

# Autodesk Legacy Trade-In Program

## Frequently Asked Questions (FAQ)

Customers can subscribe and save up to 25% when trading in qualifying old perpetual licenses that are not on maintenance plans for subscriptions to the latest Autodesk industry collections or most individual products—like AutoCAD® including specialized toolsets, AutoCAD LT®, Civil 3D®, Revit®, Inventor® Pro, 3ds Max® and more.

### GENERAL INFORMATION

#### 1. What is the Autodesk Legacy Trade-In Program?

Customers who trade in qualifying Legacy serial numbers and all associated seats of R14 (release year 1998) through 2019 perpetual licenses not on an active maintenance plan **can save up to 20% on a 1-year or up to 25% on a 3-year term subscription** with single- or multi-user access. Note that customers seeking to purchase a multi-user subscription will need to contact a sales representative in Australia at 1800 951 919 (toll free) Mon-Fri 9 am to 8:30 pm (AEST). New Zealand sales representatives can be reached on 0800 453 808 (toll free) Mon-Fri 11am to 10:30 pm (NZST).

A valid, eligible serial number must be submitted for this program.

Refer to the [Appendix](#) for a complete list of qualifying products to purchase and eligible products to trade in.

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

1. **Submission of the perpetual license serial number must occur at time of purchase.**
2. Once traded in, the perpetual license serial number and all seats corresponding will be flagged in the Autodesk system as no longer valid or eligible to be traded in.
3. Autodesk will continually 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.
4. The customer agrees that Autodesk may suspend the license corresponding with the submitted serial number(s) and the customer agrees to no longer use such licenses.
5. If the customer returns the subscription in accordance with the applicable Autodesk software license agreement the customer. Customers are responsible for maintaining the perpetual license for 30 days in the event they return the subscription under the standard return policy. The return shall be in full and final settlement of all claims. The customer may provide the serial number traded in and will then be eligible switch back to the perpetual license.

#### 3. What countries are eligible to participate?

The offer is available in the United States, Canada, the European Economic Area, Switzerland, Japan, Australia and New Zealand.

#### 4. What term lengths can customers purchase at the discount?

Customers are eligible to trade in their perpetual licenses and receive up to **20% discount on a 1-year OR a up to 25% discount on a 3-year term.**

#### 5. Is the discount available for both single-user and multi-user subscriptions?

Yes. The offer applies to both single-user and multi-user subscriptions. Additionally, the deployment of the traded in license does not need to be the same as the deployment of the subscription purchased. For example, a customer may trade in a single-user AutoCAD serial number and purchase a multi-user AutoCAD-IST or any other eligible product, including collections.

Autodesk LT Family product licenses **are eligible** to be traded in for subscriptions with **single- or multi-user access to all eligible individual products**, as well as subscriptions with **single-user access to industry collections**; however, they **are not eligible** to be submitted for subscriptions with **multi-user access to industry collections**.

Note that customers seeking to purchase a multi-user subscription will need to contact a sales representative in Australia at 1800 951 919 (toll free) Mon-Fri 9 am to 8:30 pm (AEST). New Zealand sales representatives can be reached on 0800 453 808 (toll free) Mon-Fri 11am to 10:30 pm (NZST).

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

No. The offer is for new subscriptions with a trade-in only.

**7. 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.

**8. 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 they are the **same term length** (New 1- or 3-year to existing 1-year or 3-year term).

Note that customers seeking to co-term with an existing plan or contract will need to contact a sales representative in Australia at 1800 951 919 (toll free) Mon-Fri 9 am to 8:30 pm (AEST). New Zealand sales representatives can be reached on 0800 453 808 (toll free) Mon-Fri 11am to 10:30 pm (NZST).

**9. Are customers required to trade in their existing perpetual serial number(s)?**

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

**10. 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 trade in the eligible perpetual license serial number(s) and no longer use any seats associated with that serial number(s).

**11. How do customers know if a serial number is valid?**

A serial number is valid if it is an R14-2019 eligible perpetual product license not on maintenance and has not been used in a previous promotion. Licenses must be commercial versions and registered.

Customers can request an [Asset Report](#), which is delivered by Autodesk directly to the customer, and should show all of a customer's assets.

**12. 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 serial number(s) they submit.

**13. 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, but can only submit a serial number one time.

Example: A customer has an AutoCAD LT® 2008 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® 2008 perpetual licenses, regardless of how many of the discounted new subscriptions they are purchasing.

Exceptions are available for customers who want to purchase fewer new subscriptions and are not willing to submit all 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, please contact Client Services and they can split the serial number prior to placing the order. Please note this cannot be completed in Partner Center. The original serial number should be the one used for the trade-in.

**14. 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, except for AutoCAD LT Family. There is no seat limit for AutoCAD LT Family products being traded in.

**15. Do customers have to purchase the same products as the perpetual license traded in?**

No, customers do not need to purchase the same product, however the restrictions mentioned above apply.

Refer to the [Appendix](#) for a complete list of qualifying products to purchase and eligible products to trade in.

**16. If a customer has a multi-pack or multiple seats for one serial number, do all of the new subscriptions have to be the same product?**

No. Customers may purchase any of the eligible products listed in the appendix tables and per the aforementioned requirements up to the number of licenses traded in.

**17. How does this program differ from the Move to Subscription Offer?**

The Legacy Trade-in Program provides an opportunity for customers who have old perpetual licenses without active maintenance plans 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.au/campaigns/maintenance-to-subscription](http://www.autodesk.com.au/campaigns/maintenance-to-subscription).

