

Subscription FAQs – USA/International

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 ONLINE-ONLY:

2018 Multi-site license: IP range access at two or more sites, pricing available on request – \$1,025 US for the first site and \$750 US for each additional site.

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Please Note: This feature is NOT for Late Renewals.

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Please note the following time limits for claiming missing/damaged print issues:

- For the US and Canada 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).
- For elsewhere your claim must be received within four months from the date of publication. For example: before March 1st and May 1st respectively 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 Print 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 (For example: before March 1st and May 1st respectively 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.: US and Canada: 2 months / Elsewhere: 4 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).

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For example: a renewal received on the 14th of August – the Late Renewal Fee would be an extra \$70.00 US.

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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.

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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 and up to twelve weeks for elsewhere, 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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subscriptions@jrheum.com / www.jrheum.org
HST Registration Number: R105222087
DUNS #250696135
Online ISSN: 1499-2752 / Print ISSN: 0315-162X
Volume Year: 2017= v44 / 2018= v45

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