

Subscription FAQs – CANADA

Important subscription information to keep on hand:

SUBSCRIPTION CYCLE:

The Journal of Rheumatology is published 12 times a year (monthly) and all subscriptions are based on the calendar year (i.e.: January to December).

ONLINE CONTENT: In addition to the current volume, activated/registered subscribers have access to *all content from January 2001 through to current issue* (published online content began with the January/2001 issue) – hosted by HighWirePress. To obtain your subscription number for online activation, please contact us by phone/fax/e-mail. Once a subscription is renewed, the online data previously registered will resume with the renewal.

PRINT COPIES: Should you order late in the year, the earlier Print issues are shipped as Back Issues and you then receive the remaining new issues as they are published monthly.

Renewing Print subscribers please note: When renewing after January 1st, the January issue has already been sent as a grace issue; this is shipped to you at the beginning of January. Therefore, when claiming missing print issues, the following applies: Should you renew late in the year, issues from February to the date of renewal are shipped as Back Issues and then you will receive the remaining issues as they are published monthly.

PRICING/RATES:

INSTITUTIONAL:

2018 Multi-site/multi-user: print+IP range access at two or more sites, pricing available on request – RANGES allowed – \$1,050 CDN for the first site and \$750 CDN for each additional site.

2018 Single site/multi-user: print+IP range access across a single site for institutions/organizations (Tiers 3 and 4) – \$1,050 CDN

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2018 Basic: print+online access for up to 4 fixed IPs – NO RANGES, proxy nor Username/Password access, only single / static / dedicated IPs – \$520 CDN

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2018 Individuals: username/password access for one person only – \$335 CDN

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AIRMAIL: ADD TO THE ABOVE RATES: \$120 CDN

RENEW/ENTER A NEW SUBSCRIPTION:

To renew your subscription or to enter a new subscription to *The Journal of Rheumatology*, visit our website jrheum.com/purchase_subscription. New individual subscribers who subscribe at the website should wait up to 3 business days after they submit their subscription order before registering for online access. Subscriptions are not automatically renewed – either the subscriber or their agent must actively renew their subscription each year (expiring December 31st).

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For subscribed volumes published from January/2012 onwards: The archival record is the **online** issue.

After termination of a subscription for 2012 or later and on the subscriber's written request within 6 months of termination, access to the full text of the material published during the term of the agreement will be provided by one of 2 options: (1) the Journal provides access on jrheum.org; or (2) *The Journal* permits access to a central archiving facility or other third party approved by the Journal and provided that the third party may charge the Licensee for such access.

For subscribed volumes published prior to 2012 (i.e.: January/2001 through to December/2011): The archival version is the **print** issue.

Please Note: This feature is NOT for Late Renewals.

USAGE REPORTS:

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AGENCY DISCOUNTS:

There are no Agency Discounts.

CLAIMS ON MISSING/DAMAGED PRINT ISSUES (claims@jrheum.com):

Please note the following time limits for claiming missing issues:

- Your claim must be received within two months from the date of publication - which is the beginning/first day of each month. For example: before March 1st for the January issue. We do ask that sufficient and reasonable time be allowed for the postal service to deliver the issues before making the claim(s).
- Renewing Subscribers please note: the January issue is sent to all previous year subscribers as a grace issue to help ease in the renewal rush and is still shipped out the beginning of January - therefore, when claiming a missing January issue, please do so within your specified time frame (e.g.: before March 1st for the January issue). Should you renew late in the year, the earlier issues, from February to the date of renewal, are shipped as Back Issues and then in this instance you would allow the claim time frame from the date of shipment (i.e.: 2 months).
- Maximum number of claims fulfilled per issue will be two (2).
- Supplements are included with the issue in the month of publication, they are not mailed separately (supplements cannot be claimed separately).

LATE RENEWAL CHARGES:

Late Renewals (i.e.: received after May 31st) are charged an additional \$12.00 (tax included) per back issue. For example: a renewal received on the 14th of August – the Late Renewal Fee would be an extra \$84 CDN.

ADDRESS CHANGES:

Notices of change of address should be sent in a timely manner. PLEASE allow 6-8 weeks for address changes to take effect from the date received by this office.

SHIPPING/AIRMAIL:

Normal shipping is included in the price of your subscription. AirMail shipping is available for an additional charge. There are no extra charges for shipping back issue(s) when ordering new subscriptions; however, please note that back issues are shipped at the end of each month and we ask that you please allow six to eight weeks for North American addresses, from date of mailing for delivery. Should you wish a speedier delivery, it would be at your expense (i.e.: you provide your FedEx/Purolator account number and the shipping is applied to your account directly.)

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