

SCIENTIFIC AND TECHNICAL
DOCUMENT SERVICES

SERVICES AND PRICE LIST FOR THE PUBLIC SECTOR IN FRANCE & OTHER COUNTRIES

Applicable until 31st December 2016

2016



www.refdoc.fr

The main logo for Refdoc.fr is positioned on the right side of the page. It features the text 'Refdoc.fr' in a bold, sans-serif font. The 'o' in 'doc' is highlighted in a vibrant pink color. A large, light gray magnifying glass graphic is superimposed over the text, with its handle extending to the left and its lens framing the 'Refdoc.fr' text. The background behind the magnifying glass is a teal color with a sunburst pattern of vertical bars.

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TO OPEN A USER ACCOUNT

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With Refdoc.fr

Ordering your documents is really very easy!

Refdoc is a repository dedicated to the free consultation of 54 million scientific and technical bibliographic records. Only members of the CNRS (French National Centre for Scientific Research), French Higher Education and Research and public sector in France and other countries may order document copies which must first be approved by the CFC (French Copyright Clearing Centre)

For User Account Holders

You benefit from the following advantages:

- you can consult bibliographic references for free
- you can order document copie authorized by the French Copyright Clearing Center (CFC)
- a special form to enter your document references
- the possibility for account administrators to define the rights of their users
- your order basket is saved for up to 60 days
- a simple payment system : your account is debited for the orders you make.
At the start of each month, you will receive a bill corresponding to your orders made the month before.

For new users

You need to open a user account: please consult the «user account/how it works »section.

Our User Support representatives are there to help you from Monday to Friday from 9 am to 12:30 pm and 1:30 pm to 5 pm (French time) by telephone (+33 3 83 50 46 64) or e-mail at contact-utilisateur@inist.fr.

Please note

Prices

The prices for 2016 will stay exactly the same as last year.

The following can benefit from Refdoc

- French public organizations or institutions,
- Public organizations in other countries.


Copyright

The copyright fee set by the CFC (French Copyright Clearing Centre) since 2015 will be 4.97 €

(VAT not included) per article.

Reprographical copies of a document can only be made when the CFC (French Copyright Clearing Centre) has received the express authorization of the rights holders concerned.

Inist-Cnrs moving towards Open Access

All articles on Refdoc which are ALSO available in open access on one of the following repositories - HAL, ORBi, Persee and Revues.org - are now flagged with the icon .

You just need to click on the url displayed to access the full text version of the article.

Over 120,000 articles are indicated as being available in open access. We will continue our work in this direction all year to include other repositories.

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STEP 1

I sign in using my
Refdoc account

REFDOC ACCOUNTS

Please log in directly on www.refdoc.fr using the identifiers for your Refdoc account:
Refdoc e-mail address and password.

You can modify the information in your account by going to the «My profile» page.

Make sure to correctly fill in your delivery address(es) as this will save you time when ordering documents in the future.

If you are a new user, you need to open a user account*: please consult the «user account/how it works» section.

* Your User Support Department will help you to open your Refdoc account and link it to your User Account.

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STEP 2

I find my documents

SEARCHING FOR DOCUMENTS

Two search modes are available with Refdoc, simple (to search through the whole catalogue) or advanced (to search on just the last five years).

THE RESULTS LIST

The results list informs you whether the document:

- > may be ordered if the icon **P** is displayed. If this is not the case, it means the document copy cannot be ordered because its reproduction has not been authorized by the CFC
- > is accessible via CNRS portals reserved for CNRS communities if the icon **B** is displayed
- > is available in open access if the icon is **O** displayed.

DOCUMENT RECORDS, DELIVERY METHODS, TURNAROUND TIMES AND PRICES

If you click on a document reference in the results list, you access its record (title, journal, author, identifier, abstract and so forth) and details on:

- > The possible modes of delivery: fax, postal delivery
- > delivery turnaround times: Rush (24 hours), Standard (7 days maximum), C.I.L. (7 days to 6 weeks)
- > the prices for these delivery methods and turnaround times and the copyright fee;

Next to order you need to select the delivery date and method and the click on «Add to my basket».

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STEP 3

I save the documents
I want to order
in My Basket

THE ORDER BASKET

On the «My Basket» page, you will find all the documents you ordered that are awaiting approval. You can modify the criteria for these documents and select your delivery address here too.

