Rosetta Stone - North America
Exchange and Return Policy for Personal Edition and Homeschool Edition Products

This document provides policy information for Personal Edition and Homeschool Edition products of Rosetta Stone Ltd. and its affiliated companies ("Rosetta Stone") which may include Livemocha®, Lexia Learning®, Tell Me More® and Fit Brains™ consumer products, offered as CD-ROM, digital download, and/or online-only, and purchased directly from Rosetta Stone in the U.S. and Canada from a Rosetta Stone website or through the Rosetta Stone product. Rosetta Stone's exchange and return policy may vary depending upon the product purchased, and only applies to purchases made directly from Rosetta Stone in North America. For information on products purchased outside North America, please refer to the exchange and return policy available on the applicable Rosetta Stone website.

PRODUCT EXCHANGES AND RETURNS

Rosetta Stone will exchange or accept return of a product purchased directly from Rosetta Stone via www.rosettastone.com or by telephone within thirty (30) days of the date of purchase ("Purchase Date").

The Rosetta Stone exchange and return policy does NOT apply to products purchased from a Rosetta Stone authorized retailer; you must contact that retailer directly and any exchange or return is governed by the retailer's policies and terms.

To initiate a product return or exchange, please contact Rosetta Stone's Customer Care Department by visiting our support website at support.rosettastone.com and submitting a support request.

- You must provide proof of purchase: a copy of your original sales receipt or order confirmation.
- You may be required to provide verification that all licensed content, including any backup copies, has been deactivated, removed, and deleted from your computer(s), any storage devices or systems.
- Unless otherwise expressly provided under separate terms from Rosetta Stone, only one exchange is permitted for each purchase. Subject to the Rosetta Stone policy of one exchange per purchase, exchanges of languages and levels may be permitted. When applicable, you are responsible for any difference in price.
- The thirty (30) day exchange period does not renew or extend the time of exchange or return. For return purposes, the original Purchase Date applies to the new product that you have exchanged.
- Additional or enhanced online or mobile access, or additional tutoring sessions, may NOT be returned, nor exchanged for another language, unless otherwise expressly provided under separate terms from Rosetta Stone.
- When a promotional item included in the original transaction is not returned or required to be returned, the value of the promotional item may be deducted from the refund amount.
- Refunds will be issued to the person(s) who made the original purchase and the same account and method of payment as the original payment.

Additional requirements for returning and exchanging CD-ROM products:

- A Return Merchandise Authorization (RMA) number must be obtained from Rosetta Stone's Customer Care Department prior to returning the product, whether for exchange or return. Failure to contact the Rosetta Stone Customer Care Department prior to returning product may result in destruction of the product without refund or exchange.

- All materials included in the product must be returned undamaged, including (as applicable) the application disc, language disc(s), Product Access Card, any headset or ear buds, any Quick Start or User's Guide, Audio Companion® disc(s), and all original packaging and materials received with purchase.

- Shipping costs will not be refunded. You are responsible for any and all shipping costs; Rosetta Stone does not provide pre-paid shipping labels for exchanges or returns.

- Rosetta Stone is not responsible for return packages not received or products damaged during return shipment. 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 your exchange or return to be processed.

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