

SCIENTIFIC AND TECHNICAL
DOCUMENT SERVICES

PRICE LIST

Applicable from March 15th to December 31st

2010

THE REFERENCE
IN SCIENTIFIC
DOCUMENT SUPPLY



Refdoc.fr

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cnrs

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DISCOVER REFDOC

Ordering your documents with Refdoc.fr is really very easy!

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A new service for 2010

Refdoc is the new service for ordering your scientific and technical documents!

With its many new functions and features, Refdoc is INIST Diffusion's one-stop-shop for searching and ordering all your documents.

Refdoc gives you access to over 35 million records of articles, books, reports, conference proceedings, theses etc. in the fields of Science, Technology, Medicine, Humanities and Social Sciences, from 1847 up to the present day. It is updated daily.

Refdoc replaces ARTICLE@INIST, FORM@INIST, COMPTE@INIST and ArticleSciences.

STEP 1 I find my documents

¹ With S.E.D. PDF copies of the documents you order are sent directly to your computer.

² Ariel® is a software programme which sends your documents directly to your printer via your digital messaging services. Only documents from our own collection can be delivered using Ariel®.

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 list of your search results shows, among other information, the possible formats for document delivery namely **E** electronic, **P** paper or **B** available via a Cnrs portal.

DOCUMENT RECORDS, DELIVERY METHODS AND TURNAROUND TIMES, 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 delivery methods available:** Secure Electronic Delivery (PDF format)¹, ARIEL^{®2}, fax, by courier service, postal delivery.
 - **delivery turnaround times:** Urgent (2 hours), Rush (24 hours), Standard (7 days maximum), C.I.L. (7 days to 6 weeks)
 - **the prices** for these delivery methods and turnaround times (see page 6) and the copyright fee;
- Note: If you already have a UC account but have not already signed in at this stage then the prices shown will not include any discounts you may qualify for.
- **the options available:** colour copy and microfiche.

Next you just need to select your delivery method and turnaround time and click on "Add to my basket".

STEP 2 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 up to 7 days and up to 60 days if you have a **UC (Units of Credit) Account**.

YOUR IDENTIFICATION

Before confirming your order you need to:

- **create your Refdoc account if it is your first order** (see Step 3),
- or **sign in if you already have a Refdoc account**.

If you pay using your **UC Account** and qualify for a discount, the total cost of your order will be automatically adjusted as soon as you have signed in.

STEP 3

I sign in using my Refdoc account

ABOUT REFDOC ACCOUNTS

You need to open a Refdoc account (and it's free!) to order documents and track the progress of your orders. At any time, you can add or modify the information in your account profile using the **My Profile** page.

If you already have a **UC account**, you still need to open a Refdoc account to benefit from all the services Refdoc has to offer¹ (see the paragraph on UC (Units Of Credit) Accounts on page 8).

Make sure to correctly fill in the fields corresponding to your delivery addresses as this will save you time when ordering documents in the future.

¹ Our Customer Service Department will help you to open your Refdoc account and link it to your UC account.

SELECT YOUR PAYMENT METHOD

You can choose from three 100% secure online payment methods:

→ credit card

→ PayPal®

→ UC Account:

- if you are the administrator or user of more than one UC Account, you should select the account you wish to use to pay for your order.
- the **Remaining UCs** button can be used to find out how much credit is left on your account, not including pending orders. If you do not have enough credit left, you can credit your account using the **Units of Credit (UC) Order Form** (see page 12) or by contacting our Customer Service Department.

CONFIRMATION E-MAIL

- if you pay by credit card or PayPal®, you will receive an e-mail confirming reception of the payment and informing you of your order number.
- if the order is paid for with a **UC Account**, you will also receive an e-mail which varies according to your status as an **administrator**, **full user** or **standard user** (see page 9):

- **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.

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 (and up to three years ago as an optional service).

