

# Autodesk FY21 Q1 Trade in Perpetual License Offer

## Frequently Asked Questions (FAQ)

Now is a great time for customers to upgrade their perpetual license to a subscription and receive the benefits of subscription. In addition to more value and flexibility than perpetual licenses, customers can save up to 25%\*\* when trading in qualifying perpetual licenses that are not on maintenance plans, for a subscription to the latest Autodesk industry collections or to most individual products—like AutoCAD® including specialized toolsets, AutoCAD LT®, Civil 3D®, Revit®, Inventor®, 3ds Max® and more.

### GENERAL INFORMATION

#### 1. What is the Autodesk FY21 Q1 Trade in Perpetual License Offer?

Customers can save up to 25%\*\* on the Autodesk Suggested Retail Price (SRP) for industry collections or most individual products when they purchase eligible 1-year or 3-year term subscriptions with single-user access and submit qualifying associated seats of release 1998-through 2020 perpetual licenses not on an active maintenance plan (any attached maintenance plan must have expired on or before January 31, 2020 for the perpetual license to be eligible for this offer). A valid, eligible serial number and corresponding perpetual license must be submitted for this promotion.

Serial numbers must be submitted at: <http://www.autodesk.com/tradeinpromo>

Or the Serial Number submission light box on the applicable Autodesk.com/subscribe page.

Refer to the “[Appendix](#)” for a complete list of qualifying “coming from” and “going to” products.

#### 2. How does the order process work?

1. **Submission of the perpetual license serial number must occur prior to purchase.** The end customer or the Partner on behalf of the customer, completes the submission by going to <http://www.autodesk.com/tradeinpromo>
2. At this site, information for the required fields, including but not limited to customer name, submission serial number, and email address, must be provided.
3. After the submission, the perpetual license serial number and all corresponding seats will subsequently be flagged in the Autodesk system as no longer valid or eligible to be submitted for other offers.
4. If a customer decides not to make a purchase or cancels the purchase, the submission may be retracted by emailing [Autodesk\\_CS@pmci.com](mailto:Autodesk_CS@pmci.com).
5. Autodesk will monitor all serial number submissions and orders placed. In the event of a discrepancy between a submission and order, the submitter will be contacted for assistance in resolution.
6. Subject to item 11, the customer agrees that Autodesk will suspend the license corresponding with the submitted serial number(s) and the customer agrees to no longer use such licenses.
7. If the customer returns the subscription within the right of return period in the applicable Terms of Use, the customer will be eligible to switch back to the perpetual license. The return shall be in full and final settlement of all claims.

**3. What is the promotional period?**

This offer is available February 7 through April 24, 2020 (dates inclusive).

**4. What countries are eligible to participate?**

This offer is available in Japan, Korea, Australia, New Zealand, ASEAN countries, Taiwan, China, Hong Kong and India & SAARC.

**5. What term lengths can customers purchase at the discount?**

Customers are eligible to submit their perpetual licenses and receive a discount on either a 1- OR a 3-year term subscription.

**6. Is the discount available for both single-user and multi-user subscriptions?**

No. The offer applies to single-user only.

The deployment of the submitted license does not need to be the same as the deployment of the subscription purchased. The submitted license may be a network/multi-user or standalone/single-user.

**7. Is the discount available for subscription renewals?**

No. The offer is for new subscriptions with a perpetual license (not on maintenance) that is submitted as outlined in this FAQ.

**8. Can this offer be combined with any other offers?**

No. The offer may not be combined with any other discounts, promotions, or other incentives offered by Autodesk unless specified.

**9. Can a customer apply an Extra Territory Rights (ETR) uplift to a subscription they purchased with this offer?**

No. Subscriptions purchased through this offer cannot have ETR attached.

**10. Will Autodesk offer the full discount % if the customer is adding to an existing subscription?**

Yes, for same-term subscriptions. This promotion offers the full discount percentage\*\* even if the customer is co-termining to match an existing subscription, provided the term length (new 1- or 3-year to existing 1-year or 3-year term).

**11. Are customers required to submit their existing perpetual serial number(s)?**

Yes. To receive the discount, customers or partners must submit the eligible perpetual license serial number(s) and no longer use any seats associated to that serial number(s). Once the submission and purchase is completed the serial number(s) cannot be traded in or used to achieve a promotion discount a second time.

