

# General Information for Agents in Bhutan, Bangladesh, India, Nepal, Pakistan and Sri Lanka

## Pricing and Payment Policy

Subscription rates are indicated in the INR price list and refer to the full volume and/or subscription year. 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 invoices will be in Indian Rupees (INR). All subscription orders are payable in advance (no refunds or cancellations).

Print Only\* and Print+Online subscription prices include shipping and handling.

E-Only and Print+Online rates quoted are for single site (academic and hospital) institutions only and only apply for end customers in the Bhutan, Bangladesh, India, Nepal, Pakistan, and Sri Lanka. Print+Online subscription prices include one print subscription plus full-text online for a single site academic institution or hospital.

Pricing for corporate electronic licenses (including single sites) and all multisite electronic licenses is customized. Please contact the publisher [eproducts@thieme.in](mailto:eproducts@thieme.in) for a customized quotation.

Orders for E-Only and Print+Online subscriptions must include detailed enduser information such as name and full address of institution, contact details of the person in charge and IP addresses. For further information, please see our Online Pricing and Licensing Policy below.

## General and Price Category Regulations for Agency Orders

The standard agency or bookseller discount is 4.5% (including 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.

## Ordering Procedure

All single site 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.

Tel: +91 120 455 6600 to 48, Fax: +91 120 455 6649, Email: [customerservice@thieme.in](mailto:customerservice@thieme.in)

For Print+Online and E-Only subscriptions please contact the Institutional Sales Department ([eproducts@thieme.in](mailto:eproducts@thieme.in)) for a customized quotation.

## 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.

## Claims

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

## Thieme Medical and Scientific Publishers Private Limited

A-12, Second Floor

Sector - 2

Noida 201301

India

**Tel:** +91 120 455 6600 to 48

**Fax:** +91 120 455 6649

**Email:** [customerservice@thieme.in](mailto:customerservice@thieme.in)

\*Print Only available to renewing subscribers of *Synthesis* and *Synlett* only

## Online Pricing and Licensing Policy: Instructions for Agents

Full-text scientific articles of most of our journal titles are now available online through our electronic products platform, called Thieme-connect. Access to this site and the use of its search functions and to the table of contents and abstracts of individual articles is free of charge at [www.thieme-connect.com/ejournals](http://www.thieme-connect.com/ejournals)

We offer online access for institutions either in addition to an institutional rate print subscription (bundling model) or as online only subscription. For consortia and multi-site institutional customers we offer online subscriptions only (unbundling model). 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.de/connect/en/services/product-licensing.html>

### **Our pricing and licensing model is based on the following customer group classifications:**

- 1 Non-Academic Institutions (governmental agencies, organisations, non-academic hospitals, public libraries)
- 2 Academic Institutions (universities, colleges, medical schools, teaching hospitals, university hospitals)
- 3 Corporations
- 4 **Consortia**
- 5 Multi-site licenses

Corporate (including single sites) and all multi-site electronic license fees are provided by customized quotation only.

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

- 1 Name and postal address of each location and contact details of the person in charge (e-mail address and telephone number)
- 2 Titles currently under subscription, number of subscriptions per title, and reference number(s), if available
- 3 Number and location of sites
- 4 IP address of each physical site, if available

### **Contact**

Please address all inquiries for institutional online licensing in Bangladesh, Bhutan, India, Nepal, Pakistan and Sri Lanka to:

#### **Thieme Medical and Scientific Publishers Private Limited**

##### **Institutional Sales**

A-12, Second Floor  
Sector - 2  
Nodia 201 301  
India

**Tel:** +91 120 455 6600 to 48

**Fax:** +91 120 455 6649

**E-mail:** [eproducts@thieme.in](mailto:eproducts@thieme.in)

# 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](http://www.thieme-connect.com/ejournals)

### How many users can use the site simultaneously?

The access is not limited to a defined number of concurrent users.

### 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 include 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.in](mailto:eproducts@thieme.in)