

Autodesk Civil Solutions Rebate Program

Frequently Asked Questions for Customers

From November 3rd, 2008 through January 16th, 2009, United States and Canadian end user customers purchasing four or more commercial licenses of AutoCAD[®] Civil 2009 or AutoCAD[®] Civil 3D[®] 2009 may be eligible to recognize a significant savings by rebate after submitting an online request, and providing proof of purchase documentation.. Educational licenses, upgrades, cross-grades, and government purchases do not qualify.

1. Who can participate in this program?

This offer is available only to commercial end user customers (including Autodesk Strategic Accounts) in the United States and Canada subject to the posted Terms and Conditions. Autodesk U.S. Government (Federal/State/Local) accounts purchasing via DLT, Canadian Government (Federal/Provincial/Local) purchasing direct from Autodesk, and Education customers are not eligible to participate in this Rebate Offer.

2. What are the Rebate Amounts?

The value of the rebate is determined by the qualifying product or products as outlined in the table below:

Product Purchased	# of Licenses Purchased	Rebate Amount
AutoCAD [®] Civil 2009	4 or more	\$5,995
AutoCAD [®] Civil 3D [®] 2009	4 or more	\$7,495
Any combination of AutoCAD Civil 2009 and/or AutoCAD Civil 3D 2009	4 or more	\$5,995

NOTE: Rebate limited to 1 rebate per end user customer irrespective of the total number of licenses purchased.

3. How do I participate in the Rebate Offer?

After purchasing your AutoCAD Civil 3D 2009 new commercial licenses during the qualifying purchase period, you follow a simple process.

- Step 1: Order and receive your eligible products between November 3rd, 2008 and January 16th, 2009 (dates inclusive).
- Step 2: Go to <http://www.autodesk.com/civil3drebate> and complete the online rebate form with your product purchase information including Autodesk part numbers and quantity purchased.
- Step 3: Submit your contact information and agree with the Terms & Conditions of the rebate offer.
- Step 4: 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, under no circumstance will rebate eligibility be considered, regardless of circumstance, after February 16th, 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 corporate or individual end-user of the qualifying product 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.*

4. What are the Required Documents and Information?

Along with your bar-coded submission form, you must include a clear, legible copy of your original invoices or sales receipts dated from November 3rd, 2008 through January 16th, 2009, including a description of the product licenses purchased, Autodesk part number for 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 where an invoice is provided by the financing company and it references the corporate or individual end-user.

5. Must all the purchases be on the same invoice?

No, you can aggregate license purchases from different invoices to reach the required number (4) provided all license purchases are to the same company during the qualifying period and all invoices meet the other requirements of this promotion.

NOTE: Rebate limited to 1 rebate per end user customer irrespective of the total number of licenses purchased.

6. Can my reseller submit the rebate requests on my behalf?

No. Only the corporate or individual end-user of the qualifying products 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.

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

You will receive a confirmation e-mail once you have successfully completed the online pre-qualification submission form. You should print and keep a copy of your confirmation e-mail.

8. Which products are eligible for this offer?

Only new, commercial licenses (seats) of AutoCAD Civil 2009 and/or AutoCAD Civil 3D 2009 are eligible for this rebate offer. Educational licenses, cross-grades, migrations, education to commercial transfers, and U.S. Government (Federal/State/Local) accounts purchasing via DLT or directly from Autodesk do not qualify.

9. Are AutoCAD® Educational transactions eligible for the Rebate Offer?

No. AutoCAD Educational transactions are NOT eligible for the Rebate Offer.

10. Are AutoCAD® Education-to-Commercial Transfer transactions eligible for the Rebate Offer?

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

11. Can Government Accounts participate in the Rebate Offer?

No. Autodesk U.S. Government (Federal/State/Local) accounts purchasing via are NOT eligible for the Rebate Offer.

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

Yes. Autodesk Store purchases are eligible for the Rebate Offer.

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

Yes. Autodesk Strategic Accounts are eligible for the Rebate Offer.

14. Can I combine this with other Autodesk Promotions?

Yes. The Autodesk Civil Solutions Rebate Program may be combined Autodesk Q4 Financing Promotion.

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

The Autodesk Civil Solutions Rebate Program* qualifying purchase period begins on November 3rd, 2008, and ends on January 16th, 2009. You must order **AND** receive your product within this qualifying period to participate.

* Subject to rebate limits specified herein

16. Is this offer available only in the United States and Canada??

Yes. This offer is available only to customers in the United States and Canada subject to the posted Terms and Conditions.

17. Do I have to provide my e-mail address on the online submission form?

Yes. We use your e-mail address to send you an automatic confirmation email 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

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

Mail your submission form (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:

**Autodesk Civil Solutions Rebate Program
Department 6139
PO Box 5008
Stacy, MN 55078-5008**

Submissions must be postmarked within 30 days of the date of your qualifying purchase invoice. 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.

19. 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.

20. 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 <http://www.autodesk.com/civil3drebate> and click on Check Status. There, you can enter your submission ID number (found on your submission form and your confirming e-mail) 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.

21. Where can I find the Autodesk Part Number?

The Autodesk part number is located on the outside top of each box and is identified with the words "PartNo", followed by 15 digits the form of 99999-999999-999.

22. What if I ordered the product during the qualifying purchase period between November 3rd, 2009 and January 16th, 2009 but it did not arrive until after January 16th, 2009?

To be eligible for this rebate, you must order **AND** receive your qualified software between November 3rd, 2009, and January 16th, 2009. All rebate requests must be postmarked within 30 days of the date of your qualifying purchase. Without exception, after February 16th, 2009, under no circumstance will rebate eligibility be considered, regardless of circumstance.

23. What is the deadline to submit 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 16th, 2009, under no circumstance will rebate eligibility be considered, regardless of circumstance.

24. 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. Incomplete or missing information will cause the submission to be disqualified.

25. 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

26. 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.

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 contact your local Authorized Autodesk Reseller* from whom you purchased the Autodesk software.

Note: *Only the corporate or individual end-user of the qualifying product 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.*

28. When will I receive my rebate check?

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

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