



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

Vectorworks Canada FAQ for Customers

How has Vectorworks distribution in Canada changed?

Vectorworks, Inc. has acquired Resolve Software Solutions and the assets of Paxar Technologies Corp to open a new corporate office Vancouver, BC.

Why has the change been made?

Vectorworks opened this office to provide direct support and resources to best meet the needs of our growing community of users throughout Canada. The Vancouver office will be led by Geoff McBeath, who has more than twenty years of experience in Vectorworks support, training, and sales. This move will allow you, and all Canadian customers, to benefit from resources and a business structure specifically focused on Vectorworks users in Canada.

Where is the Vectorworks Canada office located?

The Vectorworks Canada office is located at:
207 West Hastings Street, Suite 611
Vancouver, BC V6B 1H7
Canada

How can I contact Vectorworks Canada?

You can contact Vectorworks Canada at 604.878.0289 or CAinfo@vectorworks.net.
Visit us online at vectorworks.net/ca.
Our business hours are 8:30 a.m. to 5:00 p.m. PST.

When does this change go into effect?

The Vectorworks Canada office opened on 26 September 2018.

What will happen to Vectorworks Service Select support?

You will continue to receive priority support through Vectorworks Service Select. As a customer in Canada, you will now benefit from a closer relationship with Vectorworks, Inc. Vectorworks Service Select customers may call (604) 878-0289 for priority 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 work?

This process will become easier and more convenient for you. Renewal invoices will be issued directly by Vectorworks, and you will make payments directly to the Vectorworks Canada office. You can expect to receive notification of an upcoming renewal up to 90 days before the renewal date to give you adequate time to prepare and update your payment method.

What will happen to my Service Select contract?

Vectorworks will honor 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. When it comes time to renew, your renewal will be issued directly by Vectorworks.

I used to purchase from Paxar Technologies. Can I still make my purchase from them?

Teri Young, the former owner of Paxar Technologies, has retired from selling Vectorworks software. All purchases of Vectorworks software can now be made through the Vectorworks Canada office.

How do we order products?

You may order products directly from Vectorworks by calling 604.878.0289 or sending an email to CSales@vectorworks.net.





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Will I have to pay in US dollars?

No, you can make payment in Canadian Dollars.

Does this change the product offerings or pricing in Canada?

No, not at this time. For a list of Vectorworks products, visit vectorworks.net/products.