

FY18 December Autodesk – Trade In Offer for Legacy LT

EMEA Partner Frequently Asked Questions (FAQ)

This is the offer:

Customers can save 25% when trading in a legacy license of AutoCAD LT® for new annual subscriptions to the latest release of AutoCAD® .

GENERAL INFORMATION

1. What is the FY18 December Autodesk - Trade In Offer for Legacy LT?

Between 04 December 2017 through 15 December 2017 (dates inclusive), customers who purchase one or more new annual AutoCAD subscriptions receive 25% off the SRP when trading in equal number legacy licenses of AutoCAD LT*

* AutoCAD LT licenses need to be registered to the same user for a minimum of 6 month.

2. What countries are eligible to participate?

The offer is available in the Autodesk sales region EMEA Mature (European Economic area, including Switzerland) and Emerging Europe except Russia and Greater Africa, South Africa and Israel

3. Where can Promotion SKUs be found?

The Promotional SKUs will be available on December 1st pricelist.

4. When can I start communicating to my customers?

To ensure a consistent messaging across all channels, no communication or advertising of the discounted price shall happen before December 4th 2017

5. When can I start ordering the discounted SKUs?

Orders will be accepted as of 7th December 2017 until 15th December 2017. So you have a few days between 04th December and 07th December to start contacting your customers and to generate a pipeline.

6. Why is the promotion available for such a short time only?

Autodesk has tested in the last quarters a combined (e-store & Channel) short term flash sales with remarkable results. We want to replicate the enormous success in December with a different offer addressing customers with legacy perpetual LT licenses to move them up AutoCAD

7. Will Autodesk offer this promotion on the Autodesk e-store?

Yes, this short-term promotion will also be published on our e-store during the same date range 4th December 2017 until 15th December 2017

8. What subscription terms/license types are eligible for the discount?

The offer is available for annual terms only

No offer is available for monthly or quarterly terms.

Only single user licenses type is eligible for the promotional discount

9. Which LT types and versions can be traded in

Only AutoCAD LT can be traded in (no Revit LT, Inventor LT or Maya LT). All LT versions can be traded in.

10. Are customers required to trade in their existing perpetual licenses?

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

11. Can customers continue to use the perpetual license after they purchase the discounted subscription?

No. As part of the terms and conditions of this offer, the customer agrees to trade-in the eligible perpetual license(s), submit respective serial number(s), and no longer use any seats associated with that serial number(s). Please note that one of the features of subscription is Previous Version Rights, which allows customers to access certain previous versions.

12. How do I know if a serial number is valid?

A serial number is valid if it is a perpetual license not on maintenance. Licenses must be commercial versions and registered. The submission site is not intended to be used as a source to validate serial numbers.

13. How does the order process work?

1. Submission of the perpetual license 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 required fields including but not limited to customer name, submission serial number, and email address must be provided.
3. Subsequent to the trade-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.
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.

5. Autodesk will continually monitor all serial number submissions and orders placed. In the event of a discrepancy between a submission and order, the Partner or customer will be contacted for assistance in resolution.

14. Is there a limit as to how many new, discounted subscriptions may be purchased per serial number?

Customers are eligible to purchase one new annual AutoCAD subscription for **each seat** associated with serial number(s) they submit.

15. Is there a limit as to how many perpetual licenses can be submitted per customer?

No. There is no limit as to how many valid perpetual licenses for eligible products may be submitted, providing they follow the terms and conditions of the offer.

16. What if customers have multi-packs or multiple seats license with one serial number?

Customers are eligible to purchase one discounted subscription for **each seat** associated with a valid serial number, but can only use a specific serial number one time.

Example: A customer has an AutoCAD LT® 2008 5-pack. They are eligible to receive the 25% discount on **up to 5** new annual AutoCAD 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, the licenses can be split prior to placing the order. Splitting the licenses can be done in Partner Center. The license with the original serial number should be the one used for the trade-in.

17. Are Named Accounts eligible to participate in this offer?

Discounts offered by Autodesk under this offer cannot be combined with any discounts provided by Autodesk to contracted accounts according to any relevant agreements. Example: Accounts with EBAs (Enterprise Business Agreements) are not eligible. Named Accounts may choose to select either the contracted discount OR the promotional discount, but not both.

18. Are the purchases made under these offers eligible for ACE/LPI (Large Purchase Incentives)?

No. This offer cannot be combined with Large Project Incentive (LPI), New Project Incentive (NPI), or Government Customer Discount Program, where applicable.

19. Will subscriptions sold under this promotion count for SGI ?

Yes

20. Where can I find additional sales and marketing information for this offer?

Promo Visual is provided by Autodesk is available from DAM

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