



Taylor & Francis temporary cessation of print journals

Frequently asked questions for institutional subscribers, editors and society partners

Why have I stopped receiving print issues of journals I have a 2020 subscription for?

The coronavirus pandemic has caused unprecedented disruption to the distribution supply chain for periodicals. As of the first week of April the postal services of 42 countries have stopped accepting inward deliveries. In addition, many air mail services in and out of our major print hubs in the UK, US and Singapore are no longer operating due to reduced air freight capacity. Finally, a significant number of institutions we mail journals to are closed for business and are no longer accepting post. In the face of this disruption it is with great reluctance that we have made the decision to halt journal printing from 10 April.

Will online issues appear as normal?

Yes, online issues are not affected by the pause in the print programme and will continue to appear at their usual frequency on www.tandfonline.com.

When will I start to receive print copies again?

We expect to resume printing in May. We are using the interim period to re-plan the routing of journals based on our emerging understanding of the impaired capacity of the distribution supply chain. Some destinations will shift to fulfilment by sea freight services which will lead to longer lead times between publication and receipt of issues. We will be preparing new guidance for customers on mailing times for their locations in due course.

When Taylor & Francis restarts its print programme, will I receive the issues I've missed during the pause in printing?

Yes, you will receive print issues that are part of your subscription, although there may be a delay for the reasons mentioned above. In the event that airfreight services restart later in the year you may receive issues out of order, as earlier issues posted by sea might arrive with after later issues posted by air.

Given these delays, will we have a longer period within which to claim for missing issues?

Yes, for the duration of this disruption the expiration of the window within which it is possible to claim for a missing issue will increase to 120 days.

Our society sends member mailing label files to T&F Customer Services. Should we continue to do so?

Yes, we will hold these files until the print programme is back up and running. Members will be sent print copies of the issues they missed during the pause in print, as long as their addresses appear in the mailing lists you have provided.