

For additional support, view other contact options.

Today 10:06 AM

Adobe Customer Care Virtual Assistant

Hi. I am the Adobe Customer Care Virtual Assistant. Tell me what you need help with. I'll do my best to understand and find the right person to assist you.

Me: AGENT

Adobe Customer Care Virtual Assistant

I will connect you with an agent. One moment.

Connecting you with a specialist as soon as possible.

You are now connected to Asfiya, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Me: I have bought CS 6 in 2012 but when trying to install on my new computer it says "Soft ware number is withdrawm".

Asfiya

Hello Ulrik, I am from the billing department. And I think, the technical department associate will be able to help you efficiently. Your previous message will be displayed to them, you won't have to retype it. Would you want me to get the chat transferred to the technical team?

Read Entire Message

Seiral number is 1408-1003-8182-7148-0720-7988

yes please

Connecting you with a specialist as soon as possible.

You are now connected to Andrea, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Andrea

Hello, I'll be happy to assist you with your serial key for CS6 and could you please help me with the operating system?

Me: I am using windows 10

Andrea

Let me transfer you to an agent who can assist you better with your serial key issue.

Connecting you with a specialist as soon as possible.

You are now connected to V, who is reviewing your account. If you need to share sensitive information, such as credit card number, please wait for your agent to give you steps to share it securely.

Me: Thank you

V

Hi! Thank you for contacting Adobe Genuine. While I'm looking this up the information, do you happen to remember where you purchased your Adobe product from?

Me: My sn has been working fine for more than 8 years, installing on more than 5 different computers. I bought it at iSoftware.co.uk in Old Gloucester Str. in London for 825.15 £

V

The reseller is not listed under the Adobe partners' portal, which means that the reseller is and was not an authorized reseller of Adobe. I can suggest our website which is <http://adobedealreg.force.com/PartnerSearch?lang=en> in order to learn more about the details of the authorized re-sellers of Adobe that we have in the market, globally.

10:22 AM

It is not listed now, but what about in 2012?

V

They were never an authorized reseller.

Me: What could I have done then to prevent that - I didn't know that

V

Unfortunately, your original payment was for a non-genuine copy of the software. We recognize you have been duped by the supplier of that product, so we would like to offer you the latest version of the subscription model, possibly at a reduced price.

10:26 AM

Me: Can you tell me why I have been able to install it on more than 5 computers

Of course I would like to hear more about your offer

V

Invalid and revoked serial numbers are serial numbers that have been blocked by Adobe because they have been obtained or generated illegally by unauthorized resellers. When Adobe discovers this fraudulent behavior, these keys are deactivated to prevent further abuse. Customers may only realize that serial numbers have been blocked when they attempt to install or reinstall the software.

10:27 AM

Me: I am subscribing to LRC and PS, so I only need AI and ID

V

We can offer you a discount on the Creative Cloud all applications for DKK 220/month Excl. taxes whereas the same subscription original price you will get it on DKK 370/month, you can install it on 2 machines but can use 1 at a time and that too multiple platforms. You can use it either on Mac or Windows. You will get cloud storage of 100 GB so that you can store the data on the cloud as it is safer and the best advantage of the subscription model is there is no extra cost for updates and upgrades so you can always use the latest version of all the software's.

You will get Illustrator, Photoshop , Lightroom, InDesign, Adobe XD, Adobe Premiere Pro, After Effects, Dimension, Acrobat Pro, Dreamweaver, Animate, Adobe Audition, Lightroom Classic, Character Animator, Spark, Bridge, Media Encoder, InCopy, Prelude, Story Plus, Fuse (Beta) in the creative cloud application.

Additionally as a good will gesture we can help you with 2 free months under the subscription model that means you will not be charged for the 2nd and 3th month under the subscription model.

You will only pay for 10 month and can use the subscription for 12 months.
10:33 AM

Me: It is a fair deal, although it is a lot, taking into account that I will only be using LRC, PS, AI and ID. Can you send it on a mail ujh@catch-fish.net to me so that I can think it over ... Thank you!

V

Sure, after the chat you will get it.

Me: - and there is not a chance that I can get the software I am using at a special price?

V

We have stop manufacturing so we cannot help you with standalone version.

Me: Isn't it so that I can subscribe on the programs individually

V

That will cost you much more.

Me: Well I'll have a look at your offer! But thank you for your help, - I still don't understand why I could enlist Adobe and get help and be a member and have all the benefits and marketing with an illegal software ...

V

This was the best offer I can help you with.

Thank you - over and out!

V

Happy to help. You may receive an email with a survey link. Please take a moment to rate your experience and help us improve. Thanks!

Conversation ended