

Rosetta Stone Return Policy for Personal Edition Products

This document provides information on how to return the following products of Rosetta Stone® and its affiliated companies Lexia Learning Systems, Inc. and Tell Me More (hereafter “Rosetta Stone”) which include Online Rosetta Stone products, CD-ROM/DVD products by Rosetta Stone and Rosetta Stone Digital Download products. Rosetta Stone’s return policy varies depending upon whether you purchased the product directly from Rosetta Stone or through an authorised retailer.

- Rosetta Stone will accept a return for a product purchased directly from Rosetta Stone via www.rosettastone.co.uk, telephone or a Rosetta Stone kiosk within one month (i.e., 30 days) from the date of your purchase.
- The Rosetta Stone return policy does NOT apply if the product is purchased from a Rosetta Stone authorised retailer. You must contact that retailer directly, and the return is governed by the retailer’s policies and terms.
- Rosetta Stone will accept the return of Audio Companion CDs when returned with Rosetta Stone CD-ROM/DVD product. This purchase must have been made directly from Rosetta Stone through www.rosettastone.co.uk, telephone or a Rosetta Stone kiosk within 30 days from the date of purchase.
- All materials must be intact in order to receive the refund. Accordingly, you must return the application disc, the language disc, the headset, the user’s guide , the curriculum text (except Pashto), Audio Companion™ CDs and the original packaging.
- To return a Rosetta Stone Download, contact Rosetta Stone’s Customer Care Department by phone at 0800 085 3492 and a de-activation code will be emailed to you along with instructions that must be followed and subsequently verified by Rosetta Stone.
- Additional subscriptions and subscription renewals for Online Services (Rosetta Studio and Rosetta World) can NOT be returned.
- Shipping costs, when applicable, will not be refunded. Rosetta Stone does not provide pre-paid shipping labels for return.
- A Return Merchandise Authorisation (RMA) number must be obtained prior to returning the product. To obtain an RMA number, please contact Rosetta Stone’s Customer Care Department by phone at 0800 298 2950 (select Option 4).
- Rosetta Stone is not responsible for return packages not received. In order to prevent lost packages, we strongly recommend that you choose a delivery service with insurance and/or tracking and delivery confirmation.
- Please allow four to six weeks for the refund to be processed.

Note: Rosetta Stone products NOT purchased directly from Rosetta Stone are not covered by this policy and therefore may not be returned directly to Rosetta Stone. Such purchases are subject to the return policy of the party from whom the product was purchased.

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