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Availability of Patent Images

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Overview:

The term "patent images" refers to an image copy or picture of an original patent document. Delphion offers patent images from both the major collections (US, EP & WO) and the national collections in both PDF and TIFF formats.

National collection patents are normally in the language of the country in which they are issued.

If a national collection image is not available on our site, we will give you the opportunity to Special Order it and have it emailed to you. Special Orders are available in PDF format only (not TIFF). Special Order PDFs are emailed to you by the Delphion Special Orders team.

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Patent image availability:

Images from the major collections (US, EP & WO) are instantly available from the Delphion site. These are identified on the Result Set and Delphion Integrated View with a red Acrobat icon.



We process images from national collections in a different manner — when you request one, we need to first check to see if the image is available. National collection publications are identified with a yellow checkmark icon on the Result Set and Delphion Integrated View.



Both major collection images and national collection images can be downloaded in several ways:

1. Click the red Acrobat or yellow checkmark icons on the Result Set or Delphion Integrated View
2. Include them in a PDF Express order
3. Use the Order Form

When you request a national collection image we will initiate an inquiry to an external source to find out if it is available. This inquiry will have one of three outcomes:

1. If the image is available, you will first be asked to confirm your purchase before the image is presented.

2. If the image is not available, we will check to see if there is an equivalent image to offer as a substitute. If there is an equivalent you will be asked to confirm your purchase before the equivalent image is presented.
3. If the image is not available and there is no equivalent to offer as a substitute, you will be offered the opportunity to place a special order for it.

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Equivalent images:

Equivalent images may be offered as a substitute when an image that has been requested is not available. An equivalent may be a different kind of the same patent — for example a B1 document may be substituted for a C1 document — or it may be the priority document or another family member.

No matter how you choose to request your images, you will always have an opportunity to decline the offer of equivalents. You will also be presented with an opportunity to place a Special Order for the image you originally requested.

For Unlimited subscribers, if an equivalent is substituted for a national collection image request, and it is a US, EP or WO document, the equivalent will be delivered for free.

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When you purchase a Special Order image, your account will be charged immediately, and an email request will be sent to the Delphion Special Orders team for fulfillment. Using its extensive network of correspondents around the world, the Delphion Special Orders team will locate the requested image and send it in PDF format to the email address on your account.

If the request will take longer than 24 hours to fulfill, the Delphion Special Orders team will notify you by email. In the unlikely event that an image cannot be located, the Delphion Special Orders team will notify you by email and Delphion will credit your account.

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Pricing:

PDF and TIFF downloads from the US, EP, and WO collections are free for Unlimited subscribers. PDF downloads from national collections are \$3.00 for Unlimited subscribers (\$3.25 through PDF Express).

All individual PDF and TIFF downloads are \$3 for Premier and Basic subscribers (\$3.25 through PDF Express).

Special Order PDFs are normally \$9.00 for all users (see Note following). File Histories (File Wrappers) are available to all subscribers on a per-use cost basis.

Note: There are occasions when patents are very costly to obtain. When this happens, we will notify you (by email) that the patent you have requested will cost more than \$9.00 and we will tell you the exact cost (some can cost \$100-\$150US). You will then be asked to reply and tell us if you want to go ahead and obtain the patent at the specified cost. This cost is instead of (not in addition to) the regular \$9.00 special order fee.

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National Collection Pricing Examples:

Example 1:

You request a Russian patent. The patent you choose is available. We give you the Russian patent.

All users will be charged \$3.00.

Example 2:

You request a Canadian patent. The patent you choose is not available, but a family equivalent is available from the US collection. We give you the patent from the US collection.

- If you are an Unlimited subscriber, you will not be charged because the patent came from the US collection.
- If you are a Premier subscriber or a Basic user, you will be charged \$3.00, the same as for all other downloads.

Example 3:

You request a Romanian patent. The patent you choose is not available, but an equivalent is available from the WO collection. We give you the patent from the WO collection.

- If you are an Unlimited subscriber, you will not be charged because the patent came from the WO collection.
- If you are a Premier subscriber or a Basic user, you will be charged \$3.00, the same as for all other downloads.

Example 4:

You request an Australian patent. The patent you choose is not available, and there are no equivalents to offer as a substitute. We offer you the opportunity to place a Special Order. You choose to place a Special Order.

All users will be charged \$9.00.

Example 5:

You request a patent from Israel. The patent you choose is not available, and there are no equivalents to offer as a substitute. We offer you the opportunity to place a Special Order. You choose to place a Special Order and we bill you \$9.00.

We then determine that the patent you have requested will cost more to obtain. We notify you by email and ask if you are willing to pay the additional charge (can be \$100-\$150US). You reply by email that you are willing to accept the extra charge. When we deliver the patent to you, we will then charge you the difference between the \$9.00 you have already been charged and the actual cost of the patent we deliver.

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