

Dear Sealy and Milman customer,

### **IMPORTANT CHANGES REGARDING SEALY AND MILMAN**

We wanted to inform you of some important changes to the way you purchase Sealy and Milman. Previously, non-standing order customers have ordered each new edition of Sealy and Milman as a one-off purchase. However, from the 26<sup>th</sup> edition (May 2023) onwards your purchase will be changing to a continuous subscription.

This means that if you buy the new edition of Sealy and Milman in 2023, you will receive each new annual edition on publication unless you cancel your subscription. As a subscriber you will also receive the supplement free of charge when it publishes towards the end of the year. The benefit of the new continuous subscription is that you no longer need to remember to order your new edition each year and will receive the new edition and supplement as soon as they publish.

#### **New Annual Supplement**

In November 2022 we were delighted to publish a supplement which updated the 25<sup>th</sup> edition. Going forward, a new annual supplement to the main edition will be published every year. This will be free of charge to customers who have purchased the main edition as a continuous subscription.

#### **Subscription Terms**

From now on, each year we will send you at least one Advance Price Notification well in advance of the new edition publishing. This will list the relevant product and pricing details for the next edition and will list out your current continuous subscription. If your order details are all correct, no action is required; your order will be processed automatically and an invoice will be sent to you upon publication.

#### **SPECIAL NOTE FOR EXISTING STANDING ORDER CUSTOMERS**

Some customers have previously purchased Sealy and Milman as a standing order. Existing standing order subscribers will be contacted with information about the changes and moved automatically to the new continuous subscription and will need to opt out should they no longer wish to subscribe. These customers will no longer receive the standing order discount but instead, like all customers, will receive a new annual supplement free of charge as part of their subscription.

#### **Subscription Product Options**

- Print only (volume 1 and volume 2 and supplement included)
- Print and ProView (as above in print and eBook)
- ProView only (as above in eBook only)

There is also an option to buy volume 1 or volume 2 in print individually. However, purchasing either of these options will not entitle you to the free annual supplement.

We understand that this is a significant change and by way of further explanation and to answer some of the questions that you may have, we have included some FAQs on the next page. If you have any questions not covered by the FAQs please do not hesitate to contact us.

All our goods and services are supplied subject to terms and conditions. Please see our Terms of Trading at [www.sweetandmaxwell.co.uk](http://www.sweetandmaxwell.co.uk) for all the relevant terms and conditions. By placing an order, renewing a subscription or continuing to receive goods and services from us you agree to be bound by these terms and conditions and you confirm that you are authorised to bind the customer.

Yours faithfully,

Customer Support

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