

Resource-Net

**Conditions of Supply for:
*Coke Market Report
Coke & Anthracite Market Report
Other Subscription Reports of “Resource-Net”***

When companies subscribe to the above research reports, they agree automatically to note the following:

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Reports are sent to a single email address per subscription. This is so we can maintain a direct relationship with the person responsible for taking the subscription and manage the invoicing procedure efficiently. Additional email dispatches to the same company or group are charged at 50% of the subscription cost; these additional subscribers must be recognized on a single invoice.

The regular circulation of the report should be limited to individuals who are permanent employees of your company. In the case of multi-site or multi-national organizations, this should be interpreted as those working at your location or for the national subsidiary. There is no problem with re-distribution to immediate colleagues - though we do ask that the number of recipients should be reasonable (our idea is five or less), and distribution should be limited to those with a genuine interest in coke and/or anthracite. These secondary recipients are not entitled to re-forward reports. Also, please do not place our reports on company intranets for anyone to download.

There is no objection to a single issue being shared occasionally with a third party in the industry, as this is often how we gain new subscribers! However, if it is discovered or strongly suspected that our reports are regularly being forwarded to outside parties, we reserve the right to cancel the subscription with no refund payable. It is therefore in the interest of subscribers to ensure that these conditions are adhered to by everyone at your company. (These restrictions also apply to translations which might be made.)

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The date of next month’s report is indicated both on the front of the current report and in the email header. We therefore suggest that subscribers note the date of the next report, so that they can advise us if it does not arrive.

As we send reports “blind copy”, the email can sometimes get blocked by spam-filters either at your ISP or on your company’s own server. In this instance, please ask your ISP or IT department to “white-list” the email addresses *andrew@resource-net.com* and *resource-net@telkomsa.net*. When we receive a non-delivery notification, we re-send the report the next day, then make every effort to check that delivery has been successful.

Conditions of Supply for “Resource-Net” Reports (cont’d)

Receipt of reports (cont’d)

Sometimes it happens that our emails persistently refuse to arrive in an inbox for reason unknown, and we get no message back from the recipient’s server. Please be assured that we send reports to all paid-up subscribers, but there is no way of knowing for sure that all emails arrive safely.

If there are persistent non-deliveries, we can send the report to a personal email address, or via “Skype” if all else fails.

Please also be sure to advise us if the subscriber’s email address changes, or the recipient needs to be replaced due to change of responsibility or departure from the company.

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Andrew Jones
Resource-Net

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