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Vendor Program Overview

Autodesk, Inc., is [a leader in 3D design](#), engineering and entertainment software. Customers across the manufacturing, architecture, building, construction, and 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

Maintenance/Support

Maintenance is optional for new seats and any crossgrades from 1-3 previous versions on the standard price list. Maintenance is required for all Get Current upgrades and some promotional product SKUs. Maintenance includes 12 months of upgrade assurance, downgrade rights, online trainings, and a subscription center access for end users to manage their licenses.

Media

Media Kit is required on all new licensing purchases.

Authorization Requirements

Authorization is required for most 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.

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

Company Letterhead

Bill To Address

Ship To Address

Purchase Order #

Purchase Order Date

Your Account Number

Contact Name/Phone/Email

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 to Upgrade/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 Group ID Number (if Applicable)

Subscription Contract Information (If applicable)

Subscription Migration if needed

Applicable to Subscription Order Types

Complete End User Bill To Address and phone number

Complete End User Ship To Address and phone number

Contract Manager Email address and phone number

Software Coordinator Email address and phone number

Existing Serial #'s (purchased w/in 30 days)

Existing Contract #

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

Please allow 3-5 business days for delivery from Autodesk's warehouse located in North Carolina. Expedited 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. And the order must clear and release from Autodesk's side to avoid delay.

Renewals

Please provide the contract number for renewal 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. All Academic, State/Local Government, or Federal end users can receive special pricing and SKUs direct from Autodesk by locating an authorized reseller @ 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.