

## **ROSETTA STONE PRODUCT SUPPORT POLICY**

For Personal Edition and Home-school Products

- Rosetta Stone provides one (1) year of complimentary phone, chat and email support and reserves the right to charge for these types of product support after one (1) year from the original date of purchase.
- All users are entitled to free self-service support via our online portal at all times.
- Purchasers of Complete Online Access and Online Subscriptions are entitled to complimentary phone, chat and email support for the duration of their subscriptions.
- Rosetta Stone reserves the right to discontinue product support for previous software versions at any time.