



## Entertainment Creation Suite Rebate Promotion Frequently Asked Questions and Answers for Customers

**1. What is the Autodesk Entertainment Creation Suite Rebate Promotion?**

From August 16, 2010, through October 17, 2010 (dates are inclusive), customers who purchase qualifying new commercial licenses of the following Autodesk® software may be eligible for rebates up to US\$400 for each new license purchased, or US\$200 for each upgrade license purchased after submitting an online request and providing mailed in proof of license purchase documentation:

- Autodesk® 3ds Max® Entertainment Creation Suite 2011
- Autodesk® Maya® Entertainment Creation Suite 2011

**This offer is limited to a maximum of five (5) seats total per customer invoice address.**

**2. Who can participate in the Entertainment Creation Suite Rebate Promotion?**

This promotion is available only to United States and Canadian commercial end-user customers (including Autodesk Strategic Accounts) subject to the posted Terms and Conditions. Autodesk eStore purchases qualify for this rebate.

**3. Who is not eligible to participate in the Entertainment Creation Suite Rebate Promotion?**

This promotion is NOT available to the following customers:

- Education customers and education customers migrating from education to commercial product
- Autodesk U.S. Government (Federal/State/Local)
- Autodesk Canada Federal Government DISO accounts
- All commercial and Government customers in Latin America

**4. Are Education-to-Commercial Transfer transactions eligible for the promotion?**

No. Education-to-Commercial Transfer transactions are NOT eligible for the promotion.

**5. What are the rebate amounts for this offer?**

Rebates for this offer are US\$400 on new commercial seats and US\$200 on all upgrade paths to the participating products.

**6. Are Education-to-Commercial Transfer transactions eligible for the promotion?**

No. Education-to-Commercial Transfer transactions are NOT eligible for the promotion.

**7. Are purchases made through the Autodesk Store eligible for the promotion?**

Yes, Autodesk Store purchases are eligible for this Promotion.

**8. Are Autodesk Strategic Accounts eligible to participate in the Promotion?**

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

**9. Is this promotion available only in the United States and Canada?**

Yes. This promotion is available only to commercial customers in the United States and Canada subject to the Terms and Conditions posted at <http://www.autodesk.com/entertainmentsuiterbate>.

**10. Is the purchase of Autodesk Subscription required to be eligible for this program?**

No, Autodesk® Subscription is not required to be eligible for the Entertainment Creation Suite Rebate; however, Autodesk Subscription holders receive benefits including incremental product enhancements, personalized web support, and self-paced training options with one annual fee.

**11. What is the qualifying purchase period for this promotion?**

The Entertainment Creation suite Rebate qualifying purchase period begins on August 16, 2010, and runs through October 17, 2010 (dates are inclusive). Customers must order AND be invoiced for the product within this qualifying period to participate.

**12. How do I apply for the promotion?**

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

- Step 1: Go to <http://www.autodesk.com/entertainmentsuiterebate> and complete the online rebate form with product purchase information including the Autodesk or vendor part number of the product licenses, purchase price and quantity of licenses purchased
- Step 2: Submit contact information and agree to the Terms and Conditions of the promotion
- Step 3: Print the resulting email confirmation and **mail all the Required Documents and Information (see below) in one envelope to the address listed on the email confirmation. Requests must be postmarked no later than 30 days after your qualifying purchase invoice or receipt date.**

Incomplete or missing information will result in disqualification from this promotion. Any claims postmarked 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 November 18, 2010, even if the submission would have otherwise qualified. Packing lists and/or purchase orders will not be accepted as proof of license purchase. Customers should keep copies of all materials, including proof of mailing, for their records. **A traceable mailing method is highly recommended.**

*Note: Only the corporate or individual end-user of the qualifying product(s) may participate and apply for the rebate. Autodesk channel partners, resellers, distributors and purchasing agents may not submit rebate claims on behalf of the end-user customer.*

