Creative Cloud All Apps Bonus Program FAQ

Adobe Stock's bonus program rewards our active templates contributors and encourages you to take your work to the next level using Adobe's Creative Cloud apps. You don't have to apply. Once you reach 100 or more templates* in your collection within 2019, we will notify you and send a redemption code for Creative Cloud via email.

To qualify for the CC All Apps plan, do all 100 assets need to be templates?
Yes, you need to have 100 templates accepted in 2019. Does not include any commissioned templates that are priced as free.

How can I see how many files were accepted for 2019?
To view how many have been accepted, go to your Dashboard tab in the Contributor Portal and sort by date. Then navigate to the page with your first file from 2019. We always display 100 thumbnails per page, so if you have more than 1 page of templates content from 2019 you may qualify for the CC bonus. You can also email us to ask how many templates you have online and we can let you know.

I've qualified for the bonus, how long does it take to get a redemption code?
Please allow 6-8 weeks for delivery of your Creative Cloud plan. It will be sent in the form of a redemption code in an email.

I'm prompted to enter my credit card info when I redeem the code, will I be charged anything?
You are not required to enter your credit card information when you redeem the code for your bonus. Skip this step by selecting **Remind me later**. You will not be charged anything right now. However, if you choose to select **Accept terms and conditions** and enter a credit card, you will receive notification at the end of the CC bonus subscription term that your membership will automatically renew and you will be charged the regular monthly rate. Terms and pricing will be presented at the time of renewal.

I already have a CC All Apps subscription. If I redeem my bonus code, how does that impact my existing membership?
If you have the **exact same plan** as the one you are awarded (CC All Apps plan) and you redeem the code using the same Adobe ID: at the time of redemption, with the same Adobe ID, billing is suspended for 12 months if you have an annual plan that is billed monthly. If you paid for the full year in advance, the year of your CC giveaway plan will start once your pre-paid year is over.

Contributors in certain countries in Asia Pacific (APAC), Latin America, Russia and CIS, Turkey, Middle East and North Africa (MENA) and Israel, may see an error message "Invalid Code" when redeeming their complimentary code. In this case your current Creative Cloud plan was serviced by Digital River, an Adobe approved reseller. You need to contact Adobe Customer Care to cancel the automatic renewal of your existing plan. For more information including a detailed list of countries and the Adobe Customer Care Contact Us link, please refer to this doc.

I have a CC plan that is different from the one that I was awarded. What happens if I redeem the code for the CC All Apps plan?
If you already have an active membership for a different plan and you redeem the code for CC All Apps with the same Adobe ID, a separate parallel membership will be created.

In some cases, you may want to consider waiting until your existing membership expires or gifting your plan to a friend or family member; however, the bonus code must be redeemed within 12 months of Adobe sending the bonus. Please note that reselling the software is not permitted.

How long do I have to redeem the code?
The code will remain valid for 12 months from the date it is issued to you.

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