



## Autodesk Maya 2008 Rebate Promotion Customer Frequently Asked Questions

### 1. What is this rebate promotion?

The Autodesk® Maya® 2008 software rebate promotion is designed to provide a cash rebate to customers who have purchased a new seat of Maya Complete 2008 or Maya Unlimited 2008 with Autodesk® Subscription.

### 2. Who can participate in this rebate promotion?

This promotion is available to customers in the United States and Canada who purchased new commercial licenses of Autodesk Maya Complete 2008 with Autodesk Subscription with Silver Support or Gold Support or Maya Unlimited 2008 with Autodesk Subscription with Gold Support. Education customers and Government accounts are not eligible to participate in this promotion.

### 3. Can Government or Education Accounts participate in this offer?

No. Autodesk United States 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 promotional offering.

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

Yes. This offer is available to all commercial customers in the United States and Canada.

### 5. Which products are eligible for this offer?

Only new commercial licenses (seats) of Autodesk Maya Complete 2008 and Autodesk Maya Unlimited 2008 when purchased with Autodesk Subscription are eligible for this offer.

### 6. What is the rebate amount?

Qualifying customers who have purchased Autodesk Maya Complete 2008 or Autodesk Maya Unlimited 2008 will receive the following rebates:

Product Purchased	Rebate Amount
Autodesk Maya Complete 2008 with Autodesk Subscription with Silver Support	US\$300
Autodesk Maya Complete 2008 with Autodesk Subscription with Gold Support	US\$650
Autodesk Maya Unlimited 2008 with Autodesk Subscription with Gold Support	US\$750

### 7. What is the qualifying purchase period for this offer?

The Autodesk Maya 2008 Rebate Promotion qualifying purchase period begins on August 11, 2008 and continues through October 6, 2008. Customers must order **AND** receive the Maya 2008 product within this qualifying period to participate.

### 8. How do I participate in this offer?

After purchasing Autodesk Maya Complete 2008 with Autodesk Subscription with Silver or Gold Support or Autodesk Maya Unlimited 2008 with Autodesk Subscription with Gold Support during the qualifying purchase period, participants first complete an online pre-

qualification rebate request form\* and then are required to mail the proof of purchase with all the *Required Documents and Information* (see below) postmarked **within 30 days** of their qualifying purchase invoice or receipt date. Without exception, under no circumstance will rebate eligibility be considered, regardless of circumstance, after November 6, 2008 even if the submission would have otherwise qualified.

#### **9. How do I apply for the rebate?**

After purchasing your qualifying new commercial licenses (seats) during the qualifying purchase period, you follow a simple, three-step process:

**Step 1:** Go to the online pre-qualification rebate request form at [www.autodesk.com/maya2008rebate](http://www.autodesk.com/maya2008rebate). Enter the qualifying commercial license part number(s) located on the top of the product box(es).

**Step 2:** Complete the personal information page and print the resulting bar-coded submission form. Following completion of this step, you will receive a confirmation e-mail of your pre-qualification submission.

**Step 3:** Mail all *Required Documents and Information* (see below) in one envelope to the address listed on the bar-coded submission form. Requests must be postmarked no later than 30 days of your qualifying purchase invoice or receipt date. Incomplete or missing information will cause the submission to be disqualified. Any claims postmarked more than 30 days after your qualifying purchase invoice or receipt date will be ineligible. Without exception, under no circumstance will rebate eligibility be considered, regardless of circumstance, after November 6, 2008 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.**

#### **10. Can my reseller submit the rebate requests 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.

#### **11. 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 e-mail to let you know we have received your submission and to remind you of the additional steps needed to complete your request.

#### **12. Where can I find the Autodesk Part Number?**

The Autodesk part number is located on the outside top of each product box and is in the form 99999-999999-9999 (all numeric).

#### **13. 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. Please remember to submit the *Required Documents and Information* via mail to complete the submission process.

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

Along with the bar-coded submission form, you must include a clear, legible copy of your original invoice or sales receipt dated during the qualifying period from August 11, 2008 through October 6, 2008, showing a description of the products purchased, Autodesk part numbers and quantity of the products 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.**

**15. Where should I send my bar-coded submission form and the Required Documents and Information?**

Mail your bar-coded 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 Maya 2008 Customer Offer  
Department 5941  
PO Box 5008  
Stacy, MN 55078-5008

Submissions must be postmarked within 30 days of your qualifying purchase invoice or receipt date. Incomplete or missing information will cause your submission to be disqualified. Purchase orders will not be accepted as proof of purchase.

**16. Should I keep copies of my bar-coded 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.

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

The Autodesk rebate program is set-up for self-service. Log on to our website at [www.autodesk.com/maya2008rebate](http://www.autodesk.com/maya2008rebate). There, you can enter your submission ID number (found on your bar-coded 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.

**18. What is the deadline to submit my bar-coded submission form and the Required Documents and Information?**

Your bar coded submission form and the Required Documents and Information must be postmarked within 30 days of your qualifying purchase invoice or receipt date. After November 6, 2009, under no circumstance will rebate eligibility be considered.

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

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

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

You must provide a valid street address for this 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 on the original submission.

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

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

**22. Can I combine this with other Autodesk offers?**

Yes. The Autodesk Maya 2008 Rebate Offer may be combined with the Autodesk Maya Unlimited / Autodesk® Mudbox® 2009 Offer, but cannot be combined with any other Autodesk offer, special pricing or other offers unless otherwise specified herein.

**23. Who do I call for help with questions around this offer?**

If you have any questions regarding this offer, please contact your local Authorized Autodesk Reseller from whom you purchased the Autodesk software.

*\*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.*

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