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

STEP 5

I can track the progress of my order

→ 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 Customer Service 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 Customer Service Department.			
IMPALA NETWORK		Only users with access to this network can use this order method.			
QUESTEL ORBIT, QWAM, DATASTAR AND STN DATABASE SERVERS		Only users with access to these database servers can use this order method.			

→ DELIVERY METHODS AND TURNAROUND TIMES

FAX		Journal articles	All orders made before 5 pm (French time, on a working day) will be faxed to you in two hours.	URGENT 2 H
SECURE ELECTRONIC DELIVERY		Journal articles	You will receive a printable PDF copy of your document. An e-mail will be sent to notify you that your document is ready.	RUSH 24 H
ARIEL®		Journal articles	A TIFF copy of your document will be sent directly to your printer via your digital messaging services. The Ariel version 2.2® Print Only software can be obtained from INIST Diffusion.	RUSH 24 H
COURIER SERVICE		Journal articles	All orders made before midday (French time, on a working day) will be delivered the next day before 1 pm in mainland France. For the French Overseas Departments and Territories (DOM-TOM) and other countries, please see the table showing delivery turnaround times on page 11.	RUSH 24 H
POSTAL DELIVERY		Journal articles Conference Proceedings Book extracts Reports Theses	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 French Overseas Departments and Territories (DOM-TOM) and other countries, please see the table showing delivery turnaround times on page 11. Complementary Identification and Localization (C.I.L.) If you have a UC Account and the document you are looking for is not available in our collections, it can be found using our network of referral (or back-up) 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

→ OPTIONS

COLOUR COPIES **P**

This option is only available for copies of journal articles from Inist-Cnrs's own collection. Your order will be sent to you by post. The **average delivery turnaround time is 48 hours** and the maximum is up to 7 days depending on postal delivery times. (See the table showing delivery turnaround times on page 11).
Note: **the Colour copy price** will apply even if the original is in black and white.

STANDARD
7 DAYS
maximum
Mainland France

STANDARD
7 DAYS
maximum
Mainland France

C.I.L.
6 WEEKS
maximum

MICROFICHE **P**

Copies of journal articles can be supplied in the microfiche format. The delivery turnaround time is up to 7 days depending on postal delivery times.

→ PRICES OF DOCUMENT COPIES

All prices are shown in Euros and before tax or in UCs (1 € before tax = 1 UC) per document, copyright fees not included. Our services are subject to 19.6% VAT.

The prices vary according to which type of document and delivery method and turnaround time you choose.

	URGENT 2 H		RUSH 24 H		STANDARD 7 DAYS¹ maximum	C.I.L. 6 WEEKS maximum
	FAX P	S.E.D. E	ARIEL® P	COURIER DELIVERY P	POSTAL DELIVERY P	POSTAL DELIVERY P
Journal articles	40	11	11	50	11	11
Conference proceedings, book extracts					11	11
Reports					33	33
Theses					66	66

¹ 48 hours on average

BY FAX, THROUGH NETWORKS, DATABASE SERVERS, AND BY FILE TRANSFER

¹ 48 hours on average

		URGENT 2 H	RUSH 24 H	STANDARD 7 DAYS¹ maximum	C.I.L. 6 WEEKS maximum
		FAX	COURIER SERVICE	POSTAL DELIVERY	POSTAL DELIVERY
FAX ORDER FORM	Journal articles	40	50	23	23
	Conference proceedings, book extracts			23	23
	Reports			33	33
	Theses			66	66
IMPALA NETWORK	Journal articles		50	15	15
QUESTEL ORBIT, QWAM, DATASTAR AND STN DATABASE SERVERS	Conference proceedings, book extracts			15	15
FILE TRANSFER	Reports			33	33
	Theses			66	66

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.

The price of this service is **11 € before tax / UCs** per document whatever the order method (no copyright fee).