**12. Can customers continue to use the perpetual license after they purchase the discounted 1- or 3-year subscription?**

No. As part of the terms and conditions of this offer, the customer agrees to submit the eligible perpetual license and within 120 days no longer use any seats associated with that serial number(s). Note that customers who cancel or return their purchase should email Autodesk\_CS@pmci.com as noted in question 2.4 above.

**13. How do customers know if a perpetual license serial number is valid?**

A license as identified by the serial number is valid if it is a 1998 – 2020 eligible perpetual product license not on maintenance (expired on or before January 31, 2020) and has not been submitted for a previous promotion. Additionally, it could not have been used for a perpetual license upgrade or on a maintenance plan and fulfilled to a newer perpetual license. Licenses must be commercial versions with Asset Status ‘registered’. The submission site may be used as a source to validate serial numbers.

Note: Customers may request a [License Report](#), which is delivered by Autodesk directly to the customer, and will show a customer’s assets, including those that are eligible.

**14. How many discounted subscriptions may be purchased per serial number?**

Customers are eligible to purchase one new 1- or 3- year subscription for each seat associated with the eligible serial number(s) submitted up to a total of 50 seats.

**15. What if customers have multi-packs or multiple seats for one serial number?**

Customers are eligible to purchase one discounted subscription for each seat associated with a valid serial number up to 50 seats.

Example: A customer has an AutoCAD LT® 2015 5-pack. They are eligible to receive the discount on up to 5 new subscriptions. At the time of submission, they will be trading in all 5 AutoCAD LT® 2015 perpetual licenses, regardless of how many of the discounted new subscriptions they are purchasing.

If a customer wants to purchase fewer new subscriptions than licenses associated with the serial number (for instance, in the example above, they may want to submit 3 licenses and keep 2 perpetual licenses). In those select cases, the customer should contact an Autodesk Reseller or Autodesk Client Services to split the license into two at the appropriate quantities.

**16. Is there a limit as to how many seats can be submitted per customer?**

Yes. Customers are eligible to submit a total of 50 seats under the terms and conditions of this offer. For example: customers may submit 50 serial numbers, each with one seat, OR 1 serial number with 50 seats OR any other variation not to exceed a total of 50 seats.

**17. Do customers have to purchase the same products as the perpetual license submitted?**

No, customers do not need to purchase the same product that was traded in.

See [Table 1](#) of the Appendix to see eligible products for this offer. See [Table 2](#) of the Appendix to see eligible products to submit.

**APAC:** Autodesk LT Family product licenses are eligible to be submitted for AutoCAD LT Family and AutoCAD product licenses only.

**Japan:** Autodesk LT Family product licenses are eligible to be submitted for AutoCAD LT Family and AutoCAD product licenses only.

**18. How does the Q1 Trade in Perpetual License Offer differ from the Move to Subscription Offer?**

The Q1 Perpetual Offer is a limited-time opportunity for customers who have old perpetual licenses without active maintenance plans (expired on or before January 31, 2020) to trade in and save up to 25%\*\* on qualifying new 1- or 3-year subscriptions to Autodesk products.

The Move to Subscription Offer is an ongoing opportunity for customers whose maintenance plans are up for renewal to switch to subscription and secure special pricing going forward. More information is available at [www.autodesk.com/campaigns/maintenance-to-subscription](http://www.autodesk.com/campaigns/maintenance-to-subscription).

**19. Is the promotion available on the Autodesk Store?**

Yes, at select Autodesk stores. Please refer to Autodesk.com to confirm specific details for your location.

## APPENDIX

**Table 1:** The following list includes the eligible “going to” subscription products. Customers may submit for a 1-year OR a 3-year subscription and receive up to 25% off the SRP. Notes: 1) All products may not be available in all regions. Please check with your local reseller or Autodesk store for availability. 2) The SRP of a subscription with a 3-year term reflects a 10% savings as compared to the annual price times 3 years.

