



Global Discounts (Fond) FAQ's

Frequently Asked Questions

Q: How do I log onto Fond?

A: If you're on the Adobe Network, sign in through Okta [here](#). If you're not on the network, you'll need to log on with your Adobe email and AdobeNET password to get started.

Q: On the website, how do I set my location?

A: Click on the drop-down arrow located at the top right corner. Select "Settings" and change the "location" field, which will become the default location until you change again.

Q: What are the three ways I can request to have a discount considered:

1: Who do I refer an existing partner or vendor of Adobe's to if they have a discount to offer?

A: You can share Fond's "[Become a merchant partner form](#)" directly with the vendor or supplier to take action and complete a request which will be reviewed and considered by Fond. Be sure to mention "Adobe" in the request for expedited review.

2: If I can't find a discount, can I request to have it added? How do I request a discount?

A: If there is a discount you're looking for, select the "[Request a Discount](#)" option on the bottom right corner of the home page. The Fond team will reach out to the product/service provider, negotiate with the desired company, and do their best to work out a discount deal. They will notify you if they are successful and the discount becomes live.

3: How do you add a discount to the Adobe Exclusives section?

A: To add a discount to the Adobe Exclusives section, please submit the discount request through the "[Request a Discount](#)" option on the home page directly within the portal itself.

Q: If I Request---a---Discount will Fond notify me if the discount has been added?

A: Yes. The Fond team will notify you if a discount you requested is added to the site.

Q: How do I install the Chrome browser application for Fond?

A: To install the chrome browser application, that will notify you if the site you are on contains a Fond discount, find the link [here](#).

Q: Can my spouse, children, and/or friends use the site?

A: Fond is an Adobe employee exclusive site, which requires employee login information at this time.

Q: Can contractors and interns use the site?

A: Fond is an Adobe employee exclusive site, which includes interns. Fond is not open to contractors or vendors at this time.

Q: How do I contact Fond?

A: Chat: <https://www.fond.co/company/support/>

If you have a specific need, please complete our [support form](#).

A: Email Support: support@fond.co

A: Call Support: 24x5 live support Sunday 10pm PST through Friday 5pm PST, excluding US holidays.

North America Toll-Free

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UK Customers

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