



Adobe Subscription and Cancellation Terms

Creative Cloud, Document Cloud and Acrobat

Creative Cloud for Individuals

Month-to-Month

Month-to-Month, direct debit

Annual Contract, billed monthly

Annual Contract, prepaid

Free Trial Terms:

If you have signed up for a free trial, your free trial starts immediately after sign-up. At the end of your free trial, your subscription begins, and Adobe will automatically charge your

payment method at the rate stated at the time of purchase, including any applicable taxes (such as VAT or GST if the rate doesn't include it), in accordance with the terms of your subscription.

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Your eligibility to use an Adobe free trial offer is determined solely by Adobe. Your access to any free trial offer is provided at Adobe's sole discretion.

Subscription Terms:

Your subscription begins as soon as your initial payment is processed. You will be charged, in one lump sum, the annual rate stated at the time of purchase, plus applicable taxes. Your subscription will automatically renew on your annual renewal date until you cancel. You authorize us to store your payment method(s) and to automatically charge your payment method(s) every year until you cancel.

We will automatically charge you the then-current rate for your plan, plus applicable taxes (such as VAT or GST if the rate does not include it), every year upon renewal until you cancel. We may change your plan's rate each annual renewal term, and we will notify you of any rate change with the option to cancel. If the applicable VAT or GST rate (or other included tax or duty) changes during your one-year term, we will accordingly adjust the tax-inclusive price for your plan mid-term on your next billing date.

If your primary payment method fails, you authorize us to charge any other payment method in your account. If you have not provided us a backup payment method(s) and you fail to provide payment, or if all payment methods in your account fail, we may suspend your subscription. You can edit your payment information anytime in your [Adobe Account](#) page.

Your subscription may include generative AI features which may require generative credits. Generative credits allow you to generate outputs based on the inputs you provide to certain generative AI features. The number of credits required will vary based on the type of generative feature used and the type or number of outputs that are generated. The number of generative credits reflected in the subscription you have purchased expire each month. Each month, your account will be reset at the same number of generative credits for the duration of your subscription. Unused generative credits do not rollover.

For European Economic Area customers, your bank may require you to authenticate your initial purchase using a password, a one-time code sent to your mobile number, or

biometric recognition. When you authenticate, you also authorize us to charge your payment method for your additional purchases without providing us further payment information or other instructions (i.e., we will initiate future payments independently). Such additional purchases may occur when we automatically charge your payment method in connection with a recurring subscription or when you add or change licenses or products.

Cancellation Terms:

You can cancel your subscription anytime via your [Adobe Account](#) page or by contacting [Customer Support](#). If you cancel within 14 days of your initial order, you'll be fully refunded. Should you cancel after 14 days, your payment is non-refundable, and your service will continue until the end of your contracted term.

Annual Contract, direct debit and bank transfer

Multiple Year Contract, prepaid (available in select countries)

Creative Cloud for Education

Student & Teacher Plan Annual Contract, paid monthly

Student & Teacher Plan Annual Contract, prepaid

EDU Teams, Annual Contract, paid monthly

EDU Teams, Annual Contract, prepaid

Creative Cloud for Teams

Month to Month

Annual, paid monthly

Annual, prepaid

Annual Contract, direct debit and bank transfer

Annual Contract, purchase order

EDUCARD

EDUCARD

Redemption/POSA

Redemption/POSA

Adobe Stock

On-Demand

Credit Purchases

Asset Purchases

Free Trials

Free Trial with purchase, annual contract, paid monthly, with rollover

Free Trial with purchase, annual contract, prepaid, with rollover

Free Trial with purchase, month-to-month, with rollover

Month-to-Month

Month-to-Month, with rollover

Month-to-Month, without rollover

Annual Contract

Annual Contract, paid monthly, with rollover

Annual Contract, paid monthly, without rollover

Annual Contract, prepaid, with rollover

Annual Contract, prepaid, without rollover

Resellers

Resellers

**Adobe Captivate, Presenter, Presenter Video Express,
RoboHelp, RoboHelp Server, FrameMaker, FrameMaker XML
Author, FrameMaker Publishing Server, Technical
Communication Suite, and ColdFusion**

Adobe Captivate, Presenter, Presenter Video Express, RoboHelp, RoboHelp Server, FrameMaker, FrameMaker XML Author, FrameMaker Publishing Server, Technical Communication Suite, and ColdFusion

For individuals & small business	▼
For medium & large business	▼
For organizations	▼
Support	▼
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