

DIVE End User License Agreement

All DIVE CDs, Downloads, and Download & Stream products are protected by a non-transferable End User License Agreement that grants the original purchaser and their immediate family a license to view the content. It is illegal to sell, loan, share, give away, or otherwise distribute the CD or any content. For use by the children in the original purchaser's household, DIVE courses can be used on multiple computers and devices.

What is an End User License Agreement (EULA)?

It is a legal contract that protects and grants permissions for the use of intellectual property (like software). Intellectual property theft is a priority of [the FBI](#) and is punishable by fines and federal imprisonment.

Why Does DIVE have an EULA?

DIVE CDs are priced based on our costs for use by a single family. In addition to the costs to create, publish, update, and ship the CDs, these costs include Dr. Shormann's time to answer student questions, tech support agents, and consulting services. End User License Agreements are an industry standard that protects our intellectual property, provides a better customer experience, and keeps our prices lower.

- Unlike a book, DIVE CDs are more like a class or a tutor. They include Q&A support with Dr. Shormann, tech support services by phone, consulting services for placement, struggling students, transcripts, college entrance exams, earning college credit via CLEP and AP exams, and much more.
- Although you can't see it, CDs that have been used then given away or sold are often damaged. You might say, "it worked fine for my last child". That's because, when the student was near the end of the course, the CD was scratched at the beginning lessons. Even microscopic scratches can be deep enough to make the CD stop working. The new owner of the used CD then call our tech support team (\$\$\$\$).
- The packaging and instructions given with a used CD is often missing, outdated, or for the wrong product, resulting in a call to our tech support team (\$\$\$\$).
- Used CDs often have outdated content or are incompatible with current operating systems and software, resulting in a call to our tech team (\$\$\$\$).

How is the EULA activated and agreed to?

The DIVE EULA is activated when the original shrink wrap is removed. If your CD did not have the original shrink wrap around the wallet, the CD is considered used. If the shrink wrap was removed by you, it is legal to use the CD. However, since the CD was not purchased from DIVE or an authorized reseller, we can't verify your CD was purchased new. This means the CD is not eligible for the Replacement and Upgrade Program or live technical support by phone.

Can I give my used CD to a missionary or a friend who can't afford it?

While we can't give permission to give a CD to a missionary or friend, we keep our prices as low as possible so that all families can afford them.

I borrowed, was given, or purchased a used CD. What should I do?

Return the CD and purchase a legal copy. If you paid for the CD, request a refund. Since the CD was sold illegally, Amazon and eBay will make the seller give a refund. We recommend you purchase the digital format instead of the CD. There is no CD to lose or damage, it has unlimited downloads for use by all your children, and it plays on all Macs, Linux, Windows XP and later, plus the iPad, iPod Touch, and iPhone. Learn more here: [Digital vs CD](#)

I need to purchase a used CD to save money.

While it may seem like purchasing a used CD will save money, used CDs are often damaged or incompatible with current operating systems, requiring the purchase of a new course. In the end, used CDs usually cost the customer more, not less.

Isn't it wasteful to throw the CD away?

A blank CD-ROM can be purchased for about 30 cents. The value of the DIVE CD is not the CD itself, it's the intellectual property (video instruction) stored on the the CD and the included services.