



January 2004

**REPRINTS AGREEMENT (Paper and Electronic)**

Thank you for your interest in the Gartner Reprint program. By signing this Agreement, you acknowledge that Gartner research is protected by copyright and that reproduction or distribution of Gartner research in any form (except as provided in its entirety as part of this program) without the express written consent of Gartner is prohibited. You agree that Gartner Vendor Relations must approve the marketing or promotional verbiage that advertises the availability of all reprints and you shall use the Gartner research provided in accordance with the "Gartner Reprint Policy". All requests for approval should be sent to Gartner Vendor Relations by e-mail at quote.requests@gartner.com. If the requested document is more than 12 months old, determination of its current accuracy will be required and analyst approval will be necessary before we can fill your order. This may add one week to your request. Please review the attached Reprint Policy for further details.

**Paper Reprints**

By signing this Agreement, you acknowledge that Gartner will print the quantity specified below for each Gartner document requested and ship the reprints to ONE location. Document(s) will be printed in color, on 100 lb glossy text paper, folded and saddle-stitched (multiple pages only).

**Please allow approximately 10 business days from Gartner receiving this completed and signed Agreement until you receive your order. Rush orders can be accommodated if you supply your overnight courier's name (e.g., FedEx, DHL) and account number. Additional rush fee applies.**

Requested date of delivery \_\_\_\_\_

Courier Name \_\_\_\_\_

Courier Account Number \_\_\_\_\_

Company Name: \_\_\_\_\_

**Electronic Reprints**

By signing this Agreement, Client acknowledges that Gartner will provide a unique URL link for each research document identified below. Research will reside on a Gartner server in HTML format ONLY for up to one year as agreed to by Gartner and designated below. Pricing varies based on length of time link is active. *There is no limit to the amount of hits while the link is active.*

**Gartner will provide Client with a separate URL for each document requested in approximately five business days from Gartner receiving this completed, signed Agreement. The URL(s) will remain active for a period of three months (standard) unless otherwise specified below. Rush orders can be accommodated (in most cases) for an additional fee.**

Requested Date of Posting: \_\_\_\_\_

Requested Length of Time: \_\_\_\_\_

Reprint Order Number (internal use only) \_\_\_\_\_

**Document Request Details (Paper or Electronic)**

Quantity (Paper) Term (Web)	Report Title/Date	Document Code	Unit Price	Amount
Subtotal				
15% Charge is added to overall total on all rush orders				
15% Non Client Fee added to overall total for all non-Gartner Subscribers				
Sales Tax/VAT for paper reprints will be automatically calculated where applicable.				
Shipping & Handling				
TOTAL				



January 2004

**REPRINTS Agreement**

**Ship Product To: (Please Print Clearly)**

**Invoice To: (If different)**

Mr./Ms./Other:	Mr./Ms./Other:
Name:	Name:
Title:	Title:
Company:	Company:
Address:	Address:
City/State/Zip:	City/State/Zip:
Telephone:	Telephone:
Fax:	Fax:
E-mail Address:	E-mail Address:

**Payment Method (Required to Process)**

Purchase Order # \_\_\_\_\_

Credit Card (check one):

Visa \_\_\_\_ MasterCard \_\_\_\_ American Express \_\_\_\_ Discover \_\_\_\_ Diners Club \_\_\_\_

Card # \_\_\_\_\_ Exp. Date \_\_\_\_/\_\_\_\_/\_\_\_\_ Cardholder Name: \_\_\_\_\_  
Month Year

**ALL SALES ARE FINAL - NO REFUNDS OR EXCHANGES**

**Authorization**

If you agree to the foregoing terms, please have an authorized representative sign this Agreement.

\_\_\_\_\_  
*Client Organization Name*

\_\_\_\_\_  
*Signature/Date*

\_\_\_\_\_  
*Print Name/Title/Phone Number*

**Please e-mail or fax pages 1 and 2 of this agreement to:**

**Reprints Department**

**E-mail:** reprints@gartner.com

**Phone:** 1 203-316-6460

**Fax:** 1 203-316-6160

*Both pages of the order and your signature are required before processing can begin.*

