else. You must take whatever measures are necessary to destroy the Adobe Product and dispose of the media in an appropriate manner.

Adobe shall refund the purchase price of the Adobe Product to the customer and report the product as "Destroyed" once this letter has been executed by the customer and received at Adobe. Customer's license to use the Adobe Product under the End User License Agreement shall terminate upon the customer's execution and delivery of this Agreement.

Thank you for doing business with Adobe Systems and for complying with this request.

To be completed by the Customer:

Signature: _____
Company Name (if applicable): _____
Customer Name (please print): _____
City/State/Postal Code: _____
Customer e-mail Address: _____
Customer Phone Number: _____
Case number: _____
Serial Number: _____
Reason for Return: _____

To send this form to Adobe, do the following steps:

1. Fill in the form
2. Scan the completed form
3. Go to www.adobe.com/support/contact/
4. Click Customer Support Portal
5. Type in your Adobe ID and Password and then click Sign In
6. Click your case number
7. Upload the form

Or fax to Adobe Customer Service at +49 23 1226 18201