



## CLAIMS POLICY

Please make note of our Claims policy:

- All claims for NACE publications must be received within 3 months of the date of non-receipt of the issue(s) in question for domestic subscribers, and 6 months of the date of non-receipt for international subscribers.
- All claims must be made in writing to [claims@nace.org](mailto:claims@nace.org).
- In order to process your claim more efficiently, please reference the NACE subscriber number, the name on the mailing label, and provide an e-mail or fax number.
- Any publications not claimed within the appropriate time period may be purchased at \$75.00 CORROSION journal and \$20.00 Materials Performance, plus shipping and handling charges, availability permitting.
- All claims will be evaluated by the Subscriptions Specialist at the time of receipt. If approved, claims will be mailed by U.S. postal mail. Shipping by UPS may be requested for an additional fee.
- Claims for issues damaged in transit will not be fulfilled.
- All subscriptions will begin at the time payment has been received. Please note that it is the responsibility of the subscriber/agency to notify NACE of any address and contact changes within a timely manner to prevent the excessive loss of monthly issues.
- Subscriptions cannot be back-dated for any reason, including, but not limited to, issues being out-of-print or late payments.
- NACE reserves the right to deny fulfillment of claims when only a subscription agent's shipping/forwarding address is provided. Only claims that include the customer's end user address and full end-user information will be considered.

NACE International appreciates your cooperation in complying with the claims policy to better serve the needs of its subscribers and to expedite missed issues.

NACE International reserves the right to modify the terms from time-to-time without notice.