<b>*INTERNAL USE ONLY*</b>
Date Processed
CFS Order Number
Processed By



January 2004

## Gartner Reprint Policy

**Jody Nastu-Worldwide Reprints Sales Administrator** (*except Asia Pacific Region\**)

**203.316.6460-Phone**

**203.316.6160-Fax**

**reprints@gartner.com**

**\* Tia Hassam-Asia Pacific Reprint Sales Project Manager +612 9459 4680 tia.hassam@gartner.com**

Gartner clients may purchase reprints of Gartner published intellectual property by contacting the Reprints Department (see contact information above). In addition, reprint requests can be made directly from the Gartner Web site at [www.gartner.com](http://www.gartner.com). Orders from [gartner.com](http://gartner.com) will be directed to the Reprints Department. One-off web purchases do not constitute a Reprint request for external distribution. Not all published Gartner research is available for reprint purchase. In addition, *non-published* "custom" Gartner material is not eligible for reprint purchase. Gartner reserves the right to approve or decline a reprint request based on the age and content of the document requested for reprint. Documents selected to negatively impact another organization due to the nature of the content will not be approved. All reprint orders will be reproduced in the document's complete original format. No edits or changes to the research are permitted. The purchase of individual documents (in downloadable .PDF format) directly from [gartner.com](http://gartner.com) does not entitle clients to post or distribute the downloaded Gartner material.

### Reprints are available in the following formats:

**Paper reprints** purchased through the Reprints Department may be distributed to the client's intended audience.

- Paper reprints will be printed in color, on 100 lb glossy text paper, folded and saddle-stitched (multiple pages only).
- Paper reprints are shipped to one location as designated by the client.

**Electronic links** are provided in HTML format and are hosted on a Gartner server from which the client will be allowed to hyperlink from their own Web site for a specified period. Gartner policy prohibits Gartner research from being hosted on the client's Web site or servers in any format. A link may be used as part of an e-mail campaign or other marketing announcements, and must be disclosed as part of verbiage and promotional use. All promotional verbiage and client's intended use of the link is subject to Gartner approval and must be submitted to the Gartner Vendor Relations team at [quote.requests@gartner.com](mailto:quote.requests@gartner.com). Turnaround time for quote approvals is 24-36 hours. To view the latest policy regarding the rules of quoting Gartner, please visit: [http://www4.gartner.com/5\\_about/our\\_business/vr\\_quote.jsp](http://www4.gartner.com/5_about/our_business/vr_quote.jsp)

- **Electronic HTML Web link** Electronic HTML Web link (Gartner hosted) Clients are provided an exclusive URL link for a set period of time (up to one year) with unlimited access to the link during that period of time. The authoring analyst and Vendor Relations must approve requests for links to remain active for longer than one year. The Reprints Department will facilitate these requests. Clients may NOT promote printing or downloading of Gartner material at any time. Electronic reprint purchase entitles clients to unlimited VIEWS or ACCESS for the time the link is active.

### Annual Reprint Portal

Clients wishing to purchase Reprints on an ongoing basis over the course of one year are eligible to enroll in the Annual Reprint Portal Program. This program requires clients to sign the Gartner *Master Client Agreement*, and the *Reprint Supplement to Master Client Agreement*. Non-clients are not eligible for the Annual Reprint Portal offering.

### Reprints One-Off Requests

Clients wishing to purchase reprints on an individual basis with no annual commitment may complete the Reprint Order Form and submit to the Reprints Department for processing. This form must be completed in its entirety before processing can begin.



January 2004

**Standard Turnaround Times**

Standard turnaround times for both deliverables are as follows:

Paper – 10 business days

Web – 5 business days

All rush orders will be charged an additional 15% and must be submitted by 12 p.m. Eastern time to be shipped that day.

**Payment information:** All Reprint one-off orders must have either a Purchase Order number or credit card information indicated on the form, NO EXCEPTIONS! *All sales are final – no refunds or exchanges.*

**Non-Clients:** Organizations that do not subscribe to any Gartner service will incur an additional 15% non-client fee (except for the Annual Reprint Portal Program where non-clients are not eligible).

**Pricing requests:** Please submit pricing requests to [reprints@gartner.com](mailto:reprints@gartner.com). The following information is needed in order to quote pricing:

- Document title and date
- Desired quantity (for paper)
- Time frame for active link ( three, six or twelve months)

**The Reprints Department must approve all special requests that fall outside the standard offering.**

*Please allow at least 24 hours for final approval or denial on special requests.*

**Reprints are NOT available for client purchase in the following formats:**

- CD-ROM
- PDF
- Microsoft Word
- Microsoft PowerPoint

**Gartner Press-Executive Chapters:**

- No single organization purchasing reprints may have more than three chapters in paper or electronic format at a given time.
- No more than three chapters of a single book may be used as reprints at any given time.