



Common Questions about the Home Use Program

General Program Questions	
What is the Home Use Program?	The Home Use Program is a benefit of Software Assurance, one of Microsoft®'s volume licensing programs. It provides a simple way for employers to enable employees to work at home with the same Microsoft® products they use at work.
What is Software Assurance?	Software Assurance ensures that organizations have access to the latest Microsoft® software and provides a range of benefits delivering productivity enhancements, support and tools and training. The Home Use Program is one of the productivity-enhancing benefits of Software Assurance.
Am I eligible to participate in the MS Home Use Program?	If you received notification email with the program code used to authenticate and enter this website directly from your employer and your employer still has active Software Assurance coverage, then you are eligible to participate. To order, you must be a user of a licensed copy with active Software Assurance coverage. If you have any questions regarding what software you are licensed to use and details on Software Assurance coverage, please contact the Benefits Administrator for the Home Use Program at your employer.
What if I have more questions about the Home Use Program?	Please click the Contact Us link for a complete list of contact numbers and email addresses.
Ordering Questions	
Will tax be charged on Home Use Program orders?	Yes. The applicable country, state or provincial tax or VAT will be applied to the order. This may include tax on shipping. By purchasing you may also have a tax liability for which you will be financially responsible.
Can I order by telephone?	No. At this time, you can order only online through this Microsoft® Home Use Program Web site.
Is the Home Use Program licensed software eligible for other rebate offers?	No. Software purchased through the Microsoft® Home Use Program may not be combined with any other promotions.
What information do I need to have ready in order to buy online?	You need to have your complete billing and shipping address, your phone number, a work email address where we may contact you about your order, and credit card information. After initially entering your authorization information, a secure link will be emailed to the address you specify. This link will enable you to continue with the ordering process.

Can I buy more than one licensed copy of any application?	No. The Home Use Program only permits one order per product.
Can I buy older versions of Home Use Program licensed software?	No, the Home Use Program only offers recent versions.
Why can't I order a particular application through the Home Use Program?	Only certain products for which your employer has licenses with active Software Assurance coverage are available for ordering at this time. There are also restrictions for your employer on the number of Home Use Program licenses that may be purchased by employees. Contact your employer's Home Use Program Benefit Administrator if you have additional questions about availability of software through this program.
Shipping Questions	
When will I receive my order?	This depends upon where the product is being shipped. For Japan , and Latin America, the product will ship within 21 days after the order is processed. For North America, Europe, the Middle East and Africa, the order will ship within 15 days after your order is processed. For Asia Pacific, the product will ship within 21 business days after the order is processed.
How do I get a shipment status update?	If your product has not arrived in 4 weeks, please refer to the Contact Us link and let us know so we can assist you further.
Returns Questions	
What is the return policy?	Home Use Program software is a benefit of employment. We charge a nominal fee to cover the fulfillment costs such as packaging, shipping, handling, and program administration; therefore, we do not accept returns.
If my software is damaged during shipping, how can I exchange it?	Contact customer assistance and request an RMA number and address to ship the damaged software back to Microsoft®. A replacement package will be sent to you. Click the Contact Us link to obtain a complete list of phone numbers and email addresses for customer assistance.
Privacy and Security Questions	
Is my credit card information secure?	Yes, your credit card information is secure. Microsoft® uses the Secure Sockets Layer (SSL) and Private Communications Technology (PCT) security standards through secure servers to ensure that your transaction is completely safe.
Is my personal information private and secure?	Microsoft® is committed to your privacy and security. All personal information collected by the Home Use Program site is securely stored and protected from unauthorized access. Your personal information will only be used to fulfill your order unless you indicate otherwise. Please refer to our

	Privacy Policy for more information.
Other Questions	
<p>How do I get technical support on Home Use Program licensed software?</p>	<p>You can find a tremendous amount of support information for Microsoft® Office and the other software available from the Home Use Program at http://office.microsoft.com.</p> <p>Another great starting point for support is the customized product support pages available at http://support.microsoft.com/default.aspx?scid=fh;[ln];faq. Click on the application for which you're seeking support.</p> <p>If, after exploring self-support options you still need help, setup and installation support is provided for software acquired through the Home Use Program. Please refer to the support documentation included with your product for more information.</p>
<p>What if I need help with installing my product?</p>	<p>Setup and installation support is provided for software purchased through the Home Use Program. Please refer to the support documentation included with your product for more information.</p>



Home Use Program – Terms and Conditions
Read the attached guidelines and sign below.

Please return the signed form to:

Computing Division (Cele Bruce MS369)

(NOTE - You may not pick up someone else's software)

Emp ID	Name	Date	Software
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