

IFRS Foundation Shop - Frequently asked Questions

Question Why do we sell the standards and other products?

Answer The IFRS Foundation is an independent not-for-profit organisation. Approximately 20% of our overall costs are covered by product sales and licensing. The remaining funds come from contributions from diverse public and private sources.

Despite the need to ensure funding, we have taken steps to make the standards more accessible. Registration on this website <http://www.ifrs.org/International+Accounting+Standards+Board+-+Login+and+Registration.htm> allows for free access to the Unaccompanied IFRSs and IFRS for SMEs <http://www.ifrs.org/IFRSs/IFRS.htm>.

Access to the full standards does require purchasing a product from our shop <http://shop.ifrs.org> or from one of our licensees. We hope you do make a purchase as this directly contributes to the independence and funding of the IFRS Foundation.

Question Why will there be charges for Shipping?

Answer Customers will now be charged for shipping as per standard industry practice. As part of the shipping service customers will have shipping choices, paying less for a standard service or more for a courier service with tracking. The IFRS Foundation is an independent not-for-profit organisation. Asking our customers to pay for shipping is part of our strategy to devote more of our limited budget toward the standard setting process

Question Do you have a list of products and services that can be purchased from the IFRS Foundation Shop?

Answer Yes. The IFRS Foundation Shop offers a variety of products and services. Please follow the links on the site's left hand side, from the products menu. The products include:

- Latest releases
- IFRS Bound Volumes and official translations
- IFRS CD-Roms
- Online Subscriptions
- Individual Standards, exposure drafts and discussion papers
- Education materials
- Conferences

Question How do I order IFRS Foundation products and services?

Answer You have the following order options:

- Online. Please follow this link to browse the main Web Shop page, from which you can select products and services.
- Email, post or fax. Please follow this link to our [order form](#). Our email address is: publications@ifrs.org

Online orders will be given priority over fax, post or email orders.

Question I require an invoice before my payment can be authorised. Can you send me an invoice?

Answer Yes we can produce a pro-forma invoice. Please complete and return our [order form](#). This can be faxed (+44 (0)20 7332 2749), posted IFRS Content Services, 30 Cannon Street, London EC4M 6XH United Kingdom or email to: publications@ifrs.org

Question Can I pay by bank transfer?

Answer Yes. For payments by bank transfer, follow the instructions above to request an invoice. You will receive a pro-forma invoice, which includes our bank details.
It is very important to enter the IFRS Foundation's Order number in the reference field on your bank's transfer documentation. Failure to do so may delay your order significantly as we shall not be able to identify your payment.
Please note: If you are paying by bank transfer you will need to include any bank fees charged in your payment.

Question Can you issue a VAT invoice?

Answer Yes. Once you have paid for your order in full we can send you a VAT invoice. Note: a pro-forma invoice (see above) is not a VAT invoice but will contain VAT information.

Question What types of discounts do you offer?

Answer Discounts on IFRS Foundation books and Subscription Services are available, please see our [Discounts Page](#). Discounts are applied during the online checkout process and may be subject to verification.

Question Can I renew my existing subscription to IFRS Foundation services?

Answer Yes, you will need to login to the Web shop, go to Manage your Account and click on the "Renewals option". If your proforma to renew is not there you will need to purchase a new Subscription.

This will then renew your previous access from the date your Subscription was due to expire. If you are renewing your access after it has expired please contact us at publications@ifrs.org so we can amend the start date of your new Subscription.

Question Can I change my online access login details (user name/password)?

Answer Yes, once you have logged into the Web shop, go to Manage your Account and the "profile" to edit your profile.

Question I am having problems installing my CD ROM, what should to do?

Answer For all information and help installing your CD ROM please read the [CD ROM FAQs](#), here.