

# Autodesk FY21 Q4 Trade in Perpetual License Offer

## Frequently Asked Questions (FAQ)

Now is a great time for customers to upgrade their perpetual license to receive the benefits of a 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 a maintenance plan for a single-user subscription to the latest Autodesk industry collections or to qualifying individual products— such as AutoCAD® including specialized toolsets, AutoCAD LT®, Civil 3D®, Revit®, Inventor®, 3ds Max® and more.

### GENERAL INFORMATION

#### 1. What is the Autodesk FY21 Q4 Trade in Perpetual License Offer?

For industry collections or qualifying individual products, customers can save up to 20%\*\* on the Autodesk Suggested Retail Price (SRP) for eligible 3-year term subscriptions with single-user access, or up to 15% on the SRP for eligible 1-year term subscriptions with single-user access.

A valid, eligible serial number and corresponding perpetual license must be submitted for this offer. Eligible serial numbers and associated seats must be perpetual licenses release year 1998-2021 not on active maintenance plan.

#### 2. Do customers have to purchase the same products as the perpetual license submitted?

No, customers do not need to purchase the same product that was traded in.

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 for this offer. In addition:

Autodesk LT Family product licenses are eligible to be submitted for AutoCAD LT Family and AutoCAD product licenses only.

Serial numbers must be submitted at: <https://autodesk.tradeinperpetual.com/> or through the Serial Number submission light box on the applicable Autodesk.com/subscribe page.

**Refer to the “[Appendix](#)” for a complete list of qualifying “coming from” and “going to” products in connection with this offer.**

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

1. **Submission of the perpetual license serial number must occur prior to the subscription purchase.** The end customer, Autodesk Partner or Sales representative on behalf of the customer, completes the submission by going to <https://autodesk.tradeinperpetual.com/>
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 subsequently be flagged in the Autodesk trade-in site and system as no longer valid or eligible to be submitted for other offers.

4. If a customer decides not to make a subscription purchase or cancels the purchase within the right of return period in the applicable Terms of Use, the submission may be retracted by emailing [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 will 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 the perpetual license. The return shall be in full and final settlement of all claims.

**4. What is the promotional period?**

This offer is available from November 7, 2020 until January 22, 2021 (dates inclusive).

**5. What countries are eligible to participate?**

This offer is available in the European Economic Area, Switzerland, Albania, Bosnia Herzegovina, Kosovo, Macedonia, Montenegro, Serbia, Mediterranean, Africa, Turkey, Russia and the Commonwealth of Independent States (CIS). Note – The Crimean Peninsula is not eligible. Some products and conditions vary per region.

Eligible countries are subject to change at any time without notice, for any reason in Autodesk's sole discretion

**6. What term lengths can customers purchase under the Trade in Perpetual License Offer?**

Customers are eligible to submit their perpetual licenses and receive a discount on either a 1- OR a 3-year term subscription.

**7. Does the deployment of the Trade in need to match the new Subscription?**

No. The deployment of the submitted license does not need to be the same as the deployment of the subscription purchased. The submitted license may be a network/multi-user or standalone/single user.

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

No. The offer is for new subscriptions offered to customers with an eligible perpetual license (not on maintenance) that is submitted as outlined in this FAQ.

**9. Can this offer be combined with any other offers?**

No. The offer may not be combined with any other offers, discounts, promotions, or other incentives offered by Autodesk unless otherwise specified.

**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, this promotion offers the full discount percentage\*\*\* when the customer is co-termining to match an existing subscription, provided the term length is the same (1- or 3-year term to an existing 1-year or 3-year term).

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

Yes. To receive the discount under this offer, customers or partners must submit the eligible perpetual license serial number(s) and no longer use any seats associated to that serial number(s). Once the submission and purchase 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 within 120 days no longer use any seats associated with that serial number(s). Note, customers who cancel or return their purchase should email [Autodesk\\_CS@pmci.com](mailto:Autodesk_CS@pmci.com) as noted in question 3.4 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 –2021 eligible perpetual product license not on maintenance and has not been submitted for a previous promotion or offer. Additionally, it could not have been used for a perpetual license upgrade or part of a maintenance plan and fulfilled to a newer perpetual license. Licenses must be commercial versions with asset status 'Registered'. The submission site should be used as a primary source to validate serial numbers.

**Note:** Customers may request a [License Report](#), delivered directly to the customer from Autodesk, that will show customer's assets, including those eligible for this offer.

**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).

**16. Is there a limit as to how many seats can be submitted per customer?**

Yes. Customers are eligible to submit a maximum of 50 seats under the terms and conditions of this offer. For example: customers may submit 50 serial numbers, with one seat each OR 1 serial number with 50 seats OR any other variation not to exceed a maximum of 50 seats.

**17. What if customers have multi-packs or multiple seats for one serial number?**

If a customer wants to purchase fewer subscriptions than licenses associated with the serial number (For example a customer has an AutoCAD LT® 2015 5-pack and they want to submit 3 licenses and keep 2 perpetual licenses). The customer should contact an Autodesk Reseller or Autodesk Client Services to split the license into two serial numbers with the appropriate quantities.

