

FAQ

Before purchase

Q. [How much does RIKCAD cost?](#)

It depends on which license you choose. We have lifetime license and subscription license. Please contact us for more information.

Q. [Is there a demo version?](#)

We are developing one right now. Please wait for our announcement.

For educational purpose, we do offer free educational version for schools. For more information, please contact us.

Q. [How do I learn RIKCAD?](#)

We have manuals in English which you can download from our website after purchase.

If you need more assistance, we offer one-on-one lesson in Tokyo or Osaka with additional cost of 30000 yen.

Lessons in other places may cost differently.

Q. [Can I use RIKCAD on my Mac device?](#)

Unfortunately RIKCAD is compatible for Windows 10 only at this moment.

Q. [What is the difference between Japanese version and international version other than the language?](#)

While objects registered in Japanese version are mostly used in Japan, international version has objects which are commonly used worldwide and also objects used to create Japanese garden.

After purchase

Q. [Do I have to pay to upgrade/renew RIKCAD after purchase? If so, how much does it cost?](#)

We update RIKCAD on regular basis. To use upgraded version of RIKCAD, you need to subscribe "Premium Support" which costs annual fee of 60000 yen.

This support includes software version upgrade, contents upgrade, and email support.

Q. [Do you offer customer service?](#)

Yes, we offer email support for those who subscribe "Premium Support".

Technical

Q. [What kind of file format can I export from RIKCAD?](#)

RIKCAD supports various file formats including DXF and DWG. You can also export your layout of the plan to pdf.

Please check out our brochure for more information.

Q. [Is RIKCAD compatible with AutoCAD?](#)

Yes, it is. You can import 2D drawing files (e.g. DWG, DXF) to RIKCAD, however, 3D plan needs to be drawn on RIKAD.

Q. [Is it possible to activate a RIKCAD on multiple devices at the same time?](#)

To activate RIKCAD, you need a device with license key. Unless you have keys for each device, you cannot activate RIKCAD at the same time.

Q. [Can I import an original texture to RIKCAD to use it on my plan?](#)

Yes, you can import your original texture.

If you have a request for textures/objects, feel free to contact us. Our engineer team will be happy to develop them.