



***Autodesk Maya Unlimited / Autodesk Mudbox 2009  
Promotion  
Frequently Asked Questions (FAQ)***

**1. What is this promotion?**

The Autodesk® Maya® Unlimited/Autodesk® Mudbox® 2009 software promotion is designed to provide customers with a free download\* of Autodesk® Mudbox® 2009 (expected to be released in October 2008) for each new seat of Maya Unlimited 2008 software or Maya Unlimited 2009 software (when available) or each cross-grade from Autodesk® Maya® Complete 2008 software or Autodesk® Maya® Complete 2009 software (when available) to Maya Unlimited 2008 or Maya Unlimited 2009 (when available) respectively, that is purchased from August 11, 2008 through January 16, 2009.

**2. Who can participate in this promotion?**

This promotion is available to customers in the United States and Canada who purchase new commercial seats of Autodesk Maya Unlimited 2008 or Autodesk Maya Unlimited 2009 (when available) or a cross-grade from Autodesk Maya Complete 2008 or Maya Complete 2009 (when available) to Autodesk Maya Unlimited 2008 or Maya Unlimited 2009 (when available) respectively.

**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. How do I participate in this offer?**

You must purchase qualified software from August 11, 2008 through January 16, 2009 (dates are inclusive). Fully complete the online pre-qualification request form\*\* and mail the proof of purchase with all the *Required Documents And Information* (see below) postmarked **within 30 days** of your qualifying purchase invoice or receipt date. Once the Required Documents and Information have been received and verified, an email will be sent containing a link for your free download of Autodesk Mudbox 2009 product. Without exception, under no circumstance will eligibility be considered, regardless of circumstance, after March 17, 2009 even if the submission would have otherwise qualified. All pre-qualification submissions must be made via the Autodesk web-based submission form at [www.autodesk.com/mayamudboxpromo](http://www.autodesk.com/mayamudboxpromo).

**5. How do I apply for the promotion?**

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

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

**NOTE: You must enter a separate form for each seat purchased.**

**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 promotion eligibility be considered, regardless of circumstance, after March 17, 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.**

#### **6. 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 from August 11, 2008 through January 16, 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.**

#### **7. Can my reseller submit the 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 promotion. Autodesk resellers and third party purchasing agents may not submit claims on behalf of their purchasing customer.

#### **8. 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.

#### **9. 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 Free Mudbox Download Customer Offer  
Department 5942  
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.

#### **10. When can I expect to receive the email with the link to the free Autodesk Mudbox 2009 download?**

You will receive the email which includes the link for the free Autodesk Mudbox 2009 download once your Required Documents and Information have been received and verified.

**NOTE: The free Autodesk Mudbox 2009 download will not be available until the commercial release of Autodesk Mudbox 2009, expected mid October 2008.**

**11. Which products are eligible for this offer?**

Only new commercial licenses (seats) of Autodesk Maya Unlimited 2008 or Maya Unlimited 2009 (when available) and cross-grades from Maya Complete 2008 or Maya Complete 2009 (when available) to Autodesk Maya Unlimited 2008 or Maya Unlimited 2009 (when available) respectively are eligible for this offer. Please review the Autodesk Maya Unlimited/ Autodesk® Mudbox 2009 Offer found at [www.autodesk.com/mayamudboxpromo](http://www.autodesk.com/mayamudboxpromo).

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

Yes. The Autodesk Maya Unlimited / Autodesk Mudbox 2009 Offer may be combined with the Autodesk Maya 2008 Rebate Promotion when Maya Unlimited 2008 has been purchased. This offer cannot be combined with any other Autodesk offer, special pricing, or other offers unless otherwise specified herein.

**13. What is the qualifying purchase period for this offer?**

The Autodesk Maya Unlimited / Autodesk Mudbox Offer qualifying purchase period begins August 11, 2008 and ends January 16, 2009. You must order your product during this qualifying period to participate.

**14. 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.

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

Yes. We use your e-mail address to send the 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. We will also be sending an email containing the free Autodesk Mudbox 2009 download information once your mailed Required Documents and Information have been received and approved.

**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 request?**

The Autodesk program is set-up for self-service. Log on to our website at [www.autodesk.com/mayamudboxpromo](http://www.autodesk.com/mayamudboxpromo) and click on Check Status. There, you can enter your submission ID number (found on your bar-coded submission form and your email confirmation) or your name and zip code, and track the real-time status of your submission.

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

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

**19. 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 March 17, 2009, under no circumstance will eligibility be considered.

**20. 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.

**21. 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.

*\*This software is subject to the terms and conditions for the end-user license agreement that accompanies the download of the software.*

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

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