



American Society for Nutrition (ASN) Publications Issue Replacement Policy

The American Society for Nutrition (ASN) is the publisher of *The American Journal of Clinical Nutrition (AJCN)* and *The Journal of Nutrition (JN)*.

Replacement Policy:

- Subscribers with a U.S mailing address must wait five (5) weeks after the issue cover date but no longer than three (3) months after the issue cover date to submit a replacement request for non-delivery of an issue.
- Subscribers with a non-U.S mailing address must wait eight (8) weeks after the issue cover date but no longer than six (6) months after the issue cover date to submit a replacement request for non-delivery of an issue.
- The journal(s) will not honor replacement requests if the ship-to address is a distribution facility.
- Up to two (2) issues per journal will be replaced free of charge during a 12-month subscription year. If the replacement request is denied, the missing issue(s) may be purchased using the order form on page two.
- The journals are not responsible for non-delivery of issues if the subscriber fails to provide the journal(s) with a current shipping address or if the subscriber fails to renew the subscription in a timely manner.
- The journals are not responsible for non-delivery of issues, particularly to non-US addresses, due to problems with the subscriber's local mail delivery service.
- The journals will not honor replacement requests for issues from a subscription year in which the claimer was not a subscriber.
- Do not submit the same claim more than once in an 8-week period.
- **Replacement/claim requests should be sent via email to journal@nutrition.org.** Do not mail or fax replacement/claim requests.

When requesting a replacement issue the subscriber must specify:

The journal title
Missing or damaged volume, issue number, and year
End-user customer name
End-user customer mailing address
Customer ID number if known

Allow six (6) weeks for receipt of the replacement issue to a U.S. mailing addresses and ten (10) weeks for receipt of the replacement issue to a non-U.S. mailing addresses.

Member subscribers should contact mem@nutrition.org.

Sept2009

The ASN Journals

Single Issue Order Form

ALL ORDERS MUST BE PREPAID

Single issues are **\$40** each (U.S. mailing address) or **\$50** each (Non-U.S. mailing address)

Journal title: _____

Issue year: _____ Volume and issue: _____

Shipping Information (please print)

Name: _____

Mailing address:

E-mail address: _____

Payment:

Amount Due: \$ _____

Payment Methods:

- 1) Checks drawn on a US bank/US funds, payable to the American Society for Nutrition.
Checks must have the MICR Encoded Number on the bottom.
- 2) International Money order
- 3) Credit card/Bank card

VISA

MasterCard/EuroCard

American Express

Card Number: _____ Exp Date: _____

Card holder's name: _____ Card holders email: _____

Authorized Signature: _____

Mail or fax with payment to:

ASN Journals
Rm L-5104
9650 Rockville Pike
Bethesda MD 20814 USA

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