

**AutoCAD LT New Seat Rebate Promotion
Frequently Asked Questions
(19 October 2011)**

1. What is the AutoCAD LT New Seat Rebate Promotion?

Customers who purchase qualifying new commercial licenses of AutoCAD LT® 2012 software in the period from 1 November 2011 to 13 January 2012, inclusive, may be eligible for a rebate of up to AUD 200.00 or NZD 200.00, as applicable based on the location of the recipient, for each new license purchased in that period. To obtain the rebate, customers must submit an online request accompanied by an appropriate proof of purchase within 30 days from date of purchase and by 27 January 2012 at the latest. Other terms and conditions apply to this offer. See www.autodeskrebate.com/apac for full details.

2. Who can participate in this AutoCAD LT New Seat Rebate Promotion?

Only the corporate or individual end-user who purchased the qualifying product(s) may participate and apply for the rebate. Only companies established in Australia or New Zealand and individuals resident of Australia or New Zealand qualify for the rebate.

3. Who is not eligible to participate in this AutoCAD LT New Seat Rebate Promotion?

This promotion is NOT available to Autodesk channel partners, resellers, distributors and employees. Autodesk channel partners, resellers, distributors and employees may not submit claims on behalf of their customers.

4. Which are the qualifying products to participate in this AutoCAD LT New Seat Rebate Promotion?

The AutoCAD LT New Seat Rebate Promotion is valid only with purchases of qualifying new commercial licenses of AutoCAD LT® 2012 software. Upgrades from current or non-current versions, crossgrades, educational licenses, government licenses, education-to-commercial or government-to-commercial transfers DO NOT qualify.

5. Are Autodesk Strategic Accounts eligible for the Promotion?

Yes. Autodesk Strategic Accounts purchases are eligible for this Promotion.

6. What are the rebate amounts?

Eligible participants in Australia and New Zealand may apply for a rebate of up to AUD 200.00 or NZD 200.00 per license. The rebate value and pay-out currency is determined by Autodesk based on the customer's place of business or place of residence, and not by the country of purchase.

7. Is Autodesk Subscription required to be eligible for this Promotion?

No, Autodesk Subscription is not required to be eligible for the AutoCAD LT New Seat Rebate.

8. What is the qualifying purchase period for this Promotion?

Customers must purchase new commercial licenses of AutoCAD LT® 2012 software between November 1st 2011 and January 13th, 2012, inclusive. You must order AND be invoiced for the product within this qualifying period to participate.

9. How do I apply for the Promotion?

After purchasing qualifying new commercial licenses (seats) during the qualifying purchase period, you follow a simple process.

- Step 1: Complete user registration or product activation of the qualifying new commercial license.
- Step 2: Go to www.autodeskrebate.com/apac and complete the online rebate form with country of purchase and product information (part number and serial number).
- Step 3: Submit contact information and bank information, if applicable. Both need to match the purchasing entity information indicated on the proof of purchase.
- Step 4: Upload a scanned and valid proof of purchase.
- Step 5: Read and agree to the Terms and Conditions of the Promotion and consent to Autodesk Privacy Policy.

10. How do I qualify for the Promotion?

To qualify, the completed online rebate form must be submitted, together with proof of purchase, within 30 days of the date of your qualifying purchase invoice or sales receipt and no later than January 27th 2012.

Incomplete, incorrect or missing information will result in disqualification from this Promotion. Any claims submitted more than 30 days after the qualifying purchase invoice date will be ineligible. **WITHOUT EXCEPTION, UNDER NO CIRCUMSTANCE WILL REBATE ELIGIBILITY BE CONSIDERED, REGARDLESS OF CIRCUMSTANCE, AFTER JANUARY 27TH, 2012, EVEN IF THE SUBMISSION WOULD HAVE OTHERWISE QUALIFIED.** Packing lists and/or purchase orders will not be accepted as proof of license purchase. Duplicate submissions will render all submissions ineligible. Strict auditing will occur, incomplete submissions will be denied and only submission corrections within the qualifying submission period will be reconsidered.

11. What is the submission period?

The submission period runs from November 1st 2011 to January 27th 2012, inclusive. To qualify, the completed online rebate form must be submitted, together with proof of purchase, within 30 days of the date of your qualifying purchase invoice or sales receipt and no later than January 27th 2012.

12. What is acceptable proof of purchase?

Along with the details included in the submission form, you must upload a clear, legible copy of the original invoice or sales receipt dated from November 1st 2011 through January 13th 2012 (dates inclusive), showing a description of the product licenses purchased, Autodesk or vendor part numbers of the product licenses purchased, serial number of licenses purchased. Handwritten part numbers are acceptable.

Incomplete or missing information will cause the submission to be disqualified. The contact information should match the bank account owner and the purchasing entity indicated on the proof of purchase. Purchase orders will not be accepted as proof of purchase.

13. Can my reseller submit the rebate request on my behalf?

No. Only the corporate or individual end-user of the qualifying product license(s) may participate and make a submission for the rebate. Autodesk channel partners, resellers, distributors and purchasing agents may not submit rebate claims on behalf of the corporate or individual end-user.

