

D U K E

U N I V E R S I T Y

P R E S S · J O U R N A L S

M A R K E T I N G

B O X 9 0 6 6 0

D U R H A M · N C

2 7 7 0 8 - 0 6 6 0

Please see 2007 subscription terms below.

Contact Information

Duke University Press
Journals Fulfillment
Box 90660
Durham, NC 27708-0660
www.dukeupress.edu/journals

*Orders and Customer Service Inquiries
Hours of Operation:
8:30am–4:30pm (EST)*

Phone: 888-651-0122
(toll-free in the U.S. and Canada)
919-688-5134
(elsewhere)

Fax: 888-651-0124
(toll-free in the U.S. and Canada)
919-688-5134
(elsewhere)

E-mail: subscriptions@dukeupress.edu

Postage for Back Volumes/Single Issues

If shipped within the U.S.: \$4 for the first issue; \$1 for each subsequent issue.
If shipped to Canada: \$4 for the first issue; \$3 for each subsequent issue.
If shipped outside the U.S. and Canada: \$6 for the first issue; \$4 for each subsequent issue. *When figuring rates for back volumes, please include postage for each issue.*

Electronic Access

Most Duke University Press journals are available electronically through HighWire Press (dukejournals.org).

The *Duke Mathematical Journal* and *DMJ 100* are available online through Project Euclid. Please see www.dukeupress.edu/dmj for more details.

Cancellation Policy

No refund will be made once the first issue of a journal subscription has been sent. Back-issue orders cannot be canceled or returned once issues have been shipped.

General Subscription Terms

Subscriptions from agents are accepted on a volume- and calendar-year basis only. Multiple-year subscriptions are available, at no additional discount, for terms of up to three years.

Format (print-only, electronic-only, print + electronic) must be indicated on the order.

Payment Terms

All subscriptions are to be prepaid, including postage charges. In case of partial payment, we will return your check and notify you of the balance due. Your order will be processed promptly upon receipt of complete payment. ***Payments for the e-Duke Scholarly Collection must be confirmed through Duke University Press before payment is submitted. Please see the e-Duke Scholarly Collection information sheet for more details.***



U N I V E R S I T Y

P R E S S · J O U R N A L S

M A R K E T I N G

B O X 9 0 6 6 0

D U R H A M · N C

2 7 7 0 8 - 0 6 6 0

All payments must be remitted in U.S. dollars and by draft payable on a U.S. bank. Orders may be charged to MasterCard, VISA, or American Express. All other forms of payment will be returned unless special permission has been granted. Our federal ID number is 56-0532129.

All payments for Canadian subscribers must include 6% GST, which must be collected from the customer (GST R131868853). 6% GST is included in Canadian institutional pricing.

No returns will be accepted.

Wire Transfers

Subscribers in foreign countries may submit payment via wire transfer. Please complete the following steps to send payment to Duke University Press via a wire transfer. *(Duke University Press is not responsible for delays caused by wire transfers sent without including the information below. Customers are responsible for any bank fees associated with the wire transfer. If the amount remitted does not cover these fees, issues will not be shipped until full payment is received.)*

1. Please send transfers to:

Bank	Wachovia Bank N.A. / Charlotte, NC USA
ABA#	053000219 (Domestic wires only)
Swift Code	PNBPUS33 (Foreign wires only)
Beneficiary	Duke University Concentration Account
Account	#2023740253053

2. Please include the following information:

Duke University Press Journals Fulfillment
Accounting/Finance
919-687-3600
140-5400-3494

New federal regulations require that bank wires contain the beneficiary's address. Please use this address:

Duke University / 705 Broad Street / Durham, NC 27708

3. Once the wire transfer is complete, please send an acknowledgment to subscriptions@dukeupress.edu with the following information:

- Total amount of transfer
- Duke University Press account number or full shipping address
- Description of items purchased with incoming funds



U N I V E R S I T Y

P R E S S · J O U R N A L S

M A R K E T I N G

B O X 9 0 6 6 0

D U R H A M · N C

2 7 7 0 8 - 0 6 6 0

Agency Discount

A 2.5% commission will be allowed to agencies on institutional orders. There is no discount allowed on postage. To calculate the discount, subtract 2.5% from the U.S. institutional rate, then add the necessary postage.

Commission details for the e-Duke Scholarly Collection can be found on the e-Duke Scholarly Collection information sheet.

Renewal Invoices and Notices

Renewal orders are processed more promptly if they include our customer account numbers.

Renewal notices are not sent to institutions subscribing through agencies. If you want your agency to be notified of upcoming expirations, please request a renewal list of your customers before September 1. The list will include their customer account numbers.

Change of Address

Please notify us well in advance of any address changes, supplying both the old address and the new one. Duke University Press cannot forward issues returned by the post office without written notice of the new address from the subscriber or the agent.

Claims/Shipping Time/Airmail

Claims for missing issues are honored for one year following the date of publication. Only issues that have been lost or damaged in transit will be replaced free of charge. Domestic subscribers should allow 4–6 weeks for surface-mail delivery of issues. Overseas subscribers should allow 90 days for surface-mail delivery of issues.

Airmail rates are available upon request.

Subscriptions at Individual Rates

It is our policy to accept subscriptions at individual rates only when they are paid by personal check or credit card.

We assume that all domestic subscriptions paid through institutional funds—including those paid through subscription agencies—should be billed at the institutional rate.

For subscribers outside the U.S. (who otherwise may have trouble obtaining U.S. currency), we continue to accept agency payments on behalf of individuals.

Site License Agreement

Site license agreements are required for the e-Duke Scholarly Collection, the *Duke Mathematical Journal*, and *DMJ 100*. Please contact the Library Relations Manager at libraryrelations@dukeupress.edu for more information.



U N I V E R S I T Y

P R E S S · J O U R N A L S

M A R K E T I N G

B O X 9 0 6 6 0

D U R H A M · N C

2 7 7 0 8 - 0 6 6 0

Agency Orders and Duke's Format-Change Policy

Duke University Press Journals Fulfillment has experienced a considerable number of downgrades, upgrades, and format changes to amend original agency orders for the 2006 calendar year. Many of the format changes were necessitated by the elimination of the print-plus-free electronic access model in 2006. To encourage accurate order submittal, Duke University Press has created a standard policy for format changes.

Duke University Press encourages our library customers to purchase our journal titles through their subscription agents. Libraries may purchase individual titles in print-only, electronic-only, or print-plus-electronic formats.

Downgrades: *(A downgraded subscription is defined as a print-plus-electronic subscription that is changed to a print-only or electronic-only subscription.)* Downgraded orders will no longer be accepted once an issue ships or an electronic subscription is served.

Upgrades: *(An upgraded subscription is defined as a print-only or electronic-only subscription that is changed to a print-plus-electronic subscription.)* Upgrade requests will be accepted. Please allow 4–6 weeks for processing from the time that payment is received by Duke University Press Journals Fulfillment. **Upgraded accounts will not receive access until payment has been processed.**

Format change requests in accordance with these guidelines may be submitted to

**Duke University Press
Journals Fulfillment
P.O. Box 90660
Durham, NC 27708-0060
E-mail: subscriptions@dukeupress.edu**

This policy has been initiated to encourage correct order compliance and applies to all incoming orders, including mail, e-mail, fax, and FTP. Please review each order carefully for accuracy prior to submission to avoid processing delays, so that we may better serve our mutual customers.