

# Delivery Information

## FOR U.S. AND CANADA ORDERS

ORDER BY PHONE, MAIL, FAX, OR ONLINE

**PHONE:** Call Monday through Friday from 8:00 a.m. to 4:30 p.m. CST

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

**MAIL:** Simply detach the order form and address your envelope to

**Hazelden Publishing**  
**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)

## 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 or exchanges. Please ship your returns insured via any trackable delivery service to the address below. Some items such as software are not returnable once opened.

<b>RETURN ADDRESS</b>	<b>LSC Communications Fullfillment Services</b> Hazelden Publishing 1433 Pleasant Valley Rd. Harrisonburg, VA 22801
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## DUPLICATE CATALOGS

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

## GIFT ORDERS

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

**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" above for details.*

**Save 10% on over 1,000 items when you order online.**

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

2019 U.S. Shipping and Handling Rates (Continental U.S.)			
Order Size	Ground	1-Day	2-Day
\$0.01-\$25.00	\$7.45	\$23.95	\$17.95
\$25.01-\$50.00	\$9.95	\$26.95	\$20.95
\$50.01-\$75.00	\$11.95	\$30.95	\$23.95
\$75.01-\$100.00	\$13.95	\$35.95	\$25.95
\$100.01-\$500.00	10.5%	See below*	See below*
\$500.01-\$5,000	7%	See below*	See below*
\$5,000.01-\$20,000	5%	Quote	Quote
Over \$20,000	Quote	Quote	Quote

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 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 and be noted on the carrier's delivery paperwork at the time of delivery.

2019 Alaska, Hawaii, and Puerto Rico Shipping and Handling Rates		
Order Size	Best Way	2-Day
\$0.01-\$25.00	\$9.95	\$26.95
\$25.01-\$50.00	\$11.95	\$29.95
\$50.01-\$75.00	\$13.95	\$32.95
\$75.01-\$100.00	\$15.95	\$35.95
\$100.01-\$500.00	16%	See above*
\$500.01-\$5,000	12%	See above*
\$5,000.01-\$20,000	8%	Quote
Over \$20,000	Quote	Quote

2019 Canada Shipping and Handling Rates (in U.S. dollars)		
Order Size	Best Way	Express
\$0.01-\$25.00	\$9.95	\$34.95
\$25.01-\$50.00	\$11.95	\$39.95
\$50.01-\$75.00	\$14.95	\$42.95
\$75.01-\$100.00	\$16.95	\$48.95
\$100.01-\$500.00	15%	See below
\$500.01-\$5,000	11%	See below
\$5000.01-\$10,000	9%	See below
Over \$10,000	Quote	Quote

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.