



1-800-456-8000 x76027

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Autodesk-licensing@Ingrammicro.com

Desk hours - 8:30-8:00 Eastern

Vendor Program Overview

Autodesk, Inc., is a leader in 3D design, engineering and entertainment software. Customers across the manufacturing, architecture, building, construction, media and entertainment industries—including the last 16 Academy Award winners for Best Visual Effects—use Autodesk software to design, visualize, and simulate their ideas before they're ever built or created. From blockbuster visual effects and buildings that create their own energy to electric cars and the batteries that power them, the work of our 3D software customers is everywhere you look.

Key Products

AutoCAD
AutoCAD LT
AutoCAD Architecture
Revit Products
AutoCAD Civil 3D
AutoCAD Mechanical
Building Design Suites
Product Design Suites
Infrastructure Design Suites
Map 3D
MEP
Navisworks
3DS Max/Design
Maya

Upgrades

As of March 6, 2015, Autodesk will no longer accept upgrades. If a customer has a serial number that needs to be upgraded, they will have to purchase a new license.

Maintenance/Support

Maintenance is optional for new seats. Maintenance includes 12 months of web support, upgrade assurance, downgrade rights, online trainings, and a subscription center access for end users to manage their licenses. There is an additional charge for phone support.

Media

Hard copy media is available for a fee for any new license that is purchased.

Authorization Requirements

Authorization is required to purchase Autodesk products including those products considered to be Horizontal, Vertical Access, AEC, MFG, and M&E products. Products open to everyone include retail products such as AutoCAD LT. To become an authorized reseller, please log onto www.autodesk.com/howtobecomeareseller.

Ordering Requirements

To assure prompt processing of your Autodesk Licensing purchase, please be sure to include the following information when placing your order:

Standard Order Information

- Purchase order must come over on company letter head
- Bill to address
- Ship to address
- Purchase order number
- Purchase order date
- Ingram Micro account number
- Contact name/phone number
- Payment Terms less than or equal to Net 30 or Credit Card #/Exp, Zip Code
- Autodesk part # or corresponding distributor SKU
- Quantity of each product requested
- Pricing (Unit and/or Extended Cost)
- Pricing Discounts / Proration
- Complete ACE Discount Approval # for Registered Deals
- Shipping Method & Special Shipping Instructions
- Drop Ship Address (If Applicable)
- Copies of any Special Approvals/Exceptions from Autodesk
- Additional Notes/ Description of End Result (order scenario)

Applicable Crossgrade/Addl Seat/Network Activation Order Types

- Old serial numbers (when upgrading)
- Master serial number (when adding additional seats)
- Deployment (standalone, multi-seat standalone, or network)
- Subscription Contract Information (If applicable)
- Subscription Migration if needed

Applicable to Subscription Order Types

- Complete End-User Info: company name, address, contact name, phone number and email address
- Existing Serial Numbers (purchased w/in 30 days)
- Existing Contract Number
- For Renewals: Autodesk Renewal Order #

If an order is Non-Complied we take the order out of work flow and request a reseller resubmit a PDF copy and any revisions required together in one email.

Product Delivery

Autodesk has switched over to ELD skus(Electronic License Delivery). Please allow 24 to 48 business hours for orders to be processed and completed both by Ingram Micro/Autodesk. The customer will receive a welcome email once Autodesk has processed and invoiced the order. Autodesk will still ship orders for unserialized media and Autocad LT. Please allow 3-5 business days for delivery from Autodesk's warehouse located in North Carolina and 2 to 3 days for product shipping from Ingram Micro. Shipping instructions can be applied upon your request for 1 or 2 day delivery. 12:00PM EST is the cut off for expedited shipping requests. The order must clear and release from Autodesk's side to avoid delay.

Renewals

Please provide the contract number for renewals and any applicable serial numbers when submitting to distribution. If a contract expires, customers have 30 days to renew without late fees. After the 30th day of expiration resellers are required to add a late fee per seat. Customers have 364 days to renew with late fees, after which they are no longer able to renew with a late fee. Instead the customer is required to crossgrade or upgrade to the desired product type.