Any document placed in your order basket will remain active for up to 60 days.

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STEP 4

I confirm my order

PAYMENT METHOD

- if you are the administrator or user of more than one Account, you should select the account you wish to use to pay for your order,
- the “Balance in €” button gives you information on the situation of your account.

CONFIRMATION E-MAIL

- you will receive an e-mail which varies according to your status as an administrator, full user or standard user:
 - > confirmation of reception if you are an administrator or a full user,
 - > request for approval if you are an account administrator and the order was made by a standard user,
 - > order approval if you are a standard user,
 - > refusal of the order if you are a standard user and your administrator has not authorized your order.

STEP 5 ►

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STEP 5

I can track the
progress of my
order

ORDER TRACKING

On the «My Orders» page, the Order Tracking service gives details of all your pending and confirmed orders over the last 3 months.

Sort and search functions are also available to help track your orders: by date, by status, by user name, by order number etc.

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ORDER METHODS FOR YOUR DOCUMENTS

REFDOC



You order and pay directly for your document copies on Refdoc.

REFDOC
ORDER FORM



If you can't find the document you are looking for in the Refdoc search results lists, you can use the Refdoc Order Form to fill in the reference for the document you want.

FILE
TRANSFER



You send us your orders by e-mail or by FTP (File Transfer Protocol) as formatted files. For more information, please contact our User Support Department.

FAX



You send us your orders by fax using the Fax Order Form which is available on the Refdoc site and can also be obtained just by contacting our User Support Department.

PEB-ABES NETWORK



Only users with access to this network can use this order method.



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DELIVERY METHODS AND TURNAROUND TIMES

FAX



Journal articles

Your order will be faxed to you in 24 hours.

RUSH

24 H

POSTAL DELIVERY



Journal articles
Conference proceedings

Your order will be sent to you by post. The average delivery turnaround time is 48 hours and the maximum time is up to 7 days. For the other countries, please see the table showing delivery turnaround times.

Book extracts

Complementary Identification and Localization (C.I.L.)

If the document you are looking for is not available in our collections, it can be found using our international network of libraries. If available, the document will be sent to you by post and at no extra cost within six weeks maximum.

STANDARD

7 DAYS

maximum

Mainland France

C.I.L.

6 WEEKS

maximum

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YOUR USER ACCOUNT

At the start of each month, you will receive a bill corresponding to your orders made the month before. You can pay:

- by bank cheque or administrative order made out to the «Régie Recette Inist-CNRS» (Income Control Department)
- by direct debit
- by credit or debit card (Eurocard, Mastercard, Visa).

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PRICES OF DOCUMENT COPIES

USING REFDOC

- ▶ USING THE REFDOC ORDER FORM
- ▶ BY FAX, THROUGH NETWORKS, BY FILE TRANSFER

All prices are shown in Euros and before tax per document, copyright fees not included. Our services are subject to 20 % VAT. The prices vary according to which type of document and delivery method and turnaround time you choose.

USING REFDOC

	RUSH 24 H	STANDARD 7 DAYS ¹ maximum	C.I.L. 6 WEEKS maximum
	FAX P	POSTAL DELIVERY P	POSTAL DELIVERY P
Journal articles	16	11	11
Conference, proceedings, book extracts		11	11

¹ 48 hours on average

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- ▶ BY FAX, THROUGH NETWORKS, BY FILE TRANSFER

USING THE REFDQC ORDER FORM

¹ 48 hours on average

Journal articles
conference,
proceedings,
book extracts

C.I.L. **6 WEEKS** maximum

POSTAL DELIVERY

15



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- ▶ BY FAX, THROUGH NETWORKS, BY FILE TRANSFER

BY FAX, THROUGH NETWORKS, AND BY FILE TRANSFER

		RUSH 24 H	STANDARD 7 DAYS ¹ maximum	C.I.L. 6 WEEKS maximum
		COURIER SERVICE	POSTAL DELIVERY	POSTAL DELIVERY
FAX ORDER FORM	Journal articles	25	23	23
	Conference proceedings, book extracts		23	23
PEB-ABES NETWORK FILE TRANSFER	Journal articles			
	Conference proceedings, book extracts		15	15

¹48 hours on average

Document Location Search (D.L.S.):
Whenever we cannot supply a document, we can e-mail you the website address where the document is available if this is the case.