OPTIONS

¹ 48 hours on average

		STANDARD 7 DAYS¹ maximum	POSTAL DELIVERY P	
COLOUR COPY¹	Refdoc Colour Order Form			30
MICROFICHE	Refdoc			
	File transfer			
	Database servers			
	IMPALA Network			
	Fax Order Form	C.I.L. 6 WEEKS maximum	POSTAL DELIVERY P	21

USING THE 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 document reference required.

	C.I.L. 6 WEEKS maximum
	POSTAL DELIVERY
Journal articles	15
Conference proceedings, book extracts	15
Reports	33
Theses	66

→ PAYMENT METHODS

YOU CAN CHOOSE FROM THREE 100% SECURE ONLINE PAYMENT METHODS



CREDIT CARD

You can pay for orders made on Refdoc using your credit card (Visa, Eurocard/Mastercard, American Express).



PAYPAL®

You can pay for orders made on Refdoc using PayPal®. More information on this service is available at www.paypal.com.



UC ACCOUNT

Your UC Account can be used for all types of orders. For more information on UC Accounts, please see the paragraph below.



UC (UNITS OF CREDIT) ACCOUNT

HOW IT WORKS, SERVICES AND ADVANTAGES AVAILABLE WITH A UC ACCOUNT

With a UC Account you can pay for your document orders using units of credit (UC) on the basis that: 1 UC = 1 € before tax.

You can credit your UC Account whenever you like by credit card, cheque, funds transfer or administrative payment order. To do this, please use the order form on page 12 of this document.

The minimum first deposit is 50 UCs, or 50 € before tax (59.80 € tax included).

Please note that all UCs you purchase are non-reimbursable. UCs remain valid for three years after the month of purchase. After this three year period, any remaining UCs can no longer be used.

If you already have a UC Account, you also need to open a Refdoc account to place orders using the Refdoc platform.

To request that your UC account be linked to your Refdoc account, please contact your Customer Service representative. You will then become administrator of your Refdoc account.

HOW YOUR REFDOC ACCOUNT WORKS WITH YOUR UC ACCOUNT

SERVICES AND ADVANTAGES AVAILABLE WITH A UC ACCOUNT



A RICHER CATALOGUE

With a UC Account you have access to over 35 million records of documents from the Inist-Cnrs collection and from the collections of our international network of 200 referral libraries.

Without a UC Account, you have access to around 15 millions records of documents from the Inist-Cnrs collection and the collections of our main partners.

→ 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, we can find it using our network of major referral libraries. Thus we are able to successfully supply 97% of the document requests we receive.

If available, the document will be sent to you at no extra cost within six weeks maximum (note: 71% of documents ordered are processed within 48 hours and thus delivered within 7 days for mainland France).

→ 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 instead of 7 days.

→ The microfiche option

To open a UC Account, you just need to send the following to INIST Diffusion:

→ **companies / public sector institutions:** Please send either a UC Order Form (see page 12) or an official purchase order with your company institution's heading by post or fax,

→ **individuals:** Please send the UC Order Form (see page 12) along with your payment.

HOW TO OPEN A UC ACCOUNT

Inist
diffusion

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54514 VANDŒUVRE-LÈS-NANCY
CEDEX - FRANCE
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FAX: +33 (0)3 83 50 46 66

→ COPYRIGHT OR REPRODUCTION FEES

COPYRIGHT OR REPRODUCTION FEES FOR JOURNAL ARTICLES AND BOOK EXTRACTS

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 and the delivery method chosen. For documents from our referral libraries outside France, the copyright and reproduction rights fees will depend on the rates in the country of the referral library concerned.

Copyright for document copies obtained from a collection in France

A flat fee of 1.60 €* (before tax) per document copy will apply and will be paid back in full to the CFC (French Copyright Clearing Centre) except for documents from certain French referral libraries.

Copyright for document copies obtained outside France

→ Individuals or public research organizations

In some countries, individuals and research organizations may be exempted from copyright fees when the copies are for private use or for non-commercial research purposes. When this is the case, we will send you a declaration certifying that the requested copy is for private and non commercial use. You must fill in, date and sign this declaration and keep it in your files for 6 years. You may be asked to present this declaration at any time.

