

## **ROSETTA STONE PRODUCT SUPPORT POLICY for NORTH AMERICA**

### **For Personal Edition and Home-school Products**

- Rosetta Stone provides complimentary phone, chat and email support for CD-ROM and Digital Download Products for three (3) months from the original date of purchase. After three months from the original purchase date, phone support is available for a charge of \$19.99 USD per call.

Purchasers of Complete Online Access and Online Subscriptions are entitled to complimentary phone, chat and email support for the duration of their subscriptions.

- All users are entitled to any free self-service support resources that are made available on our online portal at all times, including numerous helpful Knowledge Base articles and instructional videos.
- Rosetta Stone reserves the right to modify this product support policy and/or discontinue product support for previous software versions at any time.
- Version 2 products and Version 3 Personal Edition products are no longer supported by Rosetta Stone.