## APPENDIX

**Table 1:** The following list includes the eligible “going to” subscription products.

Eligible subscription products		New 1- or 3-year subscription discount with trade-in	
<b>Industry Collections</b>	<a href="#">AEC Collection</a>	20%	25%
	<a href="#">Product Design and Manufacturing Collection</a>	20%	25%
	<a href="#">M&amp;E Collection</a>	20%	25%
<b>General Design</b>	<a href="#">AutoCAD including specialized toolsets</a>	20%	25%
<b>AEC</b>	<a href="#">Civil 3D®</a>	20%	25%
	<a href="#">Revit®</a>	20%	25%
<b>ANIM</b>	<a href="#">3ds Max®</a>	20%	25%
	<a href="#">Maya®</a>	20%	25%
<b>MFG</b>	<a href="#">Maya® LT</a>	20%	25%
	<a href="#">Inventor® Professional</a>	20%	25%
<b>LT Family</b>	<a href="#">AutoCAD® LT / AutoCAD® LT for Mac</a>	20%	25%
	<a href="#">AutoCAD® LT with CALS Tools (Japan only)</a>	20%	25%
	<a href="#">Revit LT™</a>	20%	25%
	<a href="#">AutoCAD Revit LT™ Suite</a>	20%	25%

**Table 2:** The following list includes the qualifying perpetual licenses that may be traded in.

Qualifying R14-2019* perpetual licenses not on an active maintenance plan (Recent products titles listed. Eligible products are all equivalent titles from R14-2019)	
<b>General Design</b>	Autodesk® AutoCAD® / Autodesk® AutoCAD® for Mac
	Autodesk® AutoCAD® Design Suite (Standard, Premium, or Ultimate)
<b>AEC/ENI</b>	Autodesk® AutoCAD® Architecture / Architectural Desktop
	Autodesk® Architectural/ Architectural Professional/ Architectural Designer
	Autodesk® AutoCAD® Civil/ Civil 3D®
	Autodesk® AutoCAD® Civil Series
	Autodesk® AutoCAD® LT Civil Suite
	Autodesk® Fabrication Products
	Autodesk® AutoCAD® Land Development Dsktp (LDDT)/ Land Dsktp (LDT)
	Autodesk® AutoCAD® Map3D
	Autodesk® AutoCAD® Map3D Enterprise
	Autodesk® AutoCAD® MEP
	Autodesk® AutoCAD® P&ID
	Autodesk® AutoCAD® Plant 3D
	Autodesk® Plant Design Suite (Standard, Premium, or Ultimate)
	Autodesk® Infrastructure Design Suite (Standard, Premium, or Ultimate)
	Autodesk® AutoCAD® Visualization Suite
	Autodesk® Building Design Suite (Standard, Premium, or Ultimate)
	Autodesk® Building Services
	Autodesk® InfraWorks™/ Infrastructure Modeler
	Autodesk® Navisworks® Manage
	Autodesk® Revit® Architecture/Revit® MEP/Revit® Structure & Revit® Suites
	Autodesk® Revit®
Autodesk® Revit® Building	

	Autodesk® Revit® Series /Building
	Autodesk® Revit® Series – AutoCAD®, Structure, Systems Plus
	Autodesk® Robot™ Structural Analysis/Professional
	Autodesk® Survey
	Autodesk® Advance Steel Premium/ Advance Steel AutoCAD® Bundle/Advance Concrete
	CAiCE Visual Construction/Roads/Survey/Survey and Roads
<b>ANIM</b>	Autodesk® 3ds Max®
	Autodesk® 3ds Max® Design
	Autodesk® 3ds Max® Real-Time Animation
	Autodesk® 3ds VIZ®
	Autodesk® Maya®
	Autodesk® Maya® LT*
	Autodesk® Maya® Unlimited/Complete
	Autodesk® MotionBuilder
	Autodesk® Maya® Entertainment Creation Suite Standard
	Autodesk® 3ds Max® Entertainment Creation Suite Standard
	Autodesk® Entertainment Creation Suite Ultimate

<b>MFG</b>	Autodesk® Alias Design
	Autodesk® AutoCAD® Electrical
	Autodesk® AutoCAD® Mechanical
	Autodesk® Building Electrical
	Autodesk® CFD Design Study Environment
	Autodesk® CFD (Basic, Advanced, Motion)
	Autodesk® Factory Design Suite (Standard, Premium, or Ultimate)
	Autodesk® HSMWorks Premium/Professional
	Autodesk® Intent Professional
	Autodesk® Inventor® HSM, Inventor HSM Professional
	Autodesk® Inventor®/ Inventor® Engineer-to-Order/ Inventor® Professional/ Inventor® Publisher
	Autodesk® Inventor® Series (AIS), Inventor Suite
	Autodesk® Inventor® Suites – Professional, Routed, Simulation
	Autodesk® Moldflow Adviser (Standard, Premium, Ultimate)
	Autodesk® Moldflow Design
	Autodesk® Moldflow Insight (Standard, Premium, Ultimate)
	Autodesk® Moldflow Synergy
	Autodesk® Nastran
	Autodesk® Nastran In-CAD
	Autodesk® Product Design Suite (Standard, Premium, or Ultimate)
	Autodesk® Showcase®
	Autodesk® Simulation Mechanical
	Autodesk® Vault Office
	Autodesk® Vault Professional
Autodesk® Vault Workgroup	
<b>LT Family</b>	Autodesk® AutoCAD® LT / Autodesk® AutoCAD® LT for Mac*

	Autodesk® Inventor LT™
	Autodesk® AutoCAD Inventor LT™ Suite
	Autodesk® Revit LT™
	Autodesk® AutoCAD Revit LT™ Suite

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