



These Product Notes apply to each order that Thomson Reuters accepts from you for content products or services. These Product Notes modify or supplement the master or general terms in the order form applicable to the products or services. Where there is a conflict between the master or general terms and these Product Notes, these Product Notes will take precedence.

## 1. DELIVERY

- 1.1 You accept that dates we give you for delivery are our best estimate, are given in good faith and may be subject to change without notice. We will deliver products ordered to the address supplied on your order form or to an alternate address that we agree in writing. You agree that delivery will be complete when the products are dispatched to your nominated address. Delivery by us to a carrier will be deemed to be delivery to you.

## 2. RISK AND TITLE

- 2.1 The risk in any products that you order from us will pass to you on delivery, irrespective of when payment is completed. You agree that all products remain our property until you have paid for them in full. Until then, you acknowledge that we remain the equitable and legal owner and that you are in possession of those products only as our bailee until you have completed payment. You are liable to pay in full the price of any products delivered to you. If you fail to pay for products by the due date for payment, we will be entitled, upon reasonable notice, to retake possession of the products, resell them and keep the proceeds of the sale. Any shortfall remaining in the amount owing after resale will remain a debt owed by you.

## 3. RETURNS AND CANCELLATIONS

- 3.1 Customers may return products and services in the following circumstances:
- (a) New subscription products/services. You must notify us in writing that you wish to cancel your order for any new subscription product or service no later than 30 days after the date of your first invoice from us ("Cooling Off Period"). Cancellation of annual subscription products or services after the Cooling Off Period is governed by the provisions of the master or general terms.
  - (b) Charge per update subscriptions. Where the subscription attracts a charge per update, you may cancel that update provided you send us your cancellation in writing within 30 days of the date of the invoice for that update.
  - (c) Non-subscription products. For non-subscription products, you may cancel the applicable order provided you send us your cancellation in writing within 30 days of the date of the invoice for that product.

For the avoidance of doubt, you may not return a precedent publication or a publication purchased in PDF format nor may you cancel the purchase of access to data where you have accessed that data on a transactional basis.

- 3.2 Eligible cancellations must be notified by email to [Care.ANZ@thomsonreuters.com](mailto:Care.ANZ@thomsonreuters.com). Whenever you notify us that you wish to return a product or cancel a service you must: (a) provide us with the invoice number and product or service title; (b) tell us the number of copies you wish to return or the number of users for whom access will be terminated; and (c) in the case of print or CD, return the relevant items in their original condition.
- 3.3 If you fulfil the conditions in this clause 3, we (in our absolute discretion) will either issue you with a credit or refund the purchase price or subscription fee paid by you.

## 4. PROVIEW

- 4.1 If you have access to Proview, the following additional terms apply:
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