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YOUR USER ACCOUNT

Inist-CNRS
 USER SUPPORT DEPARTEMENT
 2, ALLÉE DU PARC DE BRABOIS
 CS 10310
 54519 VANDŒUVRE-LÈS-NANCY
 CEDEX - FRANCE
 TÉLÉPHONE : +33 (0)3 83 50 46 64
 TÉLÉCOPIE : +33 (0)3 83 50 46 66

HOW TO OPEN A USER ACCOUNT

You just need to correctly fill in and send the "Open An Account" form to Inist-Cnrs.



▶ DOWNLOAD THE FORM «TO OPEN AN ACCOUNT»

HOW YOUR REFDOC ACCOUNT WORKS WITH YOUR USER ACCOUNT

If you already have a User Account, you still also need to open a Refdoc account to consult the catalogue and place orders using the Refdoc platform.

To request that your User Account be linked to your Refdoc account, please contact your User Support representative. You will then become administrator of your Refdoc account.

A SIMPLE PAYMENT METHOD

Your account is debited according to the orders you make. At the start of each month, you will receive a bill corresponding to your orders made the month before.
You can pay these bills by credit card, cheque, direct debit or administrative order.

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SERVICES AND ADVANTAGES AVAILABLE WITH YOUR USER ACCOUNT

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YOUR USER ACCOUNT

A rich catalogue

You have access to over 54 million records of documents and order copies. The documents are from the Inist-Cnrs collection and the collections of our international network of partner libraries.

> Managing your users

An administrator can place orders directly and also authorize (on the «My Profile page») other users to make their own orders by giving them one of the following user statuses:

- Standard User: can search for and select documents to order but these orders need to be approved by the Standard User's account administrator,
- Full User: can search for, select and confirm his/her own orders.

An administrator can create new users, modify the status of an existing user or delete users at any time.

> The "Complementary Identification and Localization" Service (C.I.L.)

If the document you are looking for is not available in our collections, our document search specialists will look for it from the collections or our network of back-up libraries. If available, the document will be sent to you at no extra cost within 6 weeks at the most.

> Refdoc Order Form

If you can't find the document you require via a search on Refdoc, the site will suggest you use a pre-filled form to complete by filling in the reference of your document.

> The contents of your Refdoc basket are saved for 60 days

The orders you place in "My Basket" are kept there for 60 days.

SEE MORE



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COPYRIGHT OR REPRODUCTION FEES

COPYRIGHT OR REPRODUCTION FEES FOR JOURNAL ARTICLES AND BOOK EXTRACTS

Documents which are authorized to be supplied as reprographical copies

Reprographical copies of a document can only be made when the CFC (French Copyright Clearing Centre) has received the express authorization of the rights holders concerned.

The copyright or reproduction rights fee is added to the price of the document copy and the amount depends on whether the document is from France or not. For documents which come from other countries than France, the reproduction rights fees will depend on the rates applied the country of the referral library concerned.

Under our agreement with the CFC we can only provide a maximum of 10% of a book and 30% of a publication.

The paper copyright fee for a document from the Inist-CNRS collection

A flat fee of 4.97 Euro before tax* for those in public sector in France and other countries per document will apply and will be paid in full to the CFC (French Copyright Clearing Centre).

The paper copyright fee for a document from a collection outside France

In some countries copyright law mandates that users be charged a copyright fee. This fee may vary between 2 euros and 100 euros (excluding taxes) depending on the publisher. Therefore you need to specify to us the maximum fee you are willing to pay. Without any indication from you, the default amount will be the copyright fee applicable in France, i.e. 4.97 Euro before tax*.

*The copyright fee is set by the CFC and may change during the year. Such changes are beyond our control and we will inform you of any as soon as possible.

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**DOCUMENT
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FOR USERS OUTSIDE
MAINLAND FRANCE**

	DOM <small>(French Overseas Departments)</small>	TOM <small>(French Overseas Territories)</small>	EUROPE : Andorra, Austria, Belgium, Denmark, Finland, Germany, Gibraltar, Ireland, Italy, Liechtenstein, Luxembourg, Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, United Kingdom, Vatican	EUROPE (other countries)	UNITED STATES & Canada	REST OF THE WORLD
Postal delivery	+ 9	+ 9	+ 4	+ 15	+ 12	+ 15

Note:

The maximum delivery time for an order in mainland France will be displayed in the DD/MM/YYYY format.

