American Society for Nutrition (ASN) Publications
Issue Replacement Policy

The American Society for Nutrition (ASN) is the publisher of The American Journal of Clinical Nutrition (AJCN) and The Journal of Nutrition (JN).

Replacement Policy:

- Subscribers with a U.S mailing address must wait five (5) weeks after the issue cover date but no longer than three (3) months after the issue cover date to submit a replacement request for non-delivery of an issue.
- Subscribers with a non-U.S mailing address must wait eight (8) weeks after the issue cover date but no longer than six (6) months after the issue cover date to submit a replacement request for non-delivery of an issue.
- The journal(s) will not honor replacement requests if the ship-to address is a distribution facility.
- Up to two (2) issues per journal will be replaced free of charge during a 12-month subscription year.
- The journals are not responsible for non-delivery of issues if the subscriber fails to provide the journal(s) with a current shipping address or if the subscriber fails to renew the subscription in a timely manner.
- The journals are not responsible for non-delivery of issues, particularly to non-US addresses, due to problems with the subscriber’s local mail delivery service.
- The journals will not honor replacement requests for issues from a subscription year in which the claimer was not a subscriber.
- Do not submit the same claim more than once in an 8-week period.

<table>
<thead>
<tr>
<th>North American and South American based subscribers should send replacement requests to:</th>
<th>European and ROW based subscribers should send replacement requests to:</th>
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<tbody>
<tr>
<td>Email: <a href="mailto:turpinna@turpin-distribution.com">turpinna@turpin-distribution.com</a></td>
<td>Email: <a href="mailto:custserv@turpin-distribution.com">custserv@turpin-distribution.com</a></td>
</tr>
<tr>
<td>Main phone: 860-350-0041</td>
<td>Direct Dial Tel: +44 (0) 1767 60 4951</td>
</tr>
<tr>
<td>Fax: 860-350-0039</td>
<td>Local Fax No: +44 (0) 1767 60 1640</td>
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When requesting a replacement issue the subscriber must specify:
- The journal title
- Missing or damaged volume, issue number, and year
- End-user customer name
- End-user customer mailing address
- Customer ID number if known

Allow six (6) weeks for receipt of the replacement issue to a U.S. mailing addresses and ten (10) weeks for receipt of the replacement issue to a non-U.S. mailing addresses.

Member subscribers should contact mem@nutrition.org

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