

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.
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- Upon transaction completion, we will send an e-mail confirmation with your shipment tracking information.