



Free Shipping*

on orders over \$500

Today's economy requires you to cut costs like never before. Hazelden can help. You'll enjoy free shipping on orders placed by phone, fax, or Web, by select ground delivery to U.S. and Canada addresses. Real savings from Hazelden at a time when your budget needs real solutions.

*Free shipping is not available to distributors, trade accounts, and other contract accounts. Restrictions apply and are subject to change.

PRINT OUT AN ORDER FORM AT HAZELDEN.ORG/BOOKSTORE.

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.
800-328-9000 (U.S. and Canada)

Mail: Simply detach the order form and address your envelope to:

Hazelden
15251 Pleasant Valley Road
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

The More You BUY, the More You SAVE!

Order \$5,000-\$9,999
Save 10%

Order \$10,000-\$19,999
Save 20%

Order of \$20,000 +
Save 30%

No other discounts apply. Discounts apply to Hazelden products only.
NOT valid for orders outside the U.S. and Canada.

OP indicates products from other publishers.
Prices subject to change without notification.

VIDEO PREVIEW POLICY To preview a video free of charge, please call your sales associate (maximum of five previews at one time). Videos with a price of \$99.00 or more and their related materials can be previewed by qualified customers with the intent of purchase. If the material has not been returned within 30 days, you will be billed for the full purchase price plus shipping. We require a credit card for preview requests. Videos should be returned and insured via any trackable delivery service.

RETURNS AND EXCHANGES If, for any reason, you are not satisfied with your order, 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



DELIVERY INFORMATION

2010 U.S. Shipping and Handling Rates (Continental U.S.)

Order Size	Ground	1-Day	2-Day
\$0.01-\$25.00	\$6.95	\$19.95	\$14.95
\$25.01-\$50.00	\$8.95	\$23.95	\$17.95
\$50.01-\$75.00	\$9.95	\$26.95	\$20.95
\$75.01-\$100.00	\$10.95	\$28.95	\$22.95
\$100.01-\$500.00	10%	See #1 below	See #1 below
\$500.01-Up	FREE*	See #1 below	See #1 below

#1 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 **800-328-9000**.

Rates are subject to change without notice.

Videos over \$50.00 shipped ground: \$6.95 for the first VHS/DVD, \$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.

2010 Alaska, Hawaii, and Puerto Rico Shipping and Handling Rates

Order Size	Ground	1-Day	2-Day
\$0.01-\$25.00	\$8.95	\$35.95	\$21.95
\$25.01-\$50.00	\$10.95	\$39.95	\$24.95
\$50.01-\$75.00	\$12.95	\$42.95	\$26.95
\$75.01-\$100.00	\$14.95	\$46.95	\$28.95
\$100.01-\$500.00	15%	See #1 above	See #1 above
\$500.01-Up	FREE*	See #1 above	See #1 above

2010 Canada Shipping and Handling Rates (in U.S. dollars)

Order Size	Ground	Express
\$0.01-\$25.00	\$8.95	\$32.95
\$25.01-\$50.00	\$10.95	\$36.95
\$50.01-\$75.00	\$12.95	\$39.95
\$75.01-\$100.00	\$14.95	\$44.95
\$100.01-\$500.00	13.5%	See #2 below
\$500.01-Up	FREE*	See #2 below

#2 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 **800-328-9000**. 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.

SALES TAX

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, WI, WV, WY, and Canadian residents, please add applicable taxes. Texas residents add sales tax for nonprint items only.)

FOR INTERNATIONAL ORDERS

INTERNATIONAL PROFESSIONAL AND INDIVIDUAL ORDERS:

Phone: +44 (0) 1767-604972

Mail: Simply detach the order form and address your envelope to:

Eurospan Group
3 Henrietta Street
Covent Garden
London, WC2E 8LU, UK

Fax: +44 (0) 1767-601640

Online: eurospan.co.uk

INTERNATIONAL TRADE ORDERS:

Phone: +44 (0) 2088-040400

Mail: Simply detach the order form and address your envelope to:

Publishers Group UK
8 The Arena
Mollison Avenue
Enfield EN3 7NL, UK

Fax: 020 8804 0040

Online: pguk.co.uk

Note: Prices and freight are based on Eurospan and PGUK pricing in euros.