To work out the maximum delivery time for your country, please add the number of working days indicated in the above table.



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APPLICABLE UNTIL DECEMBER 31ST 2016

In effect until December 31st 2016

These General Terms and Conditions of Sale govern all relations between: the CENTRE NATIONAL DE LA RECHERCHE SCIENTIFIQUE (hereafter referred to as "the CNRS"), Public establishment with a scientific and technological character, located at 3, rue Michel Ange - 75794 PARIS Cedex 16, FRANCE, SIREN n° 180 089 013, APE code 7219Z represented by its Director General, Mr. Alain FUCHS who has delegated his signature authority to the Director of the Institute for Scientific and Technical Information (INIST), a CNRS Service Unit (UPS 76) located at 2 Allée du Parc de Brabois, CS 10310, 54519 VANDŒUVRE-LÈS-NANCY CEDEX 4, hereafter referred to as "INIST" », and individuals or legal entities belonging exclusively to the CNRS (National Center for Scientific Research) community or public sector communities in France and other countries (which includes the French Higher Education and Research community) and possessing an access to an account opened on the internet website www.refdoc.fr or any individuals having provided sufficient approved identification data and who makes an order (hereafter referred to as "the User"), within the framework of the supply by INIST of Products as described in the corresponding Order. When the User sends a Purchase Order, he/she therefore unconditionally accepts all conditions set out in these General Terms and Conditions of Sale.

0. PREAMBLE

The objectives of the CNRS, through INIST, are the publication, dissemination, and distribution of scientific and technical information Products and services in France and other countries.

To achieve these objectives, the internet site www.refdoc.fr was set up. It is a portal through which Users can order reprographic copies of scientific documents.

The www.refdoc.fr site provides free consultation of around 54 million bibliographical records in the fields of Science, Technology, Medicine, Humanities and Social Sciences. It also allows Users to buy document copies and track their orders on line.

Access to the service is free for all users belonging exclusively to the CNRS (National Center for Scientific Research) community or public sector communities in France and other countries (which includes the French Higher Education and Research community) with internet access..

All costs of access to the service, such as the costs of hardware, software or Internet access shall exclusively be paid for by the User. The User is solely

responsible for the correct functioning of his/her computer equipment and Internet access.

The CNRS reserves the right to refuse access to the service unilaterally and without prior notice to any Users who do not respect these General Terms and Conditions of Sale

The CNRS shall employ all reasonable means at its disposal to ensure quality access to the service but shall be in no way obliged to succeed in doing so at all times

The CNRS shall also be in no way held responsible for any problems that may arise with the network or servers or any other event deemed to be reasonably beyond possible control which may prevent or impair access to the service.

The CNRS reserves the right to interrupt, suspend temporarily or modify user access to all or part of the service without prior notice to carry out maintenance work, or for any other reason, and shall be in no way liable for any such interruption to the service

1. DEFINITION

The word "Product" refers to any copy of a document found on www.refdoc.fr.

2. ORDERS

2.1 Any modification or cancellation of an order requested by the User shall only be considered if proper notice is given in writing prior to acceptance of the initial order as defined by French law. Any down payment(s) made by the User shall be refundable in goods only. Risk passes upon tender of delivery of the Product(s) to the carrier on the premises of INIST or when the Product is made available online. Accordingly, Products are shipped at the risk and cost of the User. If a problem should arise, it is up to the User to file any complaints or claims with the carrier.

3. DELIVERY

3.1 Product availability

Delivery is effective upon tender of delivery of the Product(s) to a carrier on the premises of INIST, or when the Product is made available online. The CNRS fulfils its delivery obligations by delivering the Product to the carrier or by making the Product available online and the User shall be informed of the delivery dates of goods when the User makes an order.

3.2 Claims

Without prejudice to any action to be taken vis-à-vis the carrier, any claim regarding a Product supplied shall be submitted in writing within the following time periods:

- for the supply of copies of Products: 60 days for the STANDARD and 15 days for the RUSH service,

- for all other Products unless expressly provided for otherwise by INIST: 60 days for a defective CD-ROM, 30 days in the event of a delivery problem in a European Union country, 90 days in the event of a delivery problem in all other countries. The times given run from the time of delivery as specified in clause 3 of these General Terms and Conditions of Sale.

