

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 _____

Country _____

Telephone (_____) _____

Email address (business) _____

2. 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.)

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.)

Prices subject to change without notification.

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. 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.

ORDERING INFORMATION



The Florida Association of School Administrators (FASA)
326 Williams Street
Tallahassee, FL 32303
Phone: 850-224-3626
Toll Free: 800-593-3626
FAX: 850-224-3892

www.fasa.net/fbpi

Order Code: FASA

3. Ship To (if different from Bill To address)

Name _____

Address _____

City _____

State _____ Zip _____

Title _____

Company _____

Telephone (_____) _____

RETURNS ONLY

Hazelden
Returns Center
1071 Willow Spring Road
Harrisonburg, VA 22801

DELIVERY INFORMATION

2011 U.S. Shipping and Handling Rates (Continental U.S.)

Order Size	Ground	Priority Mail	1-Day	2-Day
\$0.01–\$15.00	\$4.95	\$6.95	\$18.95	\$14.95
\$15.01–\$25.00	\$6.95	\$6.95	\$20.95	\$15.95
\$25.01–\$50.00	\$8.95	\$8.95	\$24.95	\$18.95
\$50.01–\$75.00	\$9.95	\$12.95	\$27.95	\$21.95
\$75.01–\$100.00	\$10.95	\$16.95	\$29.95	\$23.95
\$100.01–\$500.00	10%	16%	See below*	See below*
\$500.01–Up	FREE*	N/A	See below*	See below*

2011 Alaska, Hawaii, and Puerto Rico Shipping and Handling Rates

Order Size	Ground	2-Day
\$0.01–\$25.00	\$8.95	\$23.95
\$25.01–\$50.00	\$10.95	\$26.95
\$50.01–\$75.00	\$12.95	\$28.95
\$75.01–\$100.00	\$14.95	\$30.95
\$100.01–\$500.00	15%	See below*
\$500.01–Up	FREE*	See below*

2011 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	15%	See below*
\$500.01–Up	FREE*	See below*

Video only orders shipped ground: \$6.95 for the first VHS/DVD, \$4.50 each additional VHS/DVD. Minimum charge \$6.95 on all orders. Freight on preview orders will be charged at the time of billing.

*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 877-882-1312.

USPS Priority mail service is available upon request at a higher rate. 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.

**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.