

## Boxed Software for Previous Version

### Requesting Boxed Software for Previous Version Software in Autodesk Account

You can get product software on physical CD, DVD, or USB by submitting a request.

- Send one (1) form per product type media request.
- Allow up to 3 weeks for delivery. The boxed software may be subject to a fee, depending on which versions you request, your locale, and your subscription status.
- [Online product documentation](#) is available on-line for everyone. *Printed* documentation is not available.
- You can request product media for the most current product version and [eligible previous versions](#) -- generally up to three prior versions. Some products or versions may no longer be supported.

### To request Autodesk product media:

1. Open the [Customer Service Assistance form](#).
2. In the **How May We Assist You?** Field, enter **Media request for selected product**.
3. In **Product** and **Product Release** fields, choose product and release of desired media.

### Terms and Conditions

- Autodesk software in an alternative media format may not be available for all products and releases.
- Customers will only receive media applicable to the software that they own. The Autodesk Subscription Terms and Conditions do not require Autodesk to supply customers with media containing Previous Versions of the Software Program, related documentation, additional authorisation codes, hardware or software locks. If such items are required for Previous Versions, Autodesk reserves the right to charge a transaction fee for the issuance or re-issuance of such items.
- Autodesk is not financially responsible for any Taxes or Duties associated with the delivery of media, such fees if incurred are to be paid by the customer.
- Upon transaction completion, we will send an e-mail confirmation with your shipment tracking information.