

SUBSCRIBERS INFORMATION

1. New subscriptions

All new subscriptions must be made through [the Subscription Form](#) on the Publications Service website. In this way, the essential basic information of each subscriber will be safeguarded.

Subscribers must notify of any change of email address and postal address.

An unannounced change in postal address will render any subsequent claim void.

2. Annual notification of new prices

The **new prices** will be published on the Publications Service website annually, in September.

They will also be communicated by email, both to distributors and to individual subscribers.

3. Confirmation of subscriptions and cancellations

In the case of Agency renewals, confirmation of a renewed subscription will be required before December 31 of the current year.

In the case of individual subscribers, they will be notified of the automatic renewal of their subscription, unless they previously notify of their wish to cancel, before December 31 of the current year.

4. Shipping

The delivery of the published issues will be made only to the subscribers who have paid the subscription.

If the payment is delayed, the shipment would be made as soon as the payment is processed.

Each time an issue is sent, a notification email will be sent to subscribers. The date of this email will constitute the beginning of the period of the claim period.

5. Claims

If a subscriber claims not to have received a specific issue, such delivery will only be made after verifying compliance with the following aspects:

- the subscription has been paid
- the claim has been made within a period (two months from the date of publication)
- the shipping address is correct

Claims will not be dealt with after sending a second copy. It will be indicated that the subscriber has access to the electronic version of the issue. The purchase of the issue will be offered as a single issue.