

## **Adobe Upgrade Procedure**

### **Eligibility Requirements**

- You must provide Adobe Customer Service with proof of purchase. Your sales receipt from RCCS qualifies as valid proof of purchase. Be prepared to provide an electronic copy of your proof of purchase with the following information:
  - 1) Reseller name and address
  - 2) Product and version purchased
  - 3) Purchase date
  - 4) Purchase price
- Your current serial number must be registered. We recommend that you register within your product so you can receive the complimentary benefits of Product Registration (for details, see Adobe.com at [www.adobe.com/support/registration.html](http://www.adobe.com/support/registration.html))

### **How to Get Upgrade**

- Via Phone: 1-800-833-6687, or:
- Online: [www.adobe.com/support/contact/](http://www.adobe.com/support/contact/)
  - 1) In the Support Portal area, click on Login that is highlighted in yellow
  - 2) Login if a member and if not, set up an account
  - 3) You will then enter a screen and scroll down and click on the Orders and Returns tab and click Proceed to online form
  - 4) Fill out all the information that is required and click on Review case and Submit