

## Autodesk FY20 Q2-Q3-Extension – Global Field Promotion

# 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 20%\*\* 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 FY20 Q2-Q3-Extension Upgrade Your License to a Subscription Global Field Promotion (GFP)?

Customers can save up to 20%\*\* 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- or multi-user access and submit qualifying associated seats of release 1998 (R14) through 2019 perpetual licenses not on an active maintenance plan (any attached maintenance plan must have expired on or before October 31, 2019 for the perpetual license to be eligible for this offer). A valid, eligible serial number must accompany each corresponding perpetual license submitted 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.au/subscribe](http://www.autodesk.com.au/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submission, the perpetual license serial number and all corresponding seats will be flagged in the Autodesk system as no longer valid or eligible to be submitted for other offers.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 contacting [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 7, 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.

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 a perpetual license. The return shall be in full and final settlement of all claims.

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

This offer is available November 1 through November 29, 2019 (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.

### **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?**

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

### **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. If a customer purchases a Media & Entertainment Collection as part of the GFP, are they eligible to participate in the Media & Entertainment with Arnold Bundle?**

Yes, if a customer purchases a M&E Collection as part of the GFP, the promotion can be combined with this bundle. Therefore, a customer would be eligible to receive the M&E Collection at the GFP discount and receive 5 subscriptions of Arnold for free. Please note the subscription term length for the Arnold subscriptions must match the term length for the M&E Collection. **Autodesk, November, 2019 Page 3 of 8**

**10. 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.

**11. 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).

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

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

**13. 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 no longer use any seats associated with that serial number(s). Note that customers who cancel or return their purchase should contact Autodesk\_CS@pmci.com as noted in question 2.4 above.

**14. 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 (R14) – 2019 eligible perpetual product license not on maintenance (expired on or before October 31, 2019) 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 and registered. The submission site is not intended to be used as a singular source to validate serial numbers but will indicate if a serial number has been previously submitted during a legacy trade-in offer and therefore is not eligible.

Submission of a valid serial number is required for compliance with the terms and conditions of this offer.

Note: Customers can request a License Report, which is delivered by Autodesk directly to the customer, and should show a customer's assets, including those that are eligible.

**15. 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. **Autodesk, November, 2019 Page 4 of 8**

**16. 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® 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.

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 your Autodesk Reseller for assistance.

**17. 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.

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

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

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.

**19. If a customer has a multi-pack or multiple seats for one serial number, do all 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 requirements up to the number of licenses traded in.

**20. How does the Q2 Upgrade Your License to a Subscription GFP Promotion differ from the Move to Subscription Offer?**

The Q2 Upgrade Your License to a Subscription GFP is a limited-time opportunity for customers who have old perpetual licenses without active maintenance plans (expired Autodesk, November, 2019 Page 5 of 8

on or before October 31, 2019) to submit and save up to 20%\*\* 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).

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

Yes, at select Autodesk stores. 1- and 3-year subscriptions to select eligible products through this offer are available online through Autodesk stores. Please refer to Autodesk.com to confirm your location. **Autodesk, November, 2019 Page 6 of 8**

## 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 20% off the SRP. Notes: 1) All products may not be available in all regions. Pls 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 20% savings off SRP

Industry Collections	AEC Collection
Product Design and Manufacturing Collection	
M&E Collection	
General Design	AutoCAD® including specialized toolsets
AEC	Advance Steel
Civil 3D®	
Fabrication CADmep/CAMduct/ESTmep	
Infraworks 360	
Navisworks® Manage/ Autodesk® Navisworks® Simulate	
Point Layout	
Revit®	
ANIM	3ds Max®
Maya®	
Maya® LT	
MotionBuilder	
MFG	Alias Concept
CFD Premium, Ultimate	
EAGLE	
Fusion 360	
Inventor® Professional	
Moldflow Adviser Premium	
Moldflow Adviser Ultimate	
Moldflow Insight Standard	
Moldflow Insight Premium	
Moldflow Insight Ultimate	
Moldflow Synergy	
Vault Office	
<b>Vault Professional</b>	
LT Family*	AutoCAD® LT / AutoCAD® LT for Mac
AutoCAD® LT with CALS Tools (Japan only)	
Revit LT™	
AutoCAD Revit LT™ Suite	
<b>Subtractive</b>	FeatureCAM® Standard, Premium, Ultimate
PowerInspect® Standard, Premium, Ultimate	
PowerMill® Standard, Premium, Ultimate	
PowerShape® Standard, Premium, Ultimate	