



Taylor & Francis Group

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Taylor & Francis Resumption of Print Journals

Frequently asked questions for institutional subscribers, editors and society partners

When will I start to receive print copies again?

We will start printing on 11th May, with the first copies being despatched by 18th May. Domestic copies will be sent via 2nd class post as usual; international copies will take several weeks depending on destination. Some countries are still operating reduced or closed postal services, and international freight carriage is subject to delays and changes to routing at short notice.

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 you after later issues posted by air.

As a print subscriber or society member, will I be entitled to a refund for the issues not being printed?

As we are restarting our full print programme at the earliest possible time, with all delayed issues printed and mailed to customers, we don't expect to process refunds against these issues.

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.

Where is my copy?

The coronavirus pandemic has caused unprecedented disruption to the distribution supply chain for periodicals. Many countries and regions are under a form of lockdown, with bottlenecks and backlogs at customs and logistics centres. Even for those places not specifically disrupted, the entire global distribution network is disrupted. Air freight is very limited, and where available, planes may not be in the right places; sea freight is more available, but is much slower.

We are not able to provide updates on specific copies, as T&F do not commonly track individual copies, and carriers are not able to provide signatures and receipt data in all cases.

We ask for patience in the meantime; if necessary, online access can be provided for free in the interim.

What will happen to the print copies if the campus is currently closed?

The print restart decision comes as the postal authorities are now mostly back operating, clearing backlogs and the institutional mail rooms in Europe will hopefully start re-opening to accept post in line with the gradual easing of lock down rules throughout May. It will mean that distribution of



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issues will start approximately one week later with domestic customers getting copies by 22 May. International copies will take longer since we have now switched to sea freight and international customers should see copies arriving in June.