14. Do I have to provide my email address on the online submission form?

Yes, we use your email address to send you an automatic email confirmation to let you know we have received your submission and to remind you of the additional steps needed to complete your request. Use of your e-mail address is governed by the Autodesk Privacy Policy.

15. If I do not have an invoice or sales receipt, can I mail my packing list or purchase order?

Unfortunately, we cannot pay out the rebate amounts without an invoice or sales receipt. Incomplete or missing information will cause the submission to be disqualified.

16. What if I can't find my proof of purchase documentation?

You cannot take advantage of this promotion without the required documents and information. Incomplete or missing information will cause the submission to be disqualified.

17. Where can I find the Autodesk Part Number?

The Autodesk part number is located on the outside top of each product box and is identified with the words "Part No", followed by 15 digits the form of 99999-999999- 9999. For software issued via electronic download, the Autodesk part number, called Product SKU, is located on the Thank You page that was displayed when your purchase was confirmed, or in the confirmation email you received following your purchase of software.

18. Where can I find the Autodesk Serial Number?

The Autodesk Serial number is located on the outside top of each product box and is identified with the words "Serial No", followed by 11 digits the form of 999-99999999. For software issued via electronic download, the Autodesk Serial Number is located on the "Thank You" page that was displayed when your purchase was confirmed, or in the confirmation email you received following your purchase of software.

19. How will I know my submission was received?

You will receive a Rebate Submission Number once you completed and submitted your request. Please note this reference down carefully. You can also check the status of your submission online, at www.autodeskrebate.com/apac, using your Rebate Submission Number. You will also receive an email confirmation once you have successfully completed and submitted your online rebate request.

INCOMPLETE OR INCORRECT REDEMPTION REQUESTS CANNOT BE PROCESSED AND WILL BE REGARDED AS NULL AND VOID. You should print and keep copies of your email confirmation.

20. Where should I send my submission form and the proof of purchase information?

You should exclusively submit your request online, at www.autodeskrebate.com/apac.

Submissions must be received within 30 days of the qualifying purchase invoice or sales receipt and in any case before January 27th 2012. You should keep copies of all materials, including proof of submittal, for your records. Incomplete or missing information will cause a submission to be disqualified. Purchase orders will not be accepted as proof of license purchase.

21. Should I keep copies of my submission form and proof of purchase information?

Yes. You should keep copies of all materials. Autodesk is not responsible for delays in delivery or for lost materials.

22. How do I check the status of my rebate request?

You can also check the status of your submission online, at www.autodeskrebate.com/apac, using your Rebate Submission Number. You will also receive email notifications at each change of status on your request: when the request is successfully submitted, when the request is validated or rejected, when the payout is completed.

If you have questions in the meantime about the status of your request, you can send an email in English to our Customer Service at contact@apac.autodeskrebate.com indicating your Rebate Submission Number, your name and your country.

Please allow up to eight (8) weeks for delivery of your rebate check or bank transfer.

23. What if I ordered the product during the qualifying purchase period between November 1st, 2011 and January 13th, 2012, but it did not arrive until after January 13th, 2012?

To be eligible for this rebate, you must order and be invoiced for the qualifying software between November 1st 2011 and January 13th 2012 (dates are inclusive). Without exception, after January 27th, 2012, no rebate will be considered for eligibility, regardless of circumstance.

24. What is the deadline to provide the submission form and proof of purchase information?

Your submission form and required documents and information must be submitted online within 30 days of the qualifying purchase invoice or sales receipt and by January 27th 2012 at the latest. Without exception, after January 27th 2012, no rebate will be considered for eligibility, regardless of circumstance.

25. When will I receive the rebate check or bank transfer?

Please allow up to eight (8) weeks for delivery of the rebate check or bank transfer.

26. Can I combine the AutoCAD LT New Seat Rebate with other Autodesk promotions?

No. The AutoCAD LT New Seat Rebate Promotion is not valid with, and cannot be combined with, any other Autodesk promotion, special pricing or other offers unless otherwise specified herein.

27. Who do I contact if I have questions about the AutoCAD LT New Seat Rebate?

For any questions related to the status of your rebate request, please send an email to contact@apac.autodeskrebate.com and indicate your Rebate Submission Number, your name and your country.

Please contact your Autodesk Authorized Reseller with questions around AutoCAD LT. You can also contact your local Autodesk office. Please see Autodesk contact pages for address information.

28. If my company purchased a qualifying product license, can the rebate be paid to an employee of my company rather than the corporate bank account?

No, the rebate will only be paid out to the company who purchased qualifying product(s). The rebate is not transferable.

30. How much money will I receive if my submission is successful?

Autodesk will pay out AUD 200.00 or NZD 200.00 depending on the location of the customer, but the actual amount received may vary slightly depending on whether your local bank applies processing fees and charges to the amount.

31. What about privacy?

To apply for a rebate, end-users will be asked to provide personal information, including bank account information, to Autodesk and to consent to the usage of such information for the purpose of facilitating payment. The rebate may not be made to the end-users if the requested personal information is not provided or provided without the end-users' consent. The collection, use and storage of your personal information will be governed by Autodesk's privacy policy at <http://usa.autodesk.com/privacy/>.

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