

# Autodesk®

## *AutoCAD \$500 New Seat Rebate Promotion*

### Frequently Asked Questions and Answers for Customers

**1. What is the AutoCAD \$500 Rebate Promotion?**

From November 2, 2009 through January 15, 2010, customers who purchase qualifying new commercial licenses of AutoCAD® 2010 software may be eligible for a rebate of up to US\$500 for each new license purchased after submitting an online request and providing proof of license purchase documentation. This offer is limited to a maximum of five (5) seats total per customer invoice address.

**2. Who can participate in this AutoCAD \$500 New Seat Rebate Promotion?**

This promotion is available only to United States and Canadian commercial end-user customers subject to the posted Terms and Conditions at [autodesk.com/autocadrebate](http://autodesk.com/autocadrebate).

**3. Who is not eligible to participate in this AutoCAD New Seat Rebate?**

This promotion is NOT available to the following customers:

- Education customers
- Legacy customers
- Autodesk U.S. Government (Federal/State/Local) accounts
- Autodesk Canada Government accounts
- All commercial and Government customers in Latin America

**4. Are Legacy transactions eligible for the promotion?**

No. Autodesk Legacy transactions do not qualify for the AutoCAD \$500 New Seat Rebate.

**5. Are Education-to-Commercial Transfer transactions eligible for the promotion?**

No. Education-to-Commercial Transfer transactions are not eligible for the promotion.

**6. Are purchases made through the Autodesk Store eligible for the promotion?**

Yes. Autodesk Store purchases are eligible for this promotion.

**7. Are Autodesk Strategic Accounts eligible for the promotion?**

Yes. Autodesk Strategic Account purchases are eligible for this promotion.

**8. Is this promotion available only in the United States and Canada?**

Yes. This promotion is available only to commercial customers in the United States and Canada subject to the Terms and Conditions posted at [autodesk.com/autocadrebate](http://autodesk.com/autocadrebate).

**9. What are the rebate amounts?**

Rebates under this program include US\$500 for each new, commercial license of AutoCAD 2010 software. This offer is limited to a maximum of five (5) seats total per customer invoice address.

**10. Is Autodesk Subscription required to be eligible for this program?**

No, Autodesk Subscription is not required to be eligible for the AutoCAD \$500 New Seat Rebate Promotion; however, Autodesk Subscription holders receive benefits including incremental product enhancements, personalized web support, and self-paced training options with one annual fee.

**11. What is the qualifying purchase period for this promotion?**

The AutoCAD \$500 New Seat Rebate Promotion qualifying purchase period begins on November 2<sup>nd</sup>, 2009 and runs through January 15, 2010 (dates are inclusive). Product must be ordered and invoice dated by January 15, 2010 to participate.

## **12. How do I apply for the promotion?**

After purchasing qualifying new commercial licenses during the qualifying purchase period, you follow a simple process.

- Step 1: Go to **autodesk.com/autocadrebate** and complete the online pre-qualification form with your product purchase information including the Autodesk part number of the product licenses, price and quantity of licenses purchased
- Step 2: Submit your contact information and agree to the Terms and Conditions of the promotion
- Step 3: Print the resulting email confirmation and **mail all the Required Documents and Information (see below) in one envelope to the address listed on the email confirmation. Requests must be postmarked no later than 30 days after your qualifying purchase invoice or receipt date.**

Incomplete or missing information will result in disqualification from this promotion. Any claims postmarked more than 30 days after the qualifying purchase invoice date will be ineligible. Without exception, under no circumstance will rebate eligibility be considered, regardless of circumstance, after February 15, 2010, even if the submission would have otherwise qualified. Packing lists and/or purchase orders will not be accepted as proof of license purchase. You should keep copies of all materials, including proof of mailing, for your records. **A traceable mailing method is highly recommended.**

*Note: Only the corporate or individual end-user of the qualifying product(s) may participate and apply for the rebate. Autodesk channel partners, resellers, distributors and purchasing agents may not submit rebate claims on behalf of the end-user customer.*

## **13. What are the Required Documents and Information?**

Along with the bar-coded email confirmation, you must include a clear, legible copy of your original invoice or sales receipt dated from November 2<sup>nd</sup>, 2009 through January 15, 2010 (dates are inclusive), including a description of the product licenses purchased, Autodesk part numbers of the product licenses purchased, quantity of licenses purchased, price and the reseller name. Handwritten part numbers are acceptable. Incomplete or missing information will cause the submission to be disqualified.

**Purchase orders will not be accepted as proof of license purchase except in cases of third party financing whereby an invoice is provided by the financing company and it references the corporate or individual end-user.**

## **14. Can my reseller submit the rebate request on my behalf?**

No. Only the corporate or individual end-user of the qualifying product license(s) may participate and make a submission for the rebate. Autodesk channel partners, resellers, distributors and purchasing agents may not submit rebate claims on behalf of the corporate or individual end-user.

