



CUSTOMER SERVICE ORDERS AND INQUIRIES

WHERE TO SEND ORDERS AND INQUIRIES?

Please send all orders, inquiries and claims to → orders@degruyter.com. You will receive a confirmation email with a ticket number.

Important: Please quote this ticket number for further inquiries about your order.

HGV CUSTOMER PORTAL

As a De Gruyter trade customer you can register for our customer portal → degruyter.com/customerportal and enjoy the following benefits:

- ▶ Access a clear overview of your order details
- ▶ Check your order status and track your orders
- ▶ The email address you entered will be used as your contact address for the customer portal

HOW LONG IS THE RESPONSE TIME?

Orders are processed within 24 hours. Please see → [Handling and Fulfillment](#) for delivery times.

Inquiries are responded to within 72 hours.

WHAT INFORMATION IS REQUIRED TO ORDER?

Books, eBooks and Standing Orders for Book Series	Journals, Yearbooks, Databases
<ul style="list-style-type: none"> ▶ Title ▶ ISBN (please select the ISBN for the chosen format) ▶ Quantity ▶ Billing address ▶ Shipping details (if different from above) ▶ Full shipper address if using freight ▶ Email address should you wish to receive invoices, credit notes and other notifications electronically 	<ul style="list-style-type: none"> ▶ Title ▶ Format: print or electronic ▶ Quantity ▶ For subscriptions: Automatic or manual renewal ▶ Databases: Purchase or subscription model ▶ Billing address ▶ Delivery address (if different from above) ▶ Full shipper address if using freight ▶ Email address should you wish to receive invoices, credit notes and other notifications electronically
Additional information for electronic products	
<ul style="list-style-type: none"> ▶ Institutions: Complete address of end user ▶ Institutions: Email address for access confirmation ▶ Institutions: IP range ▶ Private customers: Email address 	

WHAT ARE THE OPTIONS FOR EDI ORDERS?

Books, eBooks, series (orders): DFÜ, Nielsen Book Data, EDIFAKT (trade book supply).

If you would like to set up electronic book ordering via EDI EDIFAKT please contact: → service@degruyter.com

Journals, yearbooks (subscriptions): ICEDIS, agent to publisher format

CUSTOMER SERVICE HANDLING AND FULFILLMENT

HOW MUCH IS SHIPPING?

Outside Germany per 5 kg:

Printed papers international **economy**: € 0.47 per shipment plus € 3.90 per kg (**not available within the EU**)

Printed papers international **priority**: € 0.78 per shipment plus € 5.82 per kg

Shipment fees apply worldwide. If no shipping method is specified, the cheapest method will automatically be selected.

WHAT ARE THE USUAL DELIVERY TIMES?

Handling usually takes a maximum of 2 days after order processing. Afterwards the following terms apply:

Shipper	DHL - Economy	DHL - Priority	Collection by IBS
Collection days	Daily	Daily	Monday and Thursday
Tracking system	available via HGV on request	available via HGV on request	Accessible via HGV
Countries	Germany, Europe outside EU, worldwide	Germany, EU, worldwide	UK, F, NL, B, and CH
Customers	All	All	Contract customers in NL, B and CH Wholesalers and institutional clients in the UK only Shipping companies in UK, F and NL only
Delivery times	<ul style="list-style-type: none"> ▶ EU: not applicable ▶ Europe outside EU: 6-12 days ▶ Middle East: 8-15 days ▶ Asia: 8-15 days ▶ Oceania: 10-15 days ▶ Africa: 10-15 days 	<ul style="list-style-type: none"> ▶ EU: 2-5 days ▶ Europe outside EU: 3-9 days premium ▶ Middle East: 3-9 days ▶ Asia: 6-12 days ▶ Oceania: 8-10 days ▶ Africa: 6-12 days 	<p>Monday collection:</p> <ul style="list-style-type: none"> ▶ Delivery to shipper in UK Thursday, shipment departs UK between Friday and Sunday, depending on flight schedule ▶ Delivery to UK customer Friday, latest Monday. <p>Thursday Collection:</p> <ul style="list-style-type: none"> ▶ Delivery to shipper in UK for consolidation on Monday, departure from UK is then usually Wednesday ▶ Delivery to UK customers Tuesday or Wednesday.

WHEN WILL ONLINE ACCESS BE PROVIDED?

As soon as the order has been processed in our invoicing system the ordered item will be transferred to the online account of the end user and notification will be sent out to the email-address specified in the order. The activation may take up to 24 hours after receipt of the confirmation. After access has been activated the purchased content will be marked with a Licensed Access icon and can be used on → [degruyter.com](https://www.degruyter.com).



Please send all your technical queries concerning the webshop or online access to → service@degruyter.com