Pricing Programs

Corporate pricing is the standard pricing option we are able to quote for any end user. We are able to quote Government to some resellers that have been designated as a government reseller by Autodesk. The Academic program is now a free download from Autodesk website, www.autodesk.com.

Autodesk does have a Deal Registration program that allows authorized resellers access to ACE SKUs. If you are an authorized reseller please contact partnersupport@autodesk.com for further details.

Important Notes

Autodesk does not process returns during their quarter ends under the following months: January, April, July, October. Returns always resume the following month at which time you can resubmit your request.

Returns Overview

Returns are granted for licenses purchased within the past 30 calendar days at the vendor's discretion. Returns requested over 30 days and if the license has been activated are declined and will require an exception from Autodesk.

Autodesk requires a completed letter of destruction for all product returns..

To request a return, please contact us with the following information:

- Your Ingram account number
- Your PO #
- Ingram Order number
- SKU of product to be returned
- Quantity (please note—the entire quantity must be requested for return-no partials)
- Reason for Return

ELD and Product Return:

- Customer has 30 days from the date of purchase to return.
- Customer submits a Certification of Destruction (COD) to the licensing team @ autodesk-licensing@ingrammicro.com. (COD is on next page)
- Ingram Micro will submit the COD request to Autodesk. (24-48 hour turnaround)
- Licensing desk enters Ingram RMA and references the Autodesk RA#, forwards to Ingram billing department to invoice credit memo to reseller IM account within 48 hours and notifies reseller of credit via email.

Additional Seats/Network Activations/Subscription Return:

- Customer has 30 days from the date of purchase to return.
- If the customer has license on subscription, they will also need to return the subscription for credit.
- Customer notifies the licensing desk that they need to do a return @ autodesklicensing@ingrammicro.com.
- Licensing submits the request to Autodesk.
- Autodesk provides Ingram an RA (approval) number.
- Licensing desk enters Ingram RMA and references the Autodesk RA#, forwards to Ingram billing department to invoice credit memo to reseller IM account within 48 hours and notifies reseller of credit via email.

Please contact our licensing desk with any questions.

April 20, 2015

CERTIFICATE OF DESTRUCTION

This Certificate of Destruction is made by or on behalf of the undersigned individual or entity named below. The undersigned certifies that as of the date indicated below, it has: i) destroyed all packaging, media, documentation and electronic or other media copies of the software products listed in the table below ("Software"); 2) if applicable, deleted all copies of the Software and the documentation that accompanied the Software from any computer in which the Software was installed; 3) ensured and confirms that no backup or other copies of the Software exist. Moreover, this certificate confirms that no copies of the Software or documentation have been retained or resold in any form or manner or otherwise distributed, modified or changed in violation of the applicable Autodesk software license agreement or any other agreement that the undersigned might have in place with Autodesk. Furthermore, the undersigned acknowledges that it no longer has the right to use the Software, there is no right to distribute or otherwise transfer, convey or assign the Software and nor may the undersigned receive or conduct any service or maintenance on or related to the Software. Note that this form must be completed and received by Autodesk within the stated return guidelines in order to receive any refunds, credits or other media as set forth in the Autodesk return guidelines. Complete information is required to process your request and requests will be rejected if not complete. No extensions of time will be granted.

Name:		Account Number:	
Contact Name:		Email Address:	
Phone Number:			

PLEASE BE SURE TO COMPLETE THE FIELDS ABOVE AND BELOW AS THIS INFORMATION IS REQUIRED FOR PROCESSING

	Serial Number	Description	Original PO	Original Cost	RMA Number
sample	110-12345678	AutoCAD 2002	L12345	\$2,400.00	
1					
2					
3					
4					
5					
6					
7					

By signing below, I certify that the above statements are true and that I am duly authorized to represent the undersigned. I also understand that if this certification is found to be untrue that I shall reimburse Autodesk for any refunds or credits issued to me, and that Autodesk may pursue any and all remedies against me as it may have at law or equity and as set forth in its Autodesk software license agreement, and any agreement that Autodesk may have with the undersigned, including, without limitation termination of the agreement and our relationship.

Name: _____
Signature: _____
Print or Typed Name: _____
Title: _____
Date: _____

Once executed, please fax, email or mail this Certificate to your designated Partner Support Representative.