



VECTORWORKS, INC.  
7150 RIVERWOOD DRIVE  
COLUMBIA, MD 21046 USA  
TEL 410.290.5114

## Vectorworks, Inc.—Australian Office Frequently Asked Questions

### **How has Vectorworks distribution in Australia changed?**

Vectorworks has acquired OzCAD Pty Limited to open a new corporate office in Australia. This office will serve as a new direct Vectorworks channel.

### **Why has the change been made?**

The Vectorworks office in Australia will build on the dedicated technical support, strong sales infrastructure and exceptional customer service created by OzCAD over the past two decades to magnify its offerings to Australian designers and beyond. The office will be led by Annabel Carr, who has twenty years of experience in Vectorworks support, training and sales.

### **Where will the office be located?**

Vectorworks Australia  
Unit 313, 30-40 Harcourt Parade  
Rosebery NSW 2018

### **How can I contact the Vectorworks office in Australia?**

You can contact the office in Australia at 02 8338 8622 or [info@vectorworks.net.au](mailto:info@vectorworks.net.au). Visit us online at [vectorworks.net.au](http://vectorworks.net.au). Our business hours are 9:30 AM to 5:30 PM AET.

### **When does this change go into effect?**

The Australian office opened on July 15, 2021.

### **What will happen to Vectorworks Service Select support?**

Support for Vectorworks Service Select customers will be handled directly through the office in Australia. Customers can continue to call 02 8338 8622 or email [support@vectorworks.net.au](mailto:support@vectorworks.net.au) for technical support. You can expect to receive communications from Vectorworks Service Select about benefits such as special events, webinars, clinics, and training.

### **How will the Vectorworks Service Select renewal process now work?**

The renewal process will remain the same and renewals will be processed through the Vectorworks office in Australia. The payment process however has changed—anyone wishing to renew a cancelled contract should contact the team in Australia for updated payment information. You can expect to receive notification of an upcoming renewal up to **60** days of the renewal date to give you adequate time to prepare and update your payment method.

### **What will happen to my contract?**

Vectorworks will honour all pre-existing active contracts and will uphold the terms and conditions set forth within. Rest assured, your current renewal rate will not be affected by this transition, and you will not be required to sign a new contract with new rates.

### **How do we order Vectorworks products?**

You may order products directly from Vectorworks by calling 02 8338 8622, sending an email to [info@vectorworks.net.au](mailto:info@vectorworks.net.au) or visiting [vectorworks.net.au](http://vectorworks.net.au).





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**Will I have to pay in US dollars?**

No, you will continue to make payments in Australian dollars.

**Does this change the product offerings or pricing in Australia?**

No, there are no plans to change product offerings or pricing. For a list of Vectorworks products, visit [vectorworks.net.au](http://vectorworks.net.au).