→ Private companies

In some countries copyright law stipulates that private companies be charged a copyright fee. This fee may vary between 8 € and 100 € (before tax) depending on the publisher. Therefore, it is essential that you notify us of the maximum copyright fee you are willing to pay. Without any indication from you, the default amount will be the copyright fee applied to our own collections, i.e. 1.60 €* (before tax).

Our agreement with the CFC stipulates that we can provide a copy of just 10% of a book and 30% of a publication.

Copyright fee for Secure Electronic Delivery (S.E.D.)

According to French Copyright Law, public and private institutions must be authorized to distribute digital copies of documents whether they copy the documents themselves or rely on a service provider.

According to the French law of January 3rd 1995 on the collective management of rights, this kind of copy does not correspond to the definition of reprographics and thus the CFC cannot authorize digital copies. Therefore any organization wishing to distribute digital copies of documents must obtain prior authorization from the publisher of each publication concerned which INIST Diffusion has done by signing agreements with these publishers.

The copyright fee, set by the publishers or their agents, varies according to the scientific field, the type of document, etc. and may range from 4 € (before tax) to 100 € (before tax). The amount invoiced by INIST Diffusion is the amount integrated into its system at the time the copy is made.

* As of the 1st of July 2010, the copyright fee will be 1.80 € before tax

→ ANNEX

DOCUMENT DELIVERY TURNAROUND TIMES FOR CLIENTS OUTSIDE MAINLAND FRANCE

	DOM (French Overseas Departments)	TOM (French Overseas Territories)	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 STATE & Canada	REST OF THE WORLD
Postal delivery	+ 9	+ 9	+ 4	+ 15	+ 12	+ 15
Courier service	+ 2	+ 4	+ 1	+ 2	+ 2	+ 3

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.

→ FORM TO OPEN A UC (UNITS OF CREDIT) ACCOUNT OR ORDER UCs

Order form
Number of UCs ordered*:

* Minimum first deposit:
50 UCs (1 UC = 1 € HT) or 50 €
before tax (59.80 € tax included).
The Units of Credit will be
credited to your account as
soon as you are billed.

TO OPEN AN ACCOUNT
Your Refdoc e-mail address:

NUMBER OF THE ACCOUNT TO BE CREDITED :

Last name: First name :

Address of your UC Account* (mandatory)	Billing address (if different)
Company/organization or Last name then first name:	Company/organization or Last name then first name:
Address line 1:	Address line 1:
Address line 2:	Address line 2:
Street/P.O.Box:	Street/P.O.Box:
Post/zip code:	Post/zip code:
Town/City/State:	Town/City/State:
Country:	Country:
Phone: Fax:	Phone: Fax:
E-mail:	E-mail:

* The details of this address must be entered on the "My Profile" page of your Refdoc account

→ You are:

- Cnrs⁽¹⁾
 Student⁽²⁾
 A research organization⁽¹⁾
 University or higher education institution⁽¹⁾
 Individual
 Other:
 Company (please indicate your activity): A subsidiary of:

VAT identification number (EU customers only):

⁽¹⁾ Please send an official purchase order or purchase form with company stamp

⁽²⁾ Please send an a photocopy of your student card for the current year (French card)

→ Payment method (Individuals: Payment must be included with order):

- Check or postal money order made out to INIST Diffusion
 Funds transfer
 Credit card (Eurocard, Mastercard, Visa)
 Administrative payment order

Card number: Expiry date: |

Security code (the last 3 numbers on the back of the card):

Date of the order: Signature (if sent by post):



Our products and services are subject to 19.6% VAT. Exempt: Persons residing outside France in an EU country where they are already subject to VAT. We would like to remind EU country residents that since January 1st 1993 they must include their VAT identification number on all orders.