## **15. Do I have to provide my email address on the online pre-qualification form?**

Yes, we use your email address to send you an automatic email confirmation to let you know we have received your submission and to remind you of the additional steps needed to complete your request. Use of your e-mail address is governed by the Autodesk Privacy Policy.

## **16. If I do not have my invoice or sales receipt, can I mail my packing list or purchase order?**

A packing list will be accepted only for those purchases made on-line via credit card where an invoice or receipt is not available. Purchase orders will not be accepted as proof of license purchase except in cases of third party financing whereby an invoice is provided by the financing company and references the corporate or individual end-user. Incomplete or missing information will cause the submission to be disqualified.

**17.What if I do not have a street address – only a P.O. Box?**

You must provide a valid street address for this promotion. Rebate checks will not be sent to P.O. Boxes. Rebate checks will not be re-issued or re-directed to a payee or address other than that of the original submission.

**18.What if I can't find my proof of license purchase?**

You cannot take advantage of this promotion without the Required Documents and Information. Incomplete or missing information will cause the submission to be disqualified.

**19.Where can I find the Autodesk Part Number?**

The Autodesk part number is located on the outside top of each product box and is identified with the words "PartNo", followed by 15 digits the form of 99999-999999-9999. For estore customers, the part number can be found in the Order Confirmation emailed to the customer at time of purchase.

**20.How will I know my pre-qualification submission was received?**

You will receive an email confirmation once you have successfully completed the online pre-qualification submission form. You should print and keep copies of your email confirmation and to be eligible for the rebate it will be necessary to mail a copy along with your Required Documents as outlined below.

**21.Where should I send my submission form and the Required Documents and Information?**

Mail your printed email confirmation (you will automatically get this after completing the online pre-qualification portion of your submission) along with all the Required Documents and Information described above, in one envelope to:

AutoCAD 2010 \$500 New Seat Rebate  
Department 6794  
PO Box 5009  
Stacy, MN 55078-5009

**Submissions must be postmarked within 30 days of the qualifying purchase invoice. Keep copies of all materials, including proof of mailing, for your records. A traceable mailing method is highly recommended.** Incomplete or missing information will cause your submission to be disqualified. **Purchase orders will not be accepted as proof of license purchase except in cases of third party financing whereby an invoice is provided by the financing company and references the corporate or individual end-user.**

**22.Should I keep copies of my submission form and the Required Documents and Information?**

Yes. Please keep copies of all materials including proof of mailing for your records. A traceable mailing method is highly recommended. Autodesk is not responsible for delays in delivery or for lost materials.

**23.How do I check the status of my rebate request?**

The Autodesk rebate program is set-up for self-service. Log on to the rebate website at [autodesk.com/autocadrebate](http://autodesk.com/autocadrebate) and click on Check Status on the top sash. There, you can enter your submission ID number (found on your submission form and your email confirmation) or your name and zip code, and track the real-time status of your submission. You can also call Customer Service at 800-983-6438. Please allow a minimum of eight (8) weeks for delivery of your rebate check.

**24. What if I ordered the product during the qualifying purchase period between November 2<sup>nd</sup>, 2009 and January 15, 2010, but it did not arrive until after January 15, 2010?**

To be eligible for this rebate, you must order AND be invoiced for the qualifying software between November 2<sup>nd</sup>, 2009 and January 15, 2010 (dates are inclusive). All rebate requests must be postmarked within 30 days of date of the qualifying invoice date. Without exception, after February 15, 2010, under no circumstance will rebate eligibility be considered, regardless of circumstance.

**25. What is the deadline to provide my submission form and the Required Documents and Information?**

Your submission form and the Required Documents and Information must be postmarked within 30 days of the date of your qualifying purchase invoice. Without exception, after February 15, 2010, under no circumstance will rebate eligibility be considered, regardless of circumstance.

**26. When will I receive my rebate check?**

Please allow a minimum of eight (8) weeks for delivery of your rebate check.

**27. Can I combine the AutoCAD New Seat Rebate with other Autodesk promotions?**

The AutoCAD New Seat Rebate Promotion is not valid with, and cannot be combined with, any other Autodesk promotion, special pricing or other offers unless otherwise specified herein.

**28. Who do I call for help in filling out my online submission form? What if I have questions?**

If you have any questions regarding this promotion, please either call 800-983-6438 or contact your local Authorized Autodesk Reseller\* from whom you purchased the Autodesk software.

*\*Only the corporate or individual end-user of the qualifying product(s) may participate and apply for the rebate. Autodesk channel partners, resellers, distributors and purchasing agents may not submit claims on behalf of the end-user customer.*

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