**18. How does the Q4 Trade in Perpetual Offer differ from the Maintenance Trade in offer?**

The **Q4 Trade In Perpetual License Offer** is a limited-time opportunity for customers who have perpetual licenses without active maintenance plans to trade in and save up to 20%\*\* on qualifying 3-year subscriptions and 15%\*\* on 1-year subscriptions of eligible Autodesk products.

The **Maintenance Trade in** offer is an opportunity for customers whose maintenance plans are up for renewal to switch to subscription and secure special pricing going forward. More information on the Maintenance Trade in offer is available at <https://www.autodesk.com/transition-to-named-user>

### 19. Is the offer available on the Autodesk Store?

Yes, this offer is available at select Autodesk stores. Please refer to <https://www.autodesk.com/> to confirm specific details for your location.

## Autodesk Partner-specific questions

### 1. Where can the promotional SKUs be found?

Promotional SKUs are available on current monthly price lists. Government customers are eligible to participate by way of Government SKUs where applicable. If Government SKUs do not exist for a specific product, the Government customer should purchase commercial promotional SKUs through an authorized reseller.

### 2. Are Named Accounts with volume purchase agreements eligible for this offer?

Discounts offered by Autodesk under this offer cannot be combined with any discounts provided by Autodesk to contracted accounts in accordance with any relevant agreements. Examples: Accounts with EBAs (Enterprise Business Agreements), VPAs (Volume Purchase Agreements) or Accounts purchasing ETRs (Extra Territory Rights) are not eligible. These accounts may choose to select either the contracted discount OR the promotional discount, but not both. This offer cannot be combined with the Government Customer Discount Program, where applicable.

### 3. How can Autodesk Partners determine if a serial number is valid?

Submission of a valid serial number is required for this offer.

- The trade-in submission site should be used as the primary source to validate serial numbers. Serial numbers submitted here are notated in real time.
- Autodesk Partners may also go to **Partner Center > Operations > Account Search > enter Serial Number**. At this location, Partners will be able to view information on that serial number. Then select the tab "Non-Contracted Assets". Licenses eligible for trade-in will have;
  - Asset Status = Registered
  - License Behavior = Permanent (perpetual license)
  - Usage Type = COM (commercial license)
  - Asset Subscription Flag = N

For more information refer to **Partner Center > Help > Partner Help** and search for '**Serial Number Validation**'.

The Account Search can also be used to search for all Account Assets where the Partner is reseller of record by searching for the Account Name or CSN.

Note: Customers can request a [License Report](#), which is delivered by Autodesk directly to the customer, and should show a customer's assets.

### 4. Can customers use a serial number, previously submitted for another legacy offer?

No. If a serial number has been submitted for a previous offer, the serial number(s) cannot be submitted a second time.

**5. Will Partner Center reflect if a perpetual license has been submitted for this offer?**

Yes, however Partner Center will not be updated in real time to reflect all serial numbers submitted. The submission site is updated in real-time and will indicate if a serial number has been used in a previous offer, was previously upgraded or does not exist and therefore is not eligible.

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

All specific promotional sales & marketing tools can be found on the Partner DAM starting November 7, 2020. Information including sales sheet; customer presentation, flyer, banners, emails, campaign imagery copy etc, can be found here:

<https://dam.autodesk.com/portals/govx0i5e/TradeinPerpetualOffer>

**APPENDIX**

**Table 1: The following list includes the eligible “going to” subscription products. Customers may submit for a 3-year and receive 20%\*\* off SRP OR a 1-year subscription and receive 15% off the SRP. Notes: 1) All products may not be available in all regions. Please 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 compared to the annual price.**

Subscription Products Eligible for up to 20% savings off SRP	
Industry Collections	<a href="#">AEC Collection</a>
	<a href="#">Product Design and Manufacturing Collection</a>
	<a href="#">M&amp;E Collection</a>
General Design	<a href="#">AutoCAD* including specialized toolsets</a>
AEC	<a href="#">Advance Steel</a>
	<a href="#">Civil 3D*</a>
	<a href="#">Fabrication CADmep/CAMduct/ESTmep</a>
	<a href="#">Infraworks 360</a>
	<a href="#">Navisworks* Manage/ Autodesk* Navisworks* Simulate</a>
	<a href="#">Point Layout</a>
	<a href="#">Revit*</a>
ANIM	<a href="#">3ds Max*</a>
	<a href="#">Maya*</a>
	<a href="#">Maya* LT</a>
	<a href="#">MotionBuilder</a>
MFG	<a href="#">Alias Concept</a>
	<a href="#">CFD Premium, Ultimate</a>
	<a href="#">Fusion 360</a>
	<a href="#">Fusion360 - with FeatureCAM</a>
	<a href="#">Fusion360 - with PowerInspect</a>
	<a href="#">Fusion360 - with PowerMill Standard</a>
	<a href="#">Fusion360 - with PowerMill Ultimate</a>
	<a href="#">Fusion360 - with PowerShape</a>
	<a href="#">Inventor® Professional</a>

