



General Ebook Policies

How long can I use my Ebooks?

Once you purchase your Ebooks they are yours to keep and use in your immediate family for however long you would like to. Exceptions to this would be you cannot pass them down to be used with your grandkids or send them to friends to use even if you aren't using them that year. They are only meant for your immediate family.

What can I do if I lost my Ebooks?

If you lost your Ebooks, had a technical issue, or lost the hardware your files were stored on there are a couple things you can do.

1. **You can log into your WinterPromise account and navigate to your downloads section** and redownload those files if you have any remaining allowed downloads (most Ebook orders will allow for 2 to 3 downloads of each file before not allowing anymore)
2. **If you didn't make an account with us or have run out of downloads** you can send us an email including the name placed on the order, email, order number, and the resources you lost and are trying to gain access to again. We will do our best to send you the exact version of all the files you received if we still have access to them.

*****To protect our files from being shared between families and to prevent the wrongful reselling of our Ebook resources we only allow up to 3 manual resends of any Ebook resources. Once you have contacted us 3 times requesting files be resent we will not send anymore files.**

3. If I purchased Ebooks but the program has now updated can I get the updated versions for free? No. If you purchase an Ebook resource and that program receives an update, you may not receive the updated version of the files you purchased no matter the duration between your purchase and the update. **Many of our programs contain website links or other aspects that may change due to the removal or relocating of certain web links. If a resource receives an update only to the links or other items of that nature you may request that we send you the updated version of that resource. Approval is up to our discretion based on what the change included.**

We suggest keeping all your files saved on an external hardware (thumbdrive, external hard drive, etc.) in addition to keeping them on the device you will use them on. While we can resend them under certain circumstances our programs may be updated and we may not have access to the version you purchased. We CANNOT send any files that do not match the version you purchased no matter how long ago, or how recent your purchase was.