

Fortunately, most publishers handle subscriptions correctly and efficiently. Nevertheless, it does happen that issues get lost in the post, arrive in imperfect condition, or publication starts late, etc. We offer a comprehensive claim service for these and related problems.

As delivery of the issues is made directly from the publisher to the address of the subscriber, we have **no control** on the proper and regular supply. We, therefore, **completely rely on the subscriber's information**. All subscribers should regularly verify all subscriptions and carefully check all incoming deliveries and inform us immediately of any problem.

Subscribers can claim either by email, fax, letter or phone. Further they can use our internet gateway **LibriAccess** which offers the possibility to submit new or repeat claims electronically via internet.

We assure our customers that claims received from subscribers are processed within three working days at most. Claims are transmitted to publishers by email, fax or by letter (if we are unaware of the email address or fax number) and always include all information needed to properly identify the subscriptions.

Each new and repeated claim will be confirmed **upon request**. Every confirmation indicates the date after which you should repeat your claim if the issue has not arrived by then.

Reasons for missing shipments in sequence of occurrence

- Issues are correctly dispatched by publishers but go astray in transit.
- Publishers do not correctly record the subscription despite accurate ordering and payments.
- Publishers use a wrong or incorrect shipping address. Some publishers unfortunately have only limited space for recording subscribers' address labels and, therefore, shorten addresses randomly.

Important: Please carefully check the shipping address upon receipt of shipments for correctness. Please inform us in case of incorrect or insufficient labelling or send a copy of the inaccurate label so that we can ask the publishers for correction.

- The claimed issues do not belong to the respective subscription period as the publisher has entered the subscription with another than the requested period due to the late arrival of the order.
- We have ordered the subscription in good time without prepayment due to missing price information. Despite repeated reminders we have neither received an invoice nor the price information for immediate payment so that the subscription remains unpaid. Alternatively some publishers start supplying before payment is received and submit invoices later. We, of course, continue to make every effort for prompt payment.

- We have ordered the subscription in good time with prepayment but our respective check has not been cashed yet despite repeated reminders. We, of course, continue to make every effort to settle this matter.

When do subscribers have to claim for the first time:

The timing for the first claim basically depends on two factors: On the frequency of the publication and on the time for delivery from dispatch of the issues by the publisher until arrival at the subscribers' residence.

Both untimely and delayed claiming do not prove to be successful!

Please consider the following pattern for the first claim **after start of the confirmed subscription** unless you do not dispose of an automated and integrated claiming system which produces claims automatically:

<u>Frequency</u>	<u>Publisher located in:</u>	<u>Subscriber located in:</u>	<u>Claim after .. weeks:</u>
• weekly or more	Europe	Europe	3-4
		USA	5
		Overseas	5
	USA	Europe	5
		USA	3-4
		Overseas	5
	Overseas	Europe	5
		USA	5
		Overseas	5
• monthly or twice a month	Europe	Europe	4-5
		USA	7
		Overseas	9
	USA	Europe	7
		USA	7
		Overseas	9
	Overseas	Europe	9
		USA	7
		Overseas	9

<u>Frequency</u>	<u>Publisher located in:</u>	<u>Subscriber located in:</u>	<u>Claim after .. weeks:</u>
• every two months	Europe	Europe	6-7
		USA	8
		Overseas	9
	USA	Europe	8
		USA	8
		Overseas	9
	Overseas	Europe	9
		USA	8
		Overseas	9
• every three months	Europe	Europe	8-9
		USA	10
		Overseas	12
	USA	Europe	10
		USA	9
		Overseas	14
	Overseas	Europe	11
		USA	12
		Overseas	10
• three or less issues per year	Europe	Europe	12
		USA	14
		Overseas	16
	USA	Europe	14
		USA	12
		Overseas	14
	Overseas	Europe	14
		USA	16
		Overseas	14

You can be assured that your claim will receive the necessary attention of the publishers provided you respect the above pattern for submitting your first claim. Most publishers honour claims which are issued between three to six months after publication.

We do inform you accordingly if we do get untimely claims and ask you to repeat the claim again at a specified date.

Please claim immediately at any rate:

- If you get an incomplete (e.g. missing pages) or defective issue.
- If you get an issue and one or more previously published issues have not been received which belong to the invoiced subscription period.

Please repeat a claim:

As delivery of the issues is made directly from the publisher to the address of the subscriber, we have **no control** whether claims have been honoured by the publishers.

- If you get a claim confirmation from us you are asked to review the claim after expiration of the time limit and to repeat the claim if necessary.
- Otherwise, please review the claim after expiration of the number of weeks mentioned in the last column of the above pattern before claiming again, whereas the repetition of the claim can be sent a few days earlier.

Subscribers can repeat their claims by either email, fax, letter or phone or use our internet gateway **LibriAccess** which offers the possibility to repeat claims electronically via internet. Repeated claims are again transmitted to publishers by email, fax or by letter (if we are unaware of the email address or fax number) and always include all information needed to properly identify the subscriptions, the date of our previous claim and the number of claims already submitted.

Please consider that we do not process claims which are repeated too early!

Reasons why publishers do not honour claims:

- The publisher receives the claim too late, i.e. beyond the accepted claim period.
- The publisher realises that a subscriber has already claimed many issues which were already replaced and is no longer prepared to re-ship further issues. Some publishers only replace a limited number of issues per subscription and year.
- The claimed issue is already out of print. Some publishers only keep limited stock of issues due to economic reasons. Some publishers prolong thus the subscription by the number of issues which are no longer available.
- The publisher refuses to honour a claim as the original shipment was properly addressed and not returned as undeliverable.
- Some publishers do not replace missing issues if delivery was made to a consolidation address, e.g. Courier Network or Morversal, instead of to the subscriber's address.

We kindly ask you to carefully consider our answers in reply to your claims!

Publishers' answers to our claims are passed on to the subscribers for careful consideration, for example:

- If the claimed issues have not been published.
- At what time the delivery was made by the publisher.
- At what time a replacement issue was sent.

↪ In these cases we kindly ask you to verify the claim again after expiration of the time limit and then repeat the claim.

- If an issue does not belong to the ordered subscription period.
- If a publisher extends the subscription period due to unavailable issues.

In some cases we can obtain issues elsewhere which are then sent to the subscriber with a respective note.

We reorder missing issues at our expense or credit subscribers for missing issues if it should exceptionally prove that we are responsible for the publisher's refusal for complimentary replacement copies.

We kindly ask you to carefully consider the above remarks and therewith help that problems related to the supply of your subscription can be solved quickly and efficiently.

We thank you for your cooperation. For specific questions related to problems of supply of your subscription please contact claims@libri.ch.

Karger Libri AG
International Subscription Agency
Allschwilerstrasse 10
P.O. Box
CH-4009 Basel
Switzerland

Phone: +41 61 306 15 00
Fax: +41 61 306 12 34
Email: journals@libri.ch