

# 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 to note the following:*

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**Monthly 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 is 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.)

## **Receipt of reports**

Access to the current month's report is via a weblink contained in a notification email. Subscribers can opt either to download the report immediately, or to have it emailed to them.

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

## **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 a subscriber’s inbox for reason unknown, and we get no message back from the recipient’s server. Please be assured that emails are sent to all paid-up subscribers, but there is no way of us knowing for sure that they arrive in the subscriber’s inbox.

**It may help the receipt of reports to be trouble free if you add my email (andrew@resource-net.com) to your address book; and also as a “safe sender”, if this is possible on your system.**

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.

### **Additional features**

Subscribers also have access to an on-line archive of extracts from past reports. In January, a summary of data for the past year is also distributed to subscribers. **These additional features are included in the annual subscription cost.**

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We hope that you will see the above conditions as fair and reasonable. They are liable to be amended at any time during the subscription period. If there are any questions or clarifications needed, please contact us.

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