Responsibility for proof of any defect or problem lies with the User. All Product returns require an express written agreement between INIST and the User. Any Product returned without such agreement shall be held for pick-up by the User, who shall not be issued a credit note.

Non-conforming Products or Products with a patent defect, duly established by INIST as described above, may be replaced free of charge or a credit note may be issued to the User once the quantity and quality of the returned Products have been verified, provided however, that the User shall not be entitled to any other compensation or damages.

The CNRS shall not be liable for any defect or damage due to normal wear and tear or external circumstances (errors in assembly, faulty maintenance, abnormal use) or any change to the Product for which no provision was made.

3.3 Costs and risks arising from Product returns

Any return of a Product to INIST, for whatever reason, shall be subject to prior written approval and shall be the responsibility of the User who shall bear all related costs (shipping, custom duties, taxes, etc.) and risks. In addition, the Product shall be returned undamaged in the original packaging.

4. PRICES AND PAYMENT

4.1 Purchases of Products have to be carried out either by using an account previously opened by the User.

4.2 Orders can only be completed if the Order includes all of the information identifying the User and the Product required by INIST to effectively process the order.

4.3 The prices entered on accepted Orders are the prices appearing on our website www.refdoc.fr on the day the order is accepted. Prices will be provided to Users on request. For the supply of Products, a discount

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is granted to French government research agencies and higher education institutions, as well as to students in France who present a valid student card.

4.4 Products marketed by INIST and Product prices as they appear on the www.refdoc.fr website (for information purposes only) may be changed at any time without prior notice to Users. Unless modified, prices are deemed to be binding once an order has been accepted by both the Parties.

4.5 Several methods of payment are available (bank or postal cheque, direct bank debit, credit or debit card) according to individual User and Product requirements. The CNRS reserves the right to modify or add to said payment methods at any time.

4.6 No discount shall be given for early payment.

4.7 A User who opens more than one account may not under any circumstances request that a debit balance be set off against the credit balance on another account, even in the event of a claim. In the event of a dispute concerning an item on an invoice that the User failed to supply to the CNRS, the invoice shall not be cancelled but must be paid by the User.

4.8 Any payment which is partially or fully overdue on the day following the payment date stipulated on the bill, shall lead to late payment penalties being incurred by the User. Any delay in payment shall give the CNRS the right to demand full payment of all amounts due before any other order shall be processed. The interest rate for late payment shall be three times the legal rate in force.

4.9 In the event of failure to pay for Products supplied by INIST under these General Terms and Conditions of Sale, the CNRS reserves the right to:

- suspend the current subscription and/or monthly billing until the amounts due are paid in full,
- stop shipments in case of failure to pay for a prior partial delivery,
- refuse any future orders from the User if the User contests a prior order that has already been delivered, except in the case of an error attributable to the CNRS. None of these steps shall cancel the User's debt to the CNRS. The CNRS shall be responsible for freight costs for the initial delivery of Products, unless otherwise indicated on the price list. All other costs (including customs duties) shall be borne by the User. If for any reason a subsequent delivery of the same Products is made at the User. If for any reason a subsequent delivery of the same Products is made at the User's request, the freight costs shall be paid by the User.

5. OWNERSHIP - REPRODUCTION RIGHTS – LIABILITY

5.1 All orders accepted by INIST are payable by the User, even if the User has already placed an order for the same Product.

5.2 The CNRS shall not be liable for the contents of any Products supplied.

5.3 Use of the Products supplied by INIST is strictly limited to private use by the User they are sent to. Products shall under no circumstances be reproduced, sold or communicated to a third party to facilitate the reproduction thereof without the prior agreement of the Centre Français d'Exploitation du Droit de Copie (French Copyright Clearing Centre) for hard copies.

5.4 All Products provided by INIST are protected by the provisions of the French Intellectual Property Code. All reproduction, representation and exploitation rights are reserved.

5.5 Any infringement of the Intellectual Property Code discovered by the CNRS or by the rights holder of the Products may result in legal proceedings being brought against the infringer. The CNRS reserves the right to refuse any further orders from any User involved in such proceedings.

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