

Prices

Prices pupils, apprentices, students outside Germany

PRICES IN EURO (Basic fee incl. delivery costs + licence fee ¹)		
Processing time	72 h Monday to Friday 7 – 16:30 (CET)	3 h Monday to Friday 7 – 14 (CET)
E-MAIL	4,00 + licence fee ¹	20,00 + licence fee ¹
FAX DISPATCH	6,00 + licence fee ¹	22,00 + licence fee ¹
POSTAL DISPATCH	6,00 + licence fee ¹	
BOOK DISPATCH	12,00	
PAY PER VIEW (direct access to full electronic texts)	2,00 + licence fee ¹	

1) Licence fee: document delivery from licensed publications.

Surcharges

Orders placed without using the form: For orders placed formlessly, either by email, letter or fax, a surcharge of Euro 4,00 will be charged for manual processing.

Accession certificate: A surcharge of Euro 4,80 will be charged for the issue of an accession certificate (official written confirmation of the date on which an item was received and made available to public by TIB).

Extended Service

Full Service: The Full Service enables items from all subjects to be obtained from other providers around the world. If items you require are not available at TIB, you can simply order them via our Full Service. For documents we procure for you from other providers, we charge you the acquisition costs plus the basic fee. To limit the costs, you may enter a figure under “maximum cost” in the order form.

Charge for extra services: For extra services such as the creation of digital versions of old stock, an additional charge of Euro 20,00 per 30 minutes is added to the basic fee.

Contact

Customer Service: Our Customer Service is available from Monday to Friday between 8:00 and 16:30.
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