	<a href="#">Moldflow Advisor Premium, Ultimate</a>
	<a href="#">Moldflow Insight Standard, Premium, Ultimate</a>
	<a href="#">Moldflow Synergy</a>
	<a href="#">Vault Office</a>
	<a href="#">Vault Professional</a>
	<a href="#">VRED Render Node / Design / Presenter / Professional</a>
LT Family*	<a href="#">AutoCAD® LT (incl Mac)</a>
	<a href="#">AutoCAD® LT with CALS Tools (Japan only)</a>
	<a href="#">Revit LT™</a>
	<a href="#">AutoCAD Revit LT™ Suite</a>

**Table 2: The following list includes the “coming from” qualifying perpetual licenses. Note: Not all legacy titles are listed. Please confirm with the trade-in site for eligibility.**

“Coming From” qualifying 1998-2021 perpetual licenses not on an active maintenance plan	
General Design	AutoCAD® / AutoCAD® for Mac
	AutoCAD® Design Suite (Standard, Premium, or Ultimate)
AEC	Advance Steel Premium/ Advance Steel AutoCAD® Bundle/Advance Concrete
	AutoCAD® Architecture / Architectural Desktop / Land Desktop
	AutoCAD® LT Civil Suite
	AutoCAD® Map3D
	AutoCAD® MEP
	AutoCAD® P&ID
	AutoCAD® Plant 3D
	Building Design Suite (Standard, Premium, or Ultimate)
	CAiCE Visual Construction/Roads/Survey/Survey and Roads
	Civil 3D®
	Fabrication Products
	Infrastructure Design Suite (Standard, Premium, or Ultimate)
	InfraWorks™/ Infrastructure Modeler
	Navisworks® Manage
	Plant Design Suite (Standard, Premium, or Ultimate)
	Revit® Architecture/Revit® MEP/Revit® Structure
	Revit®
	Robot™ Structural Analysis Professional

ANIM	3ds Max <sup>®</sup>
	3ds Max <sup>®</sup> Design
	3ds Max <sup>®</sup> Entertainment Creation Suite Standard
	Entertainment Creation Suite Ultimate
	Maya <sup>®</sup>
	Maya <sup>®</sup> Entertainment Creation Suite Standard
	Maya <sup>®</sup> LT*
	Maya <sup>®</sup> Unlimited/Complete
	MotionBuilder

MFG	Alias Design
	AutoCAD <sup>®</sup> Electrical
	AutoCAD <sup>®</sup> Mechanical
	CFD Design Study Environment
	CFD (Basic, Advanced, Motion)
	Factory Design Suite (Standard, Premium, or Ultimate)
	HSMWorks Premium/Professional
	Inventor <sup>®</sup> HSM, Inventor HSM Professional / Inventor Series / Inventor Simulation Suite
	Inventor <sup>®</sup> / Inventor <sup>®</sup> Engineer-to-Order/ Inventor <sup>®</sup> Professional/ Inventor <sup>®</sup> Publisher
	Moldflow Adviser (Standard, Premium, Ultimate)
	Moldflow Design
	Moldflow Insight (Standard, Premium, Ultimate)
	Moldflow Synergy
	Nastran
	Nastran In-CAD
	Product Design Suite (Standard, Premium, or Ultimate)
	Showcase <sup>®</sup>
	Simulation Mechanical
Vault Office	
Vault Professional	
Vault Workgroup	
LT Family	AutoCAD <sup>®</sup> LT / AutoCAD <sup>®</sup> LT for Mac*
	Inventor LT <sup>™</sup>
	AutoCAD Inventor LT <sup>™</sup> Suite
	Revit LT <sup>™</sup>
	AutoCAD Revit LT <sup>™</sup> Suite
Delcam	ArtCAM <sup>®</sup> , Standard, Premium, Ultimate
	FeatureCAM <sup>®</sup> Standard, Premium, Ultimate
	PowerInspect <sup>®</sup> Standard, Premium, Ultimate
	PowerMill <sup>®</sup> Standard, Premium, Ultimate
	PowerShape <sup>®</sup> Standard, Premium, Ultimate

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\*\* 20% discount is applicable to eligible 3-year subscription. 15% discount is applicable to eligible 1-year subscriptions. The SRP of a subscription with a 3-year term reflects a 10% savings compared to the annual price.

\*\*\*Offer subject to reseller participation. Resellers are independent and free to set their own prices. Reseller prices may vary. Advertised discounts and savings are based on the Autodesk Suggested Retail Price (excluding taxes) for a specified product. Autodesk's Suggested Retail Price is used for reference purposes only and may not be in local currency. Actual retail price is determined by customer's selected reseller and is subject to currency fluctuation. Autodesk reserves the right to alter the SRP, product offerings, and specification of its products and services at any time without notice.

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