



Customer Name:
Date:

Letter of Software Destruction
(Cross-platform/ Cross-language)

Dear Customer,

You recently requested a product exchange from _____ (product, version, language, and current platform) to _____ (product, version, language, and desired platform). Adobe is willing to provide that exchange pursuant to the terms of this letter agreement.

Please be advised that you must delete the Adobe product to be exchanged and all copies of such product from your computer. You may not sell, transfer, give away, donate, or otherwise distribute the exchanged Adobe product or copies to anyone else. You must take whatever measures are necessary to destroy the Adobe product and dispose of the media in an appropriate manner.

Adobe shall report the product as "Destroyed" once an executed copy of this letter has been received at Adobe. Upon your execution and delivery of this agreement, your license to use the exchanged Adobe product under the End User License Agreement shall terminate.

Thank you for doing business with Adobe Systems Incorporated and for complying with this agreement.

To be completed by the customer (required fields indicated by asterisk):

*Case Number: _____

*Signature: _____

*Name (please print): _____

City/State/Postal Code: _____

*E-mail Address: _____

*Serial Number: _____

To send this form to Adobe, do the following steps:

- 1. Fill in the form*
- 2. Scan the completed form*
- 3. Go to www.adobe.com/support/contact/*
- 4. Click Customer Support Portal*
- 5. Type in your Adobe ID and Password and then click Sign In*
- 6. Click your case number*
- 7. Upload the form*

Or fax to Adobe Customer Service at 1-800-955-1610.