



AutoCAD LT New Seat Rebate Promotion **Frequently Asked Questions and Answers for Customers**

1. What is the AutoCAD LT® New Seat Rebate Promotion?

From February 16, 2009 through March 31, 2009, customers who purchase qualifying new commercial licenses (seats) of AutoCAD LT may be eligible for a rebate of up to \$200 for each new license (seat) purchased after submitting an online request and providing proof of 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 LT New Seat Rebate Promotion?

This rebate offer is available only to commercial customers (including Autodesk Strategic Accounts) in the United States and Canada, subject to the posted Terms and Conditions posted at www.autodesk.com/ltrebate.

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

This offer is NOT available to the following customers:

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

4. Are Education-to-Commercial Transfer transactions eligible for the Rebate Offer?

No. Education-to-Commercial Transfer transactions are NOT eligible for the Rebate Offer.

5. Are purchases made through the Autodesk Store eligible for the Rebate Offer?

Yes, Autodesk Store purchases are eligible for this Rebate Offer.

6. Are Autodesk Strategic Accounts eligible for the Rebate Offer?

Yes. Autodesk Strategic Accounts purchases are eligible for this Rebate Offer.

7. Is this offer good only in the United States and Canada?

Yes. This offer is available only to commercial customers in the United States and Canada subject to the posted Terms and Conditions posted at www.autodesk.com/ltrebate.

8. What are the rebate amounts?

Rebates under this program include US\$200 for each new, commercial license of AutoCAD LT® software.

NOTE: Rebates are limited to a maximum of five total per invoice address.

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

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

10. What is the qualifying purchase period for this offer?

The AutoCAD LT New Seat Rebate qualifying purchase period begins on February 16, 2008 and runs through March 31, 2009. You must order AND receive your product within this qualifying period to participate.

11. How do I apply for the Rebate Offer?

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

- Step 1: Go to www.autodesk.com/ltrebate and complete the online rebate form with your product purchase information including the Autodesk part number, and quantity purchased
- Step 2: Submit your contact information and agree to the Terms and Conditions of the rebate offer
- Step 3: Print the resulting submission form and **mail all the Required Documents and Information (see below) in one envelope to the address listed on the submission form. 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 Rebate Offer. Any claims postmarked more than 30 days after the qualifying purchase invoice date will be ineligible. Without exception, rebate eligibility will not be considered regardless of circumstance after May 1, 2009, even if the submission would have otherwise qualified. Packing lists and/or purchase orders will not be accepted as proof of purchase. You should keep a copy of all materials, including proof of mailing, for your records. **A traceable mailing method is highly recommended.**

Note: Only the end-user purchasing company and/or consumer of the qualifying product may participate and make a submission for the rebate. Autodesk resellers and purchasing agents may not submit rebate claims on behalf of the purchasing customer.

12. What are the Required Documents and Information?

Along with the submission form, you must include a clear, legible copy of your original invoice or sales receipt dated from February 16, 2009 through March 31, 2009, showing a description of the products purchased, Autodesk part numbers of the products purchased, quantity purchased, purchase 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 purchase except in cases of third party financing whereby an invoice is provided by the financing company and references the end-user purchasing company and/or consumer.**

13. Can my reseller submit the rebate request on my behalf?

No. Only the end-user purchasing company and/or consumer of the qualifying product may participate and make a submission for the rebate. Autodesk resellers and third-party purchasing agents may not submit rebate claims on behalf of their purchasing customer.

14. Do I have to provide my email address on the online submission 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.

15. 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 purchase except in cases of third party financing whereby an invoice is provided by the financing company and references the end-user purchasing company and/or consumer. Incomplete or missing information will cause the submission to be disqualified.

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

You must provide a valid street address for this Rebate Offer. 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.

17.What if I can't find my proof of purchase?

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

18.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.

19.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 a copy of your email confirmation and to be eligible for the rebate, and it will be necessary to mail a copy along with your Required Documents as outlined below.

20.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 LT New Seat Rebate
Department 6345
PO Box 5009
Stacy, MN 55078-5009

Submissions must be postmarked within 30 days of the qualifying purchase invoice date. You should **keep a copy 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 purchase except in cases of third party financing whereby an invoice is provided by the financing company and references the end-user purchasing company and/or consumer.**

21.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.

22.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 www.autodesk.com/ltrebate and click on Check Status. 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. Please allow a minimum of eight (8) weeks for delivery of your rebate check.

23. What if I ordered the product during the qualifying purchase period between February 16, 2009 and March 31, 2009, but it did not arrive until after March 31, 2009?

To be eligible for this rebate, you must order AND receive your qualified software between February 16, 2009 and March 31, 2009 (dates are inclusive). All rebate requests must be postmarked within 30 days of the qualifying purchase date. Without exception, after May 1, 2009, no rebate will be considered for eligibility, regardless of circumstance.

24. 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 your qualifying purchase invoice date. Without exception, after May 1, 2009, no submission will be considered for eligibility, regardless of circumstance.

25. When will I receive my rebate check?

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

26. Can I combine the AutoCAD LT New Seat Rebate with other Autodesk promotions?

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

27. 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 Rebate Offer, please either call 800-983-6438 or contact your local Authorized Autodesk Reseller* from whom you purchased the Autodesk software.

**Only the actual purchasing company and/or consumer of the qualifying product may participate and make a submission for the rebate. Autodesk resellers may not submit rebate claims on behalf of the purchasing customer.*

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