**13. What are the Required Documents and Information?**

Along with the submission form, customers must include a clear, legible copy of their original invoice or sales receipt dated from August 16, 2010, through October 17, 2010 (dates are inclusive), showing a description of the product licenses purchased, Autodesk or vendor part numbers of the product licenses purchased, quantity of licenses purchased, price and the reseller name. Handwritten part numbers are acceptable. Incomplete or missing information will cause the submission to be disqualified. **Purchase orders will not be accepted as proof of license except in cases of third party financing whereby an invoice is provided by the financing company and references the corporate or individual end-user.**

**14. 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.

- 15. 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.
- 16. If I do not have an invoice or sales receipt, can I mail my packing list or purchase order?**  
A Packing List will be accepted only for those purchases made on-line via credit card where an invoice or receipt is not available. Purchase orders will not be accepted as proof of license purchase except in cases of third party financing whereby an invoice is provided by the financing company and references the corporate or individual end-user. Incomplete or missing information will cause the submission to be disqualified.
- 17. What if I do not have a street address – only a P.O. Box?**  
You must provide a valid street address for this promotion. Rebate checks will not be sent to P.O. Boxes. Rebate checks will not be re-issued or re-directed to a payee or address other than that of the original submission.
- 18. What if I can't find my proof of license purchase?**  
You cannot take advantage of this promotion without the Required Documents and Information. Incomplete or missing information will cause the submission to be disqualified.
- 19. Where can I find the Autodesk Part Number?**  
The Autodesk part number is located on in the the outside top of each productproduct ID label on the back side of the DVD Case box and is identified with the words "PartNo", followed by 15 digits the form of 99999-999999-9999. For estore customers, the Autodesk part number can be found in the Order Confirmation emailed to the customer at time of purchase.
- 20. How will I know my pre-qualification submission was received?**
- 21.** You will receive an email confirmation once you have successfully completed the online pre-qualification submission form. You should print and keep copies of your email confirmation and to be eligible for the rebate it will be necessary for you to mail a copy along with the Required Documents as outlined below.

**Where should I send my email confirmation and the Required Documents and Information?**

You should mail your email confirmation (you will automatically receive this after completing the online pre-qualification portion of your submission) along with all the Required Documents and Information described above, in one envelope to:

Autodesk Entertainment Creation Suite Rebate  
Department 7350  
PO Box 5010  
Stacy, MN 55078-5010

**Submissions must be postmarked within 30 days of the qualifying purchase invoice date.** You should **keep copies of all materials, including proof of mailing**, for your records. **A traceable mailing method is highly recommended.** Incomplete or missing information will cause a submission to be disqualified. **Purchase orders will not be accepted as proof of license purchase except in cases of third party financing whereby an invoice is provided by the financing company and references the corporate or individual end-user.**

**22. Should I keep copies of my submission form and the Required Documents and Information?**

Yes. You should keep copies of all materials including proof of mailing for your records. A traceable mailing method is highly recommended. Autodesk is not responsible for delays in delivery or for lost materials.

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

The Autodesk rebate program is set-up for self-service. You can log on to the rebate website at <http://www.autodesk.com/entertainmentsuiterbate> and click on Check Status on the top sash. There, you can enter your submission ID number (found on the email confirmation) or name and zip code, and track the real-time status of their submission. Customers can also call Customer Service at 800-983-6438. Please allow a minimum of eight (8) weeks for delivery of their rebate check.

**24. What is the deadline for customers to provide the submission form and the Required Documents and Information?**

The customer's submission form and Required Documents and Information must be postmarked within 30 days of the qualifying purchase invoice date. Without exception, after November 18, 2010, under no circumstance will eligibility be considered, regardless of circumstance.

**25. When should I expect to receive the rebate check?**

Please allow a minimum of eight (8) weeks for delivery of the rebate check.

**26. Can I combine the Entertainment Creation Suite Rebate with other Autodesk promotions?**

The Entertainment Creation Suite 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 Entertainment Creation Suite Rebate?**

Please contact your Autodesk Authorized Reseller\* with questions around this promotion.

*\*Only the corporate or individual end-user of the qualifying product(s) may participate and apply for the rebate. Autodesk channel partners, resellers, distributors and purchasing agents may not submit claims on behalf of the end-user customer.*

**RESTRICTIONS.**

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