

Order Form

1. Bill To:

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

Customer No. _____

Name _____

Title _____

Company _____

Billing Address _____

City _____ State _____ Zip _____

Telephone (_____) _____

E-mail Address (business) _____

E-mail Address (home) _____

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

Name _____

Title _____

Company _____

Address _____

City _____ State _____ Zip _____

Telephone (_____) _____

3. Method of Payment:

P.O. No. (Include copy of P.O.) _____

Check or P.O. enclosed. Do not send cash or coins.
 (Make check payable to *Hazelden* in U.S. funds.)

Bill me. (Payment due upon receipt of invoice.)

Charge to my MasterCard Visa
 Discover American Express

Card No. _____

Expiration Date _____

Signature _____

Your Sales Associate _____

Tax Exempt No. _____

(If applicable, please include a copy of your tax exempt certificate with your order.)

Kaylene McElfresh
 15251 Pleasant Valley Road
 P.O. Box 176
 Center City, MN 55012-0176
 Call **1-800-328-0098** or fax **1-651-213-4720**
 Outside the U.S. & Canada call 1-651-213-4000
www.hazelden.org/bookstore

4. Items Ordered: (PRICES AND SHIPPING FEES SUBJECT TO CHANGE)

ITEM NO.	QTY.	TITLE OR DESCRIPTION	PRICE EACH	TOTAL PRICE
#7133	10-19	<i>Olweus' Core Program Against Bullying and Antisocial Behavior: A Teacher's Handbook</i>	\$44.00	
	20-29	<i>Olweus' Core Program Against Bullying and Antisocial Behavior: A Teacher's Handbook</i>	\$41.00	
	30-49	<i>Olweus' Core Program Against Bullying and Antisocial Behavior: A Teacher's Handbook</i>	\$38.00	
#7301	3-5	Olweus Bully/Victim Questionnaire CD	\$550.00	
	6-10	Olweus Bully/Victim Questionnaire CD	\$1,000.00	
	11-20	Olweus Bully/Victim Questionnaire CD	\$1,900.00	
#2621		<i>Bullying at School Book</i>	\$29.95	
#0409	1	Bullying Video/1 Teacher's Guide	\$69.95	
#0410	1	Bullying Video/5 Teacher's Guides	\$79.95	
#2620		<i>Quit It! A Teacher's Guide on Teasing and Bullying</i>	\$24.95	
		CALL US FOR QUANTITIES LARGER THAN WHAT IS LISTED HERE		



HAZELDEN[®]
 Publishing and Educational Services

Shipping and Handling		
Total Order Amount (including shipping and handling)		
Add Tax (MN, CA, OH, FL, GA, VA, MI, SD, IL, IN, WA, MA, and Canadian residents, please add applicable taxes.)		
(Texas residents add sales tax for nonprint items only.)		
Grand Total (payable in U.S. funds)		

ORDER BY PHONE, MAIL, FAX, OR ONLINE

Phone

Call Monday through Friday from 7 A.M. to 6 P.M. C.S.T.

1-800-328-9000 (U.S. and Canada)

1-651-213-4000 (Outside the U.S. and Canada)

Mail

Simply detach the order form and address your envelope to:

ORDERS ONLY
Hazelden Publishing and Educational Services 15251 Pleasant Valley Road P.O. Box 176 Center City, MN 55012-0176

Fax

1-651-213-4590 Our fax line is open 24 hours a day, 7 days a week.

Online

www.hazelden.org/bookstore

DISCOUNT

Get a 10% everyday discount when you order through www.hazelden.org/bookstore. Orders of \$5,000 or more may be eligible for additional discounts. Ask your Hazelden Sales Associate for details. Sorry, discounts do not apply to retailers, wholesalers, or distributors.

DELIVERY INFORMATION

Postage and Handling Fees

Your order will be shipped UPS or U.S. Postal Service (USPS). Rates are subject to change without notice.

2005 U.S. Shipping Rates (Continental U.S.)			
Total of Order	Rate	1-Day	2-Day
\$0.00–\$25.00	\$6.50	\$18.95	\$11.95
\$25.01–\$50.00	\$7.50	\$21.95	\$13.95
\$50.01–\$100.00	\$8.50	\$23.95	\$15.95
\$100.01–\$1,000	8.0%	*See below	*See below
\$1,000.01–\$5,000	7.5%	*See below	*See below
\$5,000.01–\$10,000	6.5%	*See below	*See below

Video only orders shipped ground: \$4.25 each video/DVD. Minimum charge \$6.25 on all orders.

Freight on preview orders will be charged at the time of billing. Orders over \$250 will not be shipped by U.S. Postal Service.

*Rates will be calculated based on the ship-to destination and weight for orders up to \$2,500. For a quote on 1-day or 2-day shipping rates for orders over \$2,500, please call 1-800-328-9000.

USPS Priority Mail service is available upon request at a higher cost.

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

2005 Alaska, Hawaii, and Puerto Rico Shipping Rates		
Total of Order	Standard*	2-Day
\$0.00–\$25.00	\$7.95	\$12.95
\$25.01–\$50.00	\$8.95	\$14.95
\$50.01–\$100.00	\$11.95	\$16.95
\$100.01–\$1,000	12.0%	12.0%
\$1,000.01–\$2,500.00	10.0%	10.0%
\$2,500.00+	Call for quote	Call for quote

2005 Canadian Shipping Rates		
Total of Order	Ground Shipping	Express
\$0.00–\$25.00	\$7.95	\$22.95
\$25.01–\$50.00	\$9.95	\$24.95
\$50.01–\$100.00	\$11.95	\$26.95
\$100.01–\$200.00	13.0%	*See below
\$200.01–\$1,000	11.0%	*See below
\$1,000.00+	10.0%	*See below

*Rates will be calculated based on the ship-to destination and weight for orders up to \$1,000. For a quote on express shipping rates for orders over \$1,000, please call 1-800-328-9000.

Canada GST will be included on your invoice. On express shipping to Canada it is impossible for us to bill you for customs fees or any other country-imposed charges. In these cases the carrier will collect these fees from you at the time of delivery.

SHIPPING DATES

Ground Orders	
Orders Placed (Central Standard Time)	Ground Methods
Monday–Thursday by 4:00 P.M.	Ships the next day
Thursday after 4:00 P.M.–Sunday by 4:00 P.M.	Ships on Monday
Sunday after 4:00 P.M.	Ships on Tuesday
Express Orders	
Orders Placed (Central Standard Time)	Ground Methods
Monday–Friday by 1:30 P.M.	Ships the same day
Monday–Thursday after 1:30 P.M.	Ships the next day
Friday after 1:30 P.M.	Ships on Monday
Saturday and Sunday	Ships on Monday

These schedules are a general rule and not a guarantee that an order will ship by this time frame.

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.

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 \$75.00 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 major credit card for individuals with a hospital or treatment program requesting previews. 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, just return it within 90 days from the date of purchase, and we will cheerfully 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.** 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 and insure via any trackable delivery service to the address at the right.

RETURNS ONLY*
Hazelden Publishing and Educational Services Returns Center 1071 Willow Spring Road Harrisonburg, VA 22801

*Returns shipped to the Hazelden Minnesota address will be refused.