INIST Diffusion SA is responsible for processing all personal data that is sent to us. This information is processed by computer for commercial management purposes. INIST Diffusion SA and Inist-Cnrs are the recipients of this data. Under the French Data Protection Act of January 6, 1978 (amended in 2004), you have the right to access and modify all information concerning you and you can exercise this right by contacting our Customer Service Department at infoclient@inist.fr. You also have the right to oppose the processing of your data if the reasons for this are legitimate.



→ SALES TERMS AND CONDITIONS

March 15th to December 31st 2010 inclusive

INIST Diffusion S.A. is a Cnrs subsidiary whose objects are the publication, dissemination, and distribution of scientific and technical information products and services in France and abroad, notably the products and services of Inist (Institut de l'Information Scientifique et Technique), a Cnrs service unit.

1. GENERAL

1.1 - These General Terms and Conditions of Sale are available online on our websites. Consequently, by placing an order a customer fully and unreservedly accepts these General Terms and Conditions of Sale, which are applicable to all orders accepted by INIST Diffusion S.A.

1.2 - In the event of a conflict between these General Terms and Conditions of Sale and any other document made out before the date of the order (e.g. permanent subscription contract, primary document supply agreement, monthly invoicing agreement) or the customer's Terms and Conditions of Purchase, these General Terms and Conditions of Sale shall prevail. Accordingly, unless they are explicitly accepted in writing, any other terms and conditions of the customer shall be unenforceable against INIST Diffusion S.A., regardless of when INIST Diffusion S.A. was made aware of such other terms and conditions. Notwithstanding the provisions of these General Terms and Conditions of Sale, INIST Diffusion S.A. may stipulate special terms and conditions for the use of its products and services.

1.3 - In the event of purchase using Units of Credit (Unité de Compte - UC), an "order" is deemed to include any request made by the customer for the supply of a product delivered as part of a service (hereafter the "Product") or for the opening of an account, such request being made by means of a purchase order sent to INIST Diffusion S.A. by post or any other reliable means not subject to tampering. Copy and copyright fees are debited in UCs according to the prices in effect at the time. UCs are non-refundable and are valid for three (3) years from the month of purchase. After three (3) years, unused UCs are no longer valid.

1.4 - In the case of any other method of payment (credit card payment, PayPal®, etc.), a request made electronically for the supply of a product is considered an order.

1.5 - Any modification or cancellation of an order requested by the customer shall only be considered if proper notice is given in writing prior to acceptance of the initial order as defined by French law. If INIST Diffusion S.A. does not accept the modification or cancellation, any down payment(s) made by the customer shall be refundable in goods only. Risk passes upon tender of delivery of the product(s) to the carrier on the premises of INIST Diffusion S.A. or when the product is made available online. Accordingly, products are shipped at the risk and cost of the customer. If a problem should arise, it is up to the customer to file any claims with the carrier.

2. OBLIGATIONS OF INIST DIFFUSION S.A.

2.1 - Delivery

Delivery is effective upon tender of delivery of the product(s) to a carrier on the premises of INIST Diffusion S.A., or when the product is made available online.

2.2 - 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:

- Document delivery services: STANDARD, C.I.L. and Options - 60 days; RUSH - 15 days; URGENT - 5 days.
- All other products (unless expressly provided for otherwise by INIST Diffusion S.A.): Defective CD-ROM - 60 days; non-delivery in the European Union - 30 days; non-delivery outside the European Union - 90 days. Times given run from the time of delivery as specified in clause 2.1 above. Responsibility for proof of any defect or problem lies with the customer. All product

returns require an express written agreement between INIST Diffusion S.A. and the customer. Any product returned without such agreement shall be held for pick-up by the customer, who shall not be issued a credit note. Non-conforming products or products with a patent defect, duly established by the vendor as described above, may be replaced free of charge or a credit note may be issued to the customer once the quantity and quality of the returned products have been verified, provided however, that the customer shall not be entitled to any other compensation or damages. INIST Diffusion S.A. 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.

