

# Order Form



**1. Bill To:**

Existing Account  New Account (Include copy of P.O. or advance payment)

Customer No. \_\_\_\_\_

Name \_\_\_\_\_

Billing Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

E-mail address (home) \_\_\_\_\_

**2. Ship To: (if different from Bill-To address)**

Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Telephone (\_\_\_\_) \_\_\_\_\_

**3. Method of Payment:**

Check enclosed. (Make check payable to Hazelden in U.S. funds.)

Charge to my  MasterCard  Visa  
 Discover  American Express

Card No. \_\_\_\_\_

Expiration Date \_\_\_\_\_

Signature \_\_\_\_\_

**4. Items Ordered: (prices and shipping fees subject to change)**

ITEM NO.	QTY.	TITLE OR DESCRIPTION	PRICE EACH	TOTAL PRICE

**Order Address (No Returns)**  
 15251 Pleasant Valley Road  
 P.O. Box 176  
 Center City, MN 55012-0176  
 Call 800-328-0098  
 or fax 651-213-4590.  
[hazelden.org/bookstore](http://hazelden.org/bookstore)

**Shipping and Handling**

**Total Order Amount** (including shipping and handling)

**Add Tax** (AR, CA, CT, FL, GA, IL, IN, KS, KY, MA, MI, MN, NC, ND, NE, NV, NY, OH, OK, PA, RI, SD, TN, VA, VT, WA, WV, WY, and Canadian residents, please add applicable taxes. Texas residents add sales tax for nonprint items only.)

**Grand Total** (payable in U.S. funds)

**DUPLICATE CATALOGS**  
 Help us save paper. If you're receiving duplicate catalogs, call or send us both addresses and indicate which is preferred.

PROMOTION CODE

OFFICE USE ONLY

**GIFT ORDERS**  
 We'll gladly ship gift items. Please call your sales associate at 800-328-9000, and we'll make all the arrangements.

**SHIPPING METHOD** \_\_\_\_\_

**HAZELDEN**  
**100% GUARANTEE**

We stand by every product we sell. That's why we offer you a 100% money-back guarantee. See "Returns and Exchanges" on the other side of this page for details.

## DELIVERY INFORMATION

### FOR U.S. AND CANADA ORDERS

#### ORDER BY PHONE, MAIL, FAX, OR ONLINE

**Phone:** Call Monday through Friday from 7 a.m. to 6 p.m. C.S.T.  
**800-328-0098** (U.S. and Canada)

**Mail:** Simply detach the order form and address your envelope to  
**Hazelden**  
**P.O. Box 176**  
**Center City, MN 55012-0176**

*Use this address for orders ONLY. For returns, see address at bottom of page.*

**Fax:** **651-213-4590** Our fax line is open 24 hours a day, 7 days a week.

**Online:** [hazelden.org/bookstore](http://hazelden.org/bookstore)

### FREE SHIPPING ONLINE

Receive **FREE** standard ground shipping anywhere in the U.S. on all orders of **\$50.00 or more** placed online at [hazelden.org/bookstore](http://hazelden.org/bookstore).

### RETURNS AND EXCHANGES

If, for any reason, you are not satisfied with your order, just return it within **90 days** from the date of purchase, and we will offer you an exchange, refund your money, or credit your account. **Please include a copy of your invoice or your packing slip with the returned items. Products purchased as sets must be returned as a full set for credit to be given.** To help us serve you better, please write a brief note on the back of your invoice to explain why you are returning the materials. Also, please indicate whether you would prefer an exchange, an account credit, or a refund. **Note: Freight charges are not credited on returns.** Please ship your returns insured via any trackable delivery service to the address below. Some items such as software are not returnable once opened.

### RETURN ADDRESS

Hazelden  
 Returns Center  
 1071 Willow Spring Road  
 Harrisonburg, VA 22801

2009 U.S. Shipping and Handling Rates (Continental U.S.)			
Order Size	Ground	1-Day	2-Day
\$0.01–\$15.00	\$6.95	\$18.95	\$13.95
\$15.01–\$50.00	\$8.95	\$21.95	\$16.95
\$50.01–\$75.00	\$9.95	\$24.95	\$19.95
\$75.01–\$100.00	\$10.95	\$26.95	\$21.95
\$100.01–\$500.00	9.0%	See below*	See below*
\$500.01–Up	Free	See below*	See below*

\* U.S. express rates will be calculated based on the ship-to destination and weight with minimum charge of ground rates for orders between \$100 and \$2,500. For a quote on 1-day or 2-day shipping rates for orders over \$2,500, please call 800-328-0098.

Rates are subject to change without notice.

Videos over \$50.00 shipped ground: \$6.95 for the first video, \$4.50 each additional video. Freight on preview orders will be charged at the time of billing.

We reserve the right to refuse shipping of orders to a P.O. box or by certain freight carriers based on the value of the order, final destination, and ease of tracking.

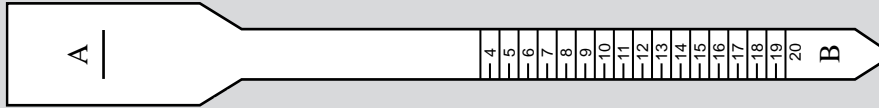
Transit times for express methods are based on the shipment date, not the order date. Freight refunds for service-level failures will be provided only if a freight carrier's delivery policy is not honored.

Delivery shortages or damage must be reported within 30 days of receipt.

2009 Alaska, Hawaii, and Puerto Rico Shipping and Handling Rates			
Order Size	Ground	1-Day	2-Day
\$0.01–\$15.00	\$8.95	\$34.95	\$20.95
\$15.01–\$50.00	\$10.95	\$37.95	\$22.95
\$50.01–\$75.00	\$12.95	\$41.95	\$24.95
\$75.01–\$100.00	\$14.95	\$44.95	\$26.95
\$100.01–\$500.00	14.0%	See above*	See above*
\$500.01–Up	Free	See above*	See above*

2009 Canada Shipping and Handling Rates (in U.S. dollars)		
Order Size	Ground	Express
\$0.01–\$15.00	\$7.95	\$29.95
\$15.01–\$50.00	\$10.95	\$33.95
\$50.01–\$75.00	\$11.95	\$35.95
\$75.01–\$100.00	\$13.95	\$39.95
\$100.01–\$500.00	13.5%	**
\$500.01–Up	Free	**

\*\*Canada express rates will be calculated based on the ship-to destination and weight for orders between \$100 and \$1,000. For a quote on express shipping rates for orders over \$1,000, please call 800-328-0098. GST will be included on your invoice. On express shipping to Canada, it is possible for customs fees or other country-imposed charges to be collected at the time of delivery.



### Ring sizer instructions

1. Cut out adjacent paper sizer. Open slot A.
2. Roll into circle with numbers on outside. Insert end of tab B into slot A. Place on finger and pull tab through slot until paper is snug on your finger.
3. Read finger size on scale. We recommend checking with a jeweler to ensure proper sizing.

[hazelden.org/bookstore](http://hazelden.org/bookstore) Save 10% on over 1,000 items when you order online.