

AutoCAD LT Desktop Subscription Customer Connections Promotion

Frequently Asked Questions (FAQ)

1. What is the AutoCAD LT Desktop Subscription Customer Connections Promotion?

From May 7, 2015 through October 31, 2015, a 3 month contract extension on an active contract will be provided to a person that refers a customer who purchases a new AutoCAD LT annual or multi-year Desktop Subscription within 60 calendar days of the referral being registered with Autodesk (Referral Period). For the customer who is referred, they will also receive a 3 month contract extension on their new license contract if they purchase a new contract within the Referral Period. See question 2 for restrictions around the Referral Period and question 4 for the list of eligible LT products.

2. What is the promotional period?

The promotion is from May 7, 2015 through October 31, 2015 (dates inclusive). Referred customers must purchase within 60 calendar days of referral being registered with Autodesk or by December 31, 2015 (whichever date comes first).

3. What countries are eligible to participate?

The offer is available to customers in the United States, Canada, European Union, and Switzerland.

4. What products qualify for the promotions?

Eligible New Annual or Multi-Year Desktop Subscription Licenses
Autodesk® AutoCAD LT®
Autodesk® AutoCAD LT® for Mac*

*Customers must be referred prior to purchase. Previously purchased products, even if purchased during the Referral period, are not eligible. Furthermore, products/contracts purchased through the Apple App store or Amazon store are not eligible to be extended and therefore are not eligible for this promotional offer.

5. What licenses are available for purchase?

Autodesk new Commercial annual or multi-year termed licenses of AutoCAD LT products in the United States, Canada, European Union, and Switzerland are eligible for the offer. Personal Learning Licenses, any Educational license and licenses purchased through the Autodesk Employee Purchase Program are not eligible for the offer.

6. Are annual or multi-year renewal Desktop Subscription licenses eligible for the promotion?

Yes. The offer is available on active (new or renewed) annual or multi-year Desktop Subscription licenses for the referring party. However, to qualify for the reward the referred customer must purchase a new license within the 60-day period for registering the referral.

7. Do the terms of the extension change if the referred customer purchases a multi-year Desktop Subscription?

No. If the referred customer purchases a new multi-year contract, both the referring customer and the referred customer will receive a three month extension on their respective contracts.

8. Do the terms of the extension change if the referring customer owns a multi-year Desktop Subscription?

No. If the referring customer owns a multi-year contract, both the referring customer and the referred customer still receive a three month extension, when the referred customer purchases a new license.

9. Are there any special limitations when referring customers about this offer?

There is no limit on the number of referrals for each person. There is no limit on the number of 3-month extensions a referring customer can accumulate. However the reward is limited to contracts with up to 2 seats of AutoCAD LT Annual Desktop Subscription. This restriction applies to both the referring party and the referred customer. Referring customer may not refer themselves as a "referred customer" under this promotion.

10. What customers are eligible for this promotion?

Commercial customers are eligible for this promotion. US Government (Federal/State/Local) customers may participate, however the offer applies only to annual or multi-year Commercial termed licenses, not government licenses.

11. Can the promotion be combined with any other offers from Autodesk?

Yes. This offer may be combined with any other discounts, promotions, or other incentives offered by Autodesk.

12. How do customers redeem the offer?*

To qualify the referring customer must follow these instructions and adhere to all the terms and conditions stated herein:

Customer #1 is the referring customer
Customer #2 is the referred customer

1. Customer #1 must visit the landing page www.autodesk.com/customerconnections (Please note

that this link will not work until the start date, May 7th) and complete the online referral form including:

- a. Email address of Customer #1
- b. Name of Customer #1
- c. Customer #1 product purchase information
- d. Name of Customer #2 (multiple customer#2 entries available if desired)
- e. Email address of Customer #2
- f. Acceptance of statement that the Customer #1 has obtained Customer #2's authorization to pass along Customer #2's information to Autodesk

An email address cannot be referred multiple times. Email addresses entered will be checked for a duplicate. If the referred email address was previously submitted, a message will be received stating that the email address is not applicable.

2. Once customer #1 provides the required information listed above, customer #2 will receive an email notifying them that they have been referred by customer #1 and next steps for making a purchase to receive the three month extension.
3. Referrals must be submitted between May 7, 2015 through October 31, 2015 (dates are inclusive).
4. Once customer #1 provides the required information listed above, he/she will be directed to a "Thank You" page notifying them that the referral has been sent.
5. Customer #2 must purchase within 60 calendar days of referral or by December 31, 2015 (whichever date comes first).
6. Customer #2 must use the same e-mail address provided by customer #1, when identifying 'Named User'. This email address will be used to match the referral
7. Once customer #2 makes the purchase, two things will occur:
 1. Validations will be performed weekly. Both Customer #1 and Customer #2 receive email notification telling them that a match has occurred.
 2. Contract Extensions will occur within two weeks of the match notification.

13. How do customers check the status of their referrals?

Customers can access their Customer Connections dashboard by logging in to their account at www.autodesk.com/customerconnections. The dashboard will show whether or not the referred has made a purchase.

14. When Customer #1 receives an email notifying them that a match has occurred, how do they check on their contract extension?

Contracts will be extended within 10 business days of the email notification. Customers should view the status of their contract by logging into their My Account (products and services tab).

15. Can an Autodesk partner redeem the Autodesk LT Family Desktop Subscription Customer Connections Promotion on behalf of the customer?

No. Only the Licensee, as that term is defined in the relevant Autodesk License and Services Agreement, of the qualifying product(s) may apply for the Autodesk Customer Connections Promotion offer. Autodesk channel partners, resellers, distributors and purchasing agents may not submit online to retrieve claims on behalf of the end-user customer.

DISCLAIMERS, NOTICES, MISCELLANEOUS

*Customer submissions with incomplete, invalid or missing information will cause the submission to be rejected. Purchase orders will not be accepted as proof of license purchase except in cases of third party financing where an invoice is provided by the financing company and references the customer. .

Offer available from participating resellers. Please consult your local Autodesk reseller for further details. Reseller prices may vary.

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