2.3 - Costs and risks arising from product returns

Any return of a product to INIST Diffusion S.A., for whatever reason, shall be subject to prior written approval and shall be the responsibility of the customer 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.

3. DELIVERY TIME

INIST Diffusion S.A. fulfils its delivery obligations by delivering the product to the carrier or by making the product available online and the customer shall be informed of the delivery dates of goods when the customer makes an order.

4. PRICES AND PAYMENT

4.1 - Orders for the supply of copies of documents shall be accepted and filled either by debiting an account previously opened by the customer and containing sufficient funds for payment (except in the case of a monthly billing agreement signed by the customer and INIST Diffusion S.A) or by secure online payment. Unless otherwise indicated in writing, orders for all other categories of products shall only be accepted once payment has been made in full.

4.2 - Orders can only be completed if the purchase order includes all of the information identifying the customer and the product required by INIST Diffusion S.A. to effectively process the order.

4.3 - The prices entered on accepted purchase orders are the prices appearing on our websites on the day the order is accepted. Prices will be provided to customers on request. INIST Diffusion S.A. may grant discounts on copies of documents to French government research agencies and institutions of higher education, as well as to students in France.

4.4 - Products marketed by INIST Diffusion S.A. and product prices as they appear on the company's website (for information purposes only) may be changed at any time without prior notice to customers. Unless modified, prices are deemed to be binding once an order has been accepted by INIST Diffusion S.A.

4.5 - Several methods of payment are available (deposit account, cash payment, etc.) according to individual customer and product requirements. INIST Diffusion S.A. reserves the right to add to or modify said payment methods without prior notice.

4.6 - No discount shall be given for early payment.

4.7 - In the event of purchase by unit of account (UC), an invoice payable by the date specified on the purchase order shall be issued for each order upon receipt of the purchase order. A customer 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 customer failed to supply to INIST Diffusion S.A., the invoice shall not be cancelled but must be paid by the customer.

4.8 - Any payment which is partially or fully overdue on the day following the payment date stipulated on the bill, shall lead to interest payments being incurred by the customer. Any delay in payment shall give INIST Diffusion S.A. 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 Diffusion S.A. under these General Terms and Conditions of Sale, INIST Diffusion S.A. reserves the right to: - suspend the current subscription and/ or monthly billing agreement 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 customer if the customer contests a prior order that has already been delivered, except in the case of an error attributable to INIST Diffusion S.A. None of these steps shall cancel the customer's debt to INIST Diffusion S.A. INIST Diffusion S.A. shall be responsible for freight costs for the initial delivery of the product, unless otherwise indicated on the price list. All other costs (including customs duties) shall be borne by the customer. If for any reason a subsequent delivery of the same products is made at the customer's request, the freight costs shall be paid by the customer.

5. OWNERSHIP - REPRODUCTION RIGHTS - LIABILITY

5.1 - All orders accepted by INIST Diffusion S.A. are payable by the customer, even if the customer has already placed an order for the same product.

5.2 - INIST Diffusion S.A. shall not be liable for the contents of any products supplied.

5.3 - Use of the products supplied by INIST Diffusion S.A. is strictly limited to private use by the consignee. 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 marketed by INIST Diffusion S.A. 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 INIST Diffusion S.A. or by the rights holder of the products may result in legal proceedings being brought against the infringer. INIST Diffusion S.A. reserves the right to refuse any further orders from any customer involved in such proceedings.

5.6 - In compliance with the contract signed with the French Copyright Center, INIST Diffusion S.A. is entitled to supply a maximum of 10% of any book and 30% of a publication.

6. DISPUTES

The courts of Nancy shall have exclusive jurisdiction for any dispute that may arise.

7. APPLICABLE LAW

In the event of a dispute leading to litigation, the commercial relations of INIST Diffusion S.A. and its customers shall be exclusively governed by French law.

INIST DIFFUSION

2, ALLÉE DU PARC DE BRABOIS

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