

# AutoCAD LT New Seat Rebate Promotion

## Frequently Asked Questions

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

From February 15<sup>th</sup> 2010 through July 31st, 2010, customers who purchase qualifying new commercial licenses of AutoCAD LT® software may be eligible for a rebate of up to €300 or £250 for each new license purchased after submitting an online request accompanied by an appropriate proof of purchase. **This offer is limited to a maximum of five (5) single licenses per purchaser.**

### 2. Who can participate in this AutoCAD LT New Seat Rebate Promotion?

Only the corporate or individual end-user who purchased the qualifying product(s) may participate and apply for the rebate. Only companies established in the EEA or Switzerland and individuals resident in the EEA or Switzerland qualify for redemption of this voucher. This promotion is subject to the Terms and Conditions published on [www.autodeskrebate.com/autocadlt](http://www.autodeskrebate.com/autocadlt).

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

This promotion is NOT available to Autodesk channel partners, resellers, distributors and employees

### 4. Which are the qualifying products to participate in this AutoCAD LT New Seat Rebate Promotion?

The AutoCAD LT® New Seat Rebate Promotion is valid only with purchases of qualifying new commercial licenses of AutoCAD LT® software. Multi-license packs including more than 5 single licenses (such as 10 seat packs), upgrades, crossgrades, competitive trade-ups, legacy, educational licenses or education-to-commercial transfers DO NOT qualify.

### 5. Are Autodesk Strategic Accounts eligible for the Promotion?

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

### 6. Is this promotion available only in the European Economic Area and Switzerland ?

Yes. This promotion is valid in the European Economic Area (EEA) and Switzerland only and is subject to the Terms and Conditions posted at [www.autodeskrebate.com/autocadlt](http://www.autodeskrebate.com/autocadlt).

### 7. What are the rebate amounts?

Eligible participants in the United Kingdom may apply for a rebate of up to **GBP 250** per license, eligible participants in other EEA Member States and Switzerland may apply for a rebate of up to **EUR 300** per license. No other payout currencies are available. The rebate applies to a maximum of five (5) single licenses per purchaser. The rebate value and pay-out currency is determined by Autodesk based on the customer's place of business or place of residence, and not by the country of purchase within the EEA.

### 8. 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.

### 9. What is the qualifying purchase period for this promotion?

The AutoCAD LT New Seat Rebate qualifying purchase period begins on February 15<sup>th</sup> 2010 and runs through July 31<sup>st</sup>, 2010. You must order AND be invoiced for the product within this qualifying period to participate.

### 10. How do I apply for the promotion?

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

- **Step 1:** Go to [www.autodeskrebate.com/autocadlt](http://www.autodeskrebate.com/autocadlt) and complete the online rebate form with country of purchase and product information (part number and serial number)
- **Step 2:** Submit contact information and bank information
- **Step 3:** Upload a scanned and valid proof of purchase
- **Step 4:** Agree to the Terms and Conditions of the Promotion and to receive further marketing information

**To qualify, the completed online rebate form must be submitted, together with proof of purchase, within 30 days of the date of your qualifying purchase invoice or sales receipt.** Further, consent to receive marketing information is required (consent may be withdrawn by end-users at any time).

Incomplete or missing information will result in disqualification from this promotion. Any claims submitted 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 August 30<sup>th</sup>, 2010, even if the submission would have otherwise qualified. Packing lists and/or purchase orders will not be accepted as proof of license purchase. Duplicate submissions will render all submissions ineligible. Strict auditing will occur, incomplete submissions will be denied and only submission corrections within the qualifying submission period will be reconsidered.

*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.*

### 11. What are the Required Documents and Information?

Along with the details included in the submission form, you must upload a clear, legible copy of the original invoice or sales receipt dated from February 15<sup>th</sup> 2010 through July 31<sup>st</sup> 2010 (dates inclusive), showing a description of the product licenses purchased, Autodesk or vendor part numbers of the product licenses purchased, serial number of licenses purchased. 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.**

### 12. 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.

### 13. 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.

**14. If I do not have an invoice or sales receipt, can I mail my packing list or purchase order?**

Unfortunately, we can not pay out the rebate amounts without an invoice or sales receipt. Incomplete or missing information will cause the submission to be disqualified.

**15. 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.

**16. 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.

**17. Where can I find the Autodesk Serial Number?**

The Autodesk Serial number is located on the outside top of each product box and is identified with the words "SerialNo", followed by 11 digits the form of 999-99999999.

**18. How will I know my submission was received?**

You will receive an email confirmation once you have successfully completed and submitted your online rebate request. You should print and keep copies of your email confirmation.

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

You should submit your request online, at [www.autodeskrebate.com/autocadlit](http://www.autodeskrebate.com/autocadlit).

**Submissions must be recorded within 30 days of the qualifying purchase invoice.** You should **keep copies of all materials, including proof of submittal**, for your records. Incomplete or missing information will cause a submission to be disqualified. **Purchase orders will not be accepted as proof of license purchase.**

**20. Should I keep copies of my submission form and the Required Documents and Information?**

Yes. You should keep copies of all materials. Autodesk is not responsible for delays in delivery or for lost materials.

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

You will receive email notifications at each change of status on your request : when the request is successfully submitted, when the request is validated or rejected, when the payout is completed.

If you have questions in the meantime about the status of your request, you can send an email in English or in German to our Customer Service at [contact@autodeskrebate.com](mailto:contact@autodeskrebate.com) indicating your Submission Confirmation #, you name and your country.

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

**22. What if I ordered the product during the qualifying purchase period between February 15th, 2010 and July 31<sup>st</sup>, 2010, but it did not arrive until after July 31<sup>st</sup>, 2010?**

To be eligible for this rebate, you must order and be invoiced for the qualified software between February 15<sup>th</sup> 2010 and July 31<sup>st</sup> 2010 (dates are inclusive). All rebate requests must be postmarked within 30 days of the qualifying purchase date. Without exception, after August 30<sup>th</sup>, 2010, no rebate will be considered for eligibility, regardless of circumstance.

**23. What is the deadline to provide the submission form and the required documents and information?**

**Your submission form and required documents and information must be postmarked within 30 days of the qualifying purchase invoice. Without exception, after August 30th, 2010, no rebate will be considered for eligibility, regardless of circumstance.**

**24. When will I receive the rebate check or bank transfer?**

Please allow a minimum of eight (8) weeks for delivery of the rebate check or bank transfer.

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

The AutoCAD LT 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.

**26. Who do I contact if I have questions about the AutoCAD LT New Seat Rebate?**

Please contact your Autodesk Authorized Reseller\* with questions around this promotion. You can also contact your local Autodesk office. Please see [Autodesk contact pages](#) for address information.

**27. If my company purchased a qualifying product license, can the rebate be paid to an employee of my company rather than the corporate bank account?**

No, the rebate will only be paid out to the company who purchased qualifying product(s). The rebate is not transferable.

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