

General Information for Agents in Europe, Africa, Asia, Australia, and New Zealand

Prices and Payment Policy

Subscription rates and handling charges are indicated in the rate list and refer to the full volume and/or subscription year. All invoices will be in Euros. All handling charges are in addition to the Print+Online subscription rates. All subscription orders are entered for the calendar year. New subscriptions placed during the year will begin with immediate delivery of all published issues of that year's volume. All subscription orders are payable in advance. Please indicate the date or include a copy of the advance invoice with payment. Payment may be made by check, money order, wire transfer, or by credit card. We accept American Express, Master-/Eurocard, and VISA; please indicate card number, expiry date, and card verification number.

Online Pricing and Licensing Policy

E-Only and Print+Online rates quoted are for single site institutions only and only apply for end customers in Europe (excluding DACH), Africa, Asia (excluding Bangladesh, Bhutan, India, Nepal, Pakistan and Sri Lanka), Australia, and New Zealand. Pricing for multisite electronic licenses is customized. Please contact the publisher eproducts@thieme.de for a customized quotation. For further information, please consult the Online Pricing and Licensing Policy below.

VAT

Institutional Print + Online and Shipping charges include VAT in the EU and Switzerland.

Delivery

All journals published in Stuttgart are sent within Europe by surface mail. Airlift service for all journals for Australia, New Zealand, Africa, and the Far East is mandatory. All journals published in New York will automatically be sent airlift to all destinations; this service is not optional.

General and Price Category Regulations for Agency Orders

The standard agency or bookseller discount is 5% (excluding handling charges). Agents must submit the full names and addresses of their end customers in order to qualify for an agency discount.

Consolidation Addresses

Both the delivery and end customer addresses must be supplied with orders when a consolidation address is requested.

Sponsored Subscriptions

The Publisher welcomes industry-sponsored personal rate subscriptions if the full name and addresses of the end user and the sponsoring party is provided at the time of ordering. If this information is not included, such subscriptions can only be fulfilled at an institutional Print & Online rate.

Institutional Rates

Institutional rates apply without exception to all orders placed for libraries, hospitals, research institutes, and corporations.

E-Only and Print+Online institutional rates are only valid for single site institutions. Pricing for all multi-site electronic licenses is customized.

Institutional subscriptions to many Thieme journals now include single-site online access as standard and this is reflected in the pricing. In order to set up online access to a Thieme journal customers are required to sign a license agreement.

For some journals, institutional pricing continues to differentiate between "Institutional E-Only" (single-site), "Institutional Print & Online" (single-site). Further details on this can be found in the price list.

With some limited exceptions, institutional E-Only and Print+Online licences include online access to all available back issues of the specific title from volume year 2000. For many journals, it is possible to purchase online access to older archived volumes.

Personal Rates

Personal rate subscriptions are only valid for private customers. Personal subscription orders placed by agencies must include the individual's full name and residential address, and be paid by private funds. Only qualified professionals and students are eligible for personal rate subscriptions. The Publisher reserves the right to request verification of personal rate subscriber's professional status.

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Ordering Procedure

Agencies worldwide must direct all subscription orders for end customers physically located in North, Central, and South America to: Thieme New York, 333 Seventh Avenue, New York, NY 10001, USA and will be invoiced in US\$.

Agencies worldwide must direct all subscription orders for end customers physically located in Europe (excluding DACH), Africa, Asia (excluding Bangladesh, Bhutan, India, Nepal, Pakistan, and Sri Lanka), Australia, and New Zealand to: Georg Thieme Verlag, P.O. Box 30 11 20, 70451 Stuttgart, Germany and will be invoiced in €.

Agencies worldwide must direct all subscription orders for end customers physically located in Bangladesh, Bhutan, India, Nepal, Pakistan, and Sri Lanka to: Thieme Medical and Scientific Publishers Private Limited, A-12, Second Floor, Sector 2, Noida-201301, India and will be invoiced will be in Indian Rupees.

Change of Address

Please inform us of any change of address 4-6 weeks in advance, indicating the name of the journal, new and old addresses, and if possible, the customer number, which can be found on the current address label.

Single Issues and Back Issues

Back issue and single copy orders are charged at the single-issue price that is indicated in the current year's price list. Notice of availability and prices of back issues can be supplied upon request. Delivery charges are invoiced separately for all single issue and back issue orders.

Claims

Claims for missing issues will be serviced free of charge if made within six months of the date of dispatch.

Contact Details

Where to place your order:

Europe, Africa, Asia, Australia, and New Zealand

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Online Pricing and Licensing Policy: Instructions for Agents

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We offer online access for institutions either in addition to an institutional rate print subscription or as online only subscription. For consortia and multisite institutional customers we offer online subscriptions only. Identification is by means of your customer's IP address. Your customer is required to sign a license agreement pertaining to that physical site and to pay an annual Online License Fee.

The standard license agreement can be downloaded for review at <http://www.thieme-connect.com/license>

We require the following information with regard to all institutional online subscriptions:

- 1 Name, postal address and contact details of the person in charge (e-mail address and telephone number)
- 2 For new subscriptions please list the new journal title(s) in your order.
If renewing a subscription, please include reference number(s) if available.
- 3 Number and location of sites
- 4 IP address of each physical site, if available

Please address all inquiries to the appropriate office below:

In Europe, Africa, Asia, Australia, and New Zealand

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Online Pricing and Licensing Policy: Instructions for Agents

Frequently Asked Questions

Where can I find the full text online?

The full text is accessible through the web site www.thieme-connect.com/ejournals

How many users can use the site simultaneously?

Single site institutional access is not limited to a defined number of concurrent users. Personal subscriber access is limited to use by the subscription holder only.

Is a password required for institutions?

No, access to the full text is controlled by IP addresses.

Can students and faculty use the online journals from home?

Authorized users may access the full text via a proxy server given that they have to authenticate themselves with a user ID and password in order to access the subscriber's secure intranet.

Who is allowed to use the full text?

Authorized users within a licensed institution including all current employees, permanent and visiting faculty, and students of subscriber.

What is a single site?

A single site is a contiguous campus community, including lodgings and residences of faculty, staff or students, or one contiguous commercial office complex, connected by a local area network whose terminals are physically linked together within the organizational premises.

What about a test account?

A no obligation test account can be requested from our sales team. Simply email eproducts@thieme.de