

## **CorelDRAW® Membership and Subscription — Frequently Asked Questions (FAQs)**

These FAQs are meant to provide a better understanding of CorelDRAW Membership and Subscription.

### **What's the difference between Subscription and Membership?**

Subscription is a payment method, effectively allowing you to rent CorelDRAW Graphics Suite for a fixed period of time (with renewals if desired). Once your subscription expires, you will no longer be able to use the software. Membership is an additional offering for owners of CorelDRAW Graphics Suite X7, entitling them to additional benefits such as online access to digital content, new product features, etc.

### **What subscription options are available?**

Subscription is available in either 30 or 365-day options. The 365-day option is much more cost-effective on a per-month basis than the 30-day option. However, the 30-day option may be more affordable if you wish to use the software on a short-term basis. At the time of purchase, you can choose to auto-renew your Subscription, or renew it manually at your own discretion.

### **Who can become a Standard or Premium Member?**

Anyone who has purchased a Full or Upgrade box or electronic software download (ESD) version of CorelDRAW Graphics Suite X7 may become a Standard or Premium Member. If you have purchased the Academic version of CorelDRAW Graphics Suite X7, you may become a Standard Member but are not eligible for Premium Membership.

### **How do I become a Standard or Premium Member?**

Standard and Premium Memberships can be acquired from within CorelDRAW X7 or Corel PHOTO-PAINT™ X7 (an internet connection is required). Instructions for signing up for either option are provided from within the software itself.

### **How do I manage my Subscription or Membership?**

You will need to create and validate a Corel.com account in order to subscribe to CorelDRAW Graphics Suite X7 or to acquire a Standard or Premium Membership. Once you have created and validated your account, you will be able to log in at any time on Corel.com to manage your Subscription and/or Membership account options.

### **Can I upgrade from a 30-day to a 365-day Subscription?**

Yes! This can only be done from within your Corel.com account.

**If I have a Standard or Premium Membership, can I get a CorelDRAW Subscription?**

No. In fact, there is no need to, since having a Membership means that you already own a copy of CorelDRAW Graphics Suite X7. If you have a Standard Membership and wish to have full access to Premium features and content then you will need to upgrade to a Premium Membership.

**Is my credit card information kept securely?**

Yes! Your credit card information is highly secure. Additionally, your credit card information will only be associated with a specific order (e.g. Membership transaction) and not directly tied to you as an individual

**How do I know when my Membership/Subscription is due for renewal?**

Your renewal date, as well as the remaining number of days in your Membership or Subscription, can be found at any time in your Corel.com account.

**Once I subscribe, can I download CorelDRAW Graphics Suite X7 to my desktop?**

If you purchase your Subscription from Corel.com, then yes, once the purchase is completed, you will be provided with a link to download the full Suite to your desktop. If, however, you purchased your Subscription from within a trial version of CorelDRAW Graphics Suite X7, then you already have a copy installed which will then be converted from a trial version to a full Subscription version.

**Are there any differences between Subscribing to CorelDRAW Graphics Suite X7 and purchasing a full box/download?**

If you Subscribe to CorelDRAW Graphics Suite, and you cancel your Subscription or it expires, your version of the software will revert to viewer mode (similar to when a trial expires). If, however, you purchase a Full or Upgrade version of the suite, you own that software on a perpetual basis, regardless if your Subscription has expired.

**I don't have an internet connection available at all times. How do I use the product features and access the online content?**

As long as you have remained signed in to your Corel.com account, you will still have access to all product features, even if you are offline. If you have a CorelDRAW Subscription and are signed out of your account, however, you will not be able to access product features, nor will you be able to save or output your work. In order to access online content, you must be online and signed in to your account. We recommend that you remain signed in at all times, regardless of whether you will have internet access or not.

**Can I cancel my Premium Membership or Subscription?**

You may cancel your Premium Membership or 365-day Subscription by contacting [Corel Customer Support](#). The pre-rated refund calculation will be done by the support agent, and there is a three month penalty for canceling. You cannot cancel a 30-day Subscription.