



Supplier Information / Eastern Europe Department

General Terms of Delivery

Unless the contracting parties have expressly agreed otherwise, the present General Terms of Delivery shall apply.

Placing of orders

- Please quote our order number, e.g. MON14013026 on any communication and records.
- Please send us the latest edition of the book ordered, unless expressed otherwise. We usually note in our orders if another edition is acceptable for us; this applies for antiquarian orders too. Please contact us before delivery if you have any questions. In case of a continuation order of multivolume works, please contact us before delivery of a new edition (either of a single book or the complete set).
- We usually prefer a hardback edition, unless otherwise noted.
- For any order not handled within 24 months, it will be understood that the order is cancelled.

Further inquiries / information

- We would like to ask you to send further inquiries and information regarding our orders by preference via e-mail using the following e-mail address osteuropaabt@sbb.spk-berlin.de.
- Please do not send information regarding our orders until the first reminder is sent.
- However we ask for *immediate* notification, if delivery is not possible; possible reasons e.g. not available in booktrade or not published.
- If any of the conditions below exists, please contact us before delivery to make sure that we agree to the conditions, if
- there is a difference in essential details of the order or the item ordered; possible reason e.g. the ordered items are parts of a continuation, journal or a serial not mentioned in the order.
- you receive a duplicate order, not labelled as "Mehrfachex." or "added copy"
- the price, including for antiquarian acquisitions, differs as follows:
- *Order without indication of price (€ 0,01):*
Query if the delivery price is € 70,00 and more
- *Order with indication of price:*
Query if the delivery price exceeds the price quoted in the order by more than 20 per cent **and** the price is € 70,00 and more
- Please don't hesitate to contact us at any time, if you have any questions concerning our orders.

Antiquarian acquisition

- We ask for antiquarian acquisition if the ordered title is out of print.
- We expect antiquarian books to be delivered
- in as good a condition as possible with a well-balanced price-performance ratio; please inquire if the price exceeds the price agreement specified above,

- with a clear and verifiable ownership structure / provenance,
- in the edition we ordered - usually we note in our orders if another edition is acceptable for us. Please contact us before delivery if you have any questions.
- We ask vendors to keep a search list if an antiquarian acquisition is not possible. Titles on the search list should be checked regularly for availability with the maximum of 24 months after order date.
- Please let us know when you put a title on the search list so we won't claim these titles.
- For any order not handled within 24 months, it will be understood that the order is cancelled. We ask for notification concerning cancellation.

CD-ROM

- Orders for CD-ROMs (also as supplements to books) contain the following note:
"Single user network licence / Technical requirements: Ability to run in a MS Windows 2008 Environment with Terminal Services / Installation on a network drive"
This means that we ask for a networking licence and therewith for the permission to install the CD-ROM onto a server, so that accessing is possible from any PC inside the library (also via WLAN for authenticated users) but only from one user at a time. In this case please make sure to mention NETWORKING LICENCE on your invoice.
- Please contact us before delivery to make sure that we agree to the conditions:
 - if there is no networking licence available
 - if networking licence is only available for an extra charge
 - if a single user networking licence allows access only from one special PC

Accounting

- A single invoice in duplicate is required to be enclosed in each book.
- Invoices **must** quote:
 - ordering department of the Berlin State Library e.g.: IIID
 - our order number e.g.: MON14013026
 - bibliographical short title
 - bank connection
 - VAT-No. of the Berlin State Library (see below) and of the vendor, if applicable
 - VAT-rate, discounts, extra charges, delivery charges, if applicable
 - If possible invoices **should** quote:
 - "Vereinnahmt unter den jeweils angegebenen Zugangsnummern in den Akzessionsjournalen"
 - "Sachlich richtig"
 - type of order e.g.: "fest"/"zur Forts." / standing order
- Within the EU we request VAT-exempt intra-community delivery.
Our VAT-No.: DE 81 117 697 6

Returns

We reserve the right of return without query in following cases:

- mistakes caused by distributor, e.g.: wrong title, duplicate delivery, defective binding,
- delivery of defective copies, e.g.: missing pages / damaged block.