Subscription Products Eligible for up to 25%* savings off SRP	
Industry Collections	<a href="#">AEC Collection</a>
	<a href="#">Product Design and Manufacturing Collection</a>
	<a href="#">M&amp;E Collection</a>
General Design	<a href="#">AutoCAD® including specialized toolsets</a>
AEC	<a href="#">Advance Steel</a>
	<a href="#">Civil 3D®</a>
	<a href="#">Fabrication CADmep/CAMduct/ESTmep</a>
	<a href="#">Infraworks 360</a>
	<a href="#">Navisworks® Manage/ Autodesk® Navisworks® Simulate</a>
	<a href="#">Point Layout</a>
	<a href="#">Revit®</a>
ANIM	<a href="#">3ds Max®</a>
	<a href="#">Maya®</a>
	<a href="#">Maya® LT</a>
	<a href="#">MotionBuilder</a>
MFG	<a href="#">Alias Concept</a>
	<a href="#">CFD Premium, Ultimate</a>
	<a href="#">EAGLE</a>
	<a href="#">Fusion 360</a>
	<a href="#">Inventor® Professional</a>
	<a href="#">Moldflow (Standard, Premium, Ultimate)</a>
	<a href="#">Vault Professional</a>
	<a href="#">VRED Render Node/ Design/ Presenter/ Professional</a>
LT Family	<a href="#">AutoCAD® LT / AutoCAD® LT for Mac</a>
	<a href="#">AutoCAD® LT with CALS Tools (Japan only)</a>
	<a href="#">Revit LT™</a>
	<a href="#">AutoCAD Revit LT™ Suite</a>
	<a href="#">PowerInspect® Standard, Premium, Ultimate</a>
	<a href="#">PowerMill® Standard, Premium, Ultimate</a>
	<a href="#">PowerShape® Standard, Premium, Ultimate</a>

**Table 2: The following list includes the “coming from” qualifying perpetual licenses. Note: Not all legacy titles are listed. Please confirm with the trade-in site for eligibility.**

“Coming From” qualifying 1998-2020 perpetual licenses not on an active maintenance plan (expired on or before January 31, 2020)		
<b>General Design</b>	AutoCAD® / AutoCAD® for Mac	
	AutoCAD® Design Suite (Standard, Premium, or Ultimate)	
<b>AEC</b>	Advance Steel Premium/ Advance Steel AutoCAD® Bundle/Advance Concrete	
	AutoCAD® Architecture / Architectural Desktop	
	AutoCAD® LT Civil Suite	
	AutoCAD® Map3D	
	AutoCAD® MEP	
	AutoCAD® P&ID	
	AutoCAD® Plant 3D	
	Building Design Suite (Standard, Premium, or Ultimate)	
	CAiCE Visual Construction/Roads/Survey/Survey and Roads	
	Civil 3D®	
	Fabrication Products	
	Infrastructure Design Suite (Standard, Premium, or Ultimate)	
	InfraWorks™/ Infrastructure Modeler	
	Navisworks® Manage	
	Plant Design Suite (Standard, Premium, or Ultimate)	
	Revit® Architecture/Revit® MEP/Revit® Structure	
	Revit®	
	Robot™ Structural Analysis Professional	
	<b>ANIM</b>	3ds Max®
		3ds Max® Design
3ds Max® Entertainment Creation Suite Standard		
Entertainment Creation Suite Ultimate		
Maya®		
Maya® Entertainment Creation Suite Standard		
Maya® LT		
Maya® Unlimited/Complete		
MotionBuilder		

MFG	Alias Design
	AutoCAD® Electrical
	AutoCAD® Mechanical
	CFD Design Study Environment
	CFD (Basic, Advanced, Motion)
	Factory Design Suite (Standard, Premium, or Ultimate)
	HSMWorks Premium/Professional
	Inventor® HSM, Inventor HSM Professional
	Inventor® / Inventor® Engineer-to-Order/ Inventor® Professional/ Inventor® Publisher
	Moldflow Adviser (Standard, Premium, Ultimate)
	Moldflow Design
	Moldflow Insight (Standard, Premium, Ultimate)
	Moldflow Synergy
	Nastran
	Nastran In-CAD
	Product Design Suite (Standard, Premium, or Ultimate)
	Showcase®
	Simulation Mechanical
	Vault Office
Vault Professional	
Vault Workgroup	
LT Family	AutoCAD® LT / AutoCAD® LT for Mac
	Inventor LT™
	AutoCAD Inventor LT™ Suite
	Revit LT™
	AutoCAD Revit LT™ Suite
Delcam	ArtCAM®, Standard, Premium, Ultimate
	FeatureCAM® Standard, Premium, Ultimate
	PowerInspect® Standard, Premium, Ultimate
	PowerMill® Standard, Premium, Ultimate
	PowerShape® Standard, Premium, Ultimate

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\*\*Offer subject to reseller participation. Channel partners are independent and free to set their own prices. Reseller prices may vary. Advertised discounts and savings are based on the Autodesk Suggested Retail Price (excluding taxes) for specified product. Autodesk's Suggested Retail Price is used for reference purposes only and may not be in local currency. Actual retail price is determined by customer's selected reseller and is subject to currency fluctuation.

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