

Rosetta Stone Exchange and Return Policy for Personal Edition and Homeschool Edition Products

This document provides information on how to return a Rosetta Stone® Version 4 TOTALe, Version 3 or Version 2 product. Rosetta Stone's return policy varies depending upon whether you purchased the product directly from Rosetta Stone or through an authorized retailer.

Version 4 TOTALe, Version 3 and Version 2 Product Exchange

- Rosetta Stone will exchange a product that you purchased directly from Rosetta Stone via www.rosettastone.com, telephone or a Rosetta Stone kiosk within six months (i.e., 180 days) of your purchase.
- The Rosetta Stone exchange policy does NOT apply if the product is purchased from a Rosetta Stone authorized retailer. You must contact that retailer directly, and the return is governed by the retailer's policies and terms.
- All materials included in the product must be returned undamaged. You must return the application disc, the language disc, the headset, the user's guide (Version 3 and Version 2 products only), the curriculum text (except Pashto), Audio Companion™ CDs (Version 4 TOTALe and Version 3 products only), and the original packaging.
- Rosetta Stone will exchange the Audio Companion™ CDs when returned with Version 4 TOTALe or Version 3 software. This purchase must have been made directly from Rosetta Stone through www.rosettastone.com, telephone or a Rosetta Stone kiosk within 180 days of purchase.
- Additional subscriptions and subscription renewals for Online Services (Rosetta Studio and Rosetta World) can NOT be exchanged for another language.
- You are responsible for all shipping costs. Rosetta Stone does not provide pre-paid shipping labels for returns.
- You must provide proof of purchase – a copy of your original sales receipt, credit card statement or canceled check.
- Only one exchange is permitted for each purchase.
- Subject to the Rosetta Stone policy of one exchange per purchase, exchanges of languages and levels are permitted. When applicable, you are responsible for the difference in price.
- The six-month exchange period does not renew or extend the time of exchange. For return purposes, the original purchase date applies to the new product that you have exchanged.
- A Return Merchandise Authorization (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 1.800.280.8172 or 1.540.432.6166, Monday-Friday, 9 a.m.-8 p.m. EST.
- Allow four to six weeks for the exchange to be processed.

Version 4 TOTALe, Version 3 and Version 2 CD-ROM Product Return

- Rosetta Stone will accept a return for a product purchased directly from Rosetta Stone via www.RosettaStone.com, telephone or a Rosetta Stone kiosk within six months (i.e., 180 days) from the date of your purchase.
- The Rosetta Stone return policy does NOT apply if the product is purchased from a Rosetta Stone authorized 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 Version 4 TOTALe or Version 3 software. This purchase must have been made directly from Rosetta Stone through www.rosettastone.com, telephone or a Rosetta Stone kiosk within 180 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 (Version 3 and Version 2 products only), the curriculum text (except Pashto), Audio Companion™ CDs (Version 4 TOTALe and Version 3 products only), and the original packaging.
- 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 Authorization (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 1.800.280.8172 or 1.540.432.6166, Monday-Friday, 9 a.m.-8 p.m. EST.
- 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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