



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

Autodesk, Inc. works closely with Microsoft Corporation to help ensure that Autodesk applications provide the functionality you may require, regardless of the operating system. Both 32-bit and 64-bit versions of AutoCAD® 2011 software is supported on all available Microsoft operating systems.

AutoCAD 2011 is specifically optimized for Windows 7, leveraging new Live Taskbar Preview functionality. AutoCAD 2011 has earned the “compatible with Windows 7” logo from Microsoft, indicating that it has been successfully tested on both 32- and 64-bit versions of Windows 7.

August 16, 2010, through October 17, 2010 save up to \$300 with two great AutoCAD rebate options from Autodesk:

- **Save \$300** by Mail-in Rebate on new commercial licenses of AutoCAD 2011 software
- **Save \$400** by Mail-in Rebate on new commercial licenses of AutoCAD 2011 when purchased with Microsoft Windows 7 Professional, or Microsoft Windows 7 Ultimate

### 1. What is the AutoCAD New Seat Rebate Promotion?

From August 16, 2010, through October 17, 2010, customers who purchase qualifying new commercial licenses of AutoCAD® 2011 software may be eligible for one of two rebate options:

- **Save \$300** by Mail-in Rebate on new commercial licenses of AutoCAD 2011 software
- **Save \$400** by Mail-in Rebate on new commercial licenses of AutoCAD 2011 when purchased with Microsoft Windows 7 Professional, or Microsoft Windows 7 Ultimate

Terms & Conditions apply. Customers must submit an online rebate request and provide mailed in proof of license purchase documentation.

**This offer is limited to a maximum of five (5) rebates total per invoice address.**

### 2. Which Microsoft Windows 7 products qualify for the \$400 AutoCAD rebate offer?

In order to qualify for the \$400 rebate, customers must purchase both a new commercial license of AutoCAD 2011 software AND a qualifying Microsoft Windows 7 product during the qualifying period, including:

- New commercial licenses of Microsoft Windows 7 Professional or Microsoft Windows 7 Ultimate
- Upgrades from a prior Windows version to Microsoft Windows 7 Professional or Microsoft Windows 7 Ultimate
- A new PC with Microsoft Windows 7 Professional or Microsoft Windows 7 Ultimate pre-installed

Qualifying Windows 7 software may be purchased from any Microsoft authorized reseller.

**3. What benefits are realized when running AutoCAD 2011 software on Windows 7?**

AutoCAD 2011 is optimized for Windows 7, leveraging the Live Taskbar Preview functionality. With the Windows 7 Live Taskbar Preview functionality, you can point to a taskbar icon to see actual images of all of your open AutoCAD files. Then, simply click the preview image to start working with the AutoCAD file right away. And you can even close windows from the thumbnail previews – a big timesaver.

Autodesk customers moving from Windows XP or earlier operating systems to Windows 7 will discover additional features to significantly improve the overall user experience with respect to AutoCAD software. Specifically, you can see AutoCAD properties in the detail tab of Windows Explorer, and use search tools that look for text strings in the drawing properties, text, and MTEXT of DWG™ files.

For a full listing of benefits, be sure to review the AutoCAD and Windows 7 White Paper, and the AutoCAD 2011 Productivity Study available at [www.autodesk.com](http://www.autodesk.com).

**4. Who can participate in the AutoCAD New Seat Rebate Promotion?**

This promotion is available only to United States and Canadian commercial end-user customers (including Autodesk Strategic Accounts) subject to the posted Terms and Conditions. Autodesk eStore purchases qualify for this rebate.

**5. Who is not eligible to participate in the AutoCAD New Seat Rebate Promotion?**

This promotion is NOT available to the following customers:

- Education customers and education customers migrating from education to commercial product
- Autodesk U.S. Government (Federal/State/Local)
- Autodesk Canada Federal Government DISO accounts
- All commercial and Government customers in Latin America

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

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

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

Yes, Autodesk Store purchases are eligible for this Promotion.

**8. Are Autodesk Strategic Accounts eligible to participate in this Promotion?**

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

**9. 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 [www.autodesk.com/autocadrebate](http://www.autodesk.com/autocadrebate).

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

No, Autodesk Subscription is not required to be eligible for the AutoCAD 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.

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

The AutoCAD New Seat Rebate qualifying purchase period begins on August 16, 2010, and runs through October 17, 2010 (dates inclusive). Customers must order AND be invoiced for the product within this qualifying period to participate.

**12. How do I apply for the rebate?**

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

- Step 1: Go to [www.autodesk.com/autocadrebate](http://www.autodesk.com/autocadrebate) and complete the online rebate form with product purchase information including the Autodesk or vendor part number of the product licenses, purchase price and quantity of licenses purchased
- Step 2: Submit 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 November 18, 2010, even if the submission would have otherwise qualified. Packing lists and/or purchase orders will not be accepted as proof of license purchase. Customers should keep copies of all materials, including proof of mailing, for their 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?**

Required documents for the \$300 rebate includes the email confirmation, a clear, legible copy of the original invoice or sales receipt dated from August 16, 2010, through October 17, 2010, showing a description of the product licenses purchased, Autodesk or vendor part numbers of the product licenses purchased, quantity of licenses purchased, price and the reseller name. Handwritten part numbers are acceptable.

For the \$400 rebate, customers must also include a legible copy of the original invoice or sales receipt showing the purchase of a qualifying Windows 7 product dated from August 16, 2010 through October 17, 2010.

Incomplete or missing information will cause the submission to be disqualified. **Purchase orders will not be accepted as proof of license except in cases of third party financing whereby an invoice is provided by the financing company and 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 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. Use of your e-mail address is governed by the Autodesk Privacy Policy.

**16. If I do not have an 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 product ID label on the back side of the DVD case and is identified with the words "PartNo", followed by 15 digits the form of 99999-999999-9999. For estore customers, the Autodesk 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 for you to mail a copy along with the Required Documents as outlined below.

**21. Where should I send my email confirmation and the Required Documents and Information?**

You should mail your email confirmation (you will automatically receive 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 Rebate  
Department 7295  
PO Box 5010  
Stacy, MN 55078-5010

**Submissions must be postmarked within 30 days of the qualifying purchase invoice date.** You should **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 a 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. You should 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. You should log on to the rebate website at [www.autodesk.com/autocadrebate](http://www.autodesk.com/autocadrebate) and click on Check Status on the top sash. There, you can enter your submission ID number (found on the 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 August 16, 2010 and October 17, 2010, but it did not arrive until after October 17, 2010?**

To be eligible for this rebate, your customer must order and be invoiced for the qualified software between August 16, 2010 through October 17, 2010 (dates are inclusive). All rebate requests must be postmarked within 30 days of the qualifying purchase date. Without exception, after November 18, 2010, no rebate will be considered for eligibility, regardless of circumstance.

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

The submission form and Required Documents and Information must be postmarked within 30 days of the qualifying AutoCAD purchase invoice. When applicable, the qualifying Windows 7 purchase must likewise be purchased and invoiced within the qualifying time frame and be submitted at the same time as the AutoCAD Invoice. Without exception, after November 18, 2010, under no circumstance will eligibility be considered, regardless of circumstance.

**26. When can I expect to receive the rebate check?**

Please allow a minimum of eight (8) weeks for delivery of the 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 contact if I have questions about the AutoCAD New Seat Rebate?**

Please contact your Autodesk Authorized Reseller with questions around this promotion.

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