

PHONE: 877-240-7251

Monday–Friday 8:30 a.m.–5:00 p.m., CST

FAX: 612-692-5553

E-MAIL: [clientservices@search-institute.org](mailto:clientservices@search-institute.org)

MAIL: 615 First Ave. NE, Suite 125  
Minneapolis, MN 55413

**I'm outside the continental United States. How do I place an order?**

International orders and orders shipping to Alaska, Hawaii and U.S. territories (including Puerto Rico, Guam, U.S. Virgin Islands, American Samoa, and others) must be quoted for actual shipping charges. These orders need to be prepaid with a credit card or check. E-mail or call us.

**How does Search Institute ship my order?**

Orders typically leave the building 2 business days from receipt, shipping UPS ground from Minnesota.

**I need my order rushed. What should I do?**

We offer next day and 2-Day delivery. See chart below for 2-Day delivery charges and call for quote for next day charges. Place your order online, or you can fax or call in your order. Rush orders must be placed by 10:30am CST.

**I'm using a purchase order. What do I need to know?**

You can mail, email, fax, or go online to submit your purchase order. Please submit only once. Terms are net 30 days from the date of the invoice.

**What are the shipping & handling charges?**

**How to Submit a Product Return**

Call 1-877-240-7251 for a return authorization number. Write this number on the front of your invoice or packing list and include a copy with your return. Without this number, a 25% restocking fee will be charged. Costs of shipping cannot be refunded.

Pack your return and ship to: RETURNS at Search Institute, 615 First Avenue NE, Suite 125, Minneapolis, MN 55413. We recommend that you return using a shipping method with tracking.

Once your return has been received, you will be issued a credit that can be applied towards the future purchase of surveys or publications. Credits will expire in one year from the date of issue. Returns can also be credited in the form of a refund.

**3-Ring Binder and Curriculum Return Policy:**

- These materials must be returned within 90 days from purchase.
- All returned materials must be in their original, unopened shrink-wrapped packaging.

**Online Survey Return Policy:**

Online survey administrations that are cancelled completely will be refunded in total minus a \$100 administration fee and must be initiated within 30 days of the order date.

<b>Shipping &amp; Handling Schedule</b> (Continental U.S. only)			
<b>Merchandise Total:</b>	<b>Regular Delivery</b>	<b>2-Day Delivery</b>	<b>Next Day</b>
Up to \$24.99 . . . . .	\$9.00 . . . . .	\$21.00	Call
25.00–39.99 . . . . .	\$10.50 . . . . .	\$25.50	for
40.00–74.99 . . . . .	\$13.00 . . . . .	\$30.00	quote
75.00–99.99 . . . . .	\$15.50 . . . . .	\$32.00	
100.00–149.99 . . . . .	\$18.00 . . . . .	\$40.00	
150.00–199.99 . . . . .	\$20.00 . . . . .	\$50.00	
200.00–999.99 . . . . .	11.0% . . . . .	25%	
1,000.00 or more . . . . .	10.0% . . . . .	25%	

Prices and availability subject to change.



### 1 Bill To:

Name:	Title:	
Organization:	*E-mail:	
Street Address:		
City:	State:	ZIP Code:
Phone: (     )	ext.	Fax: (     )

\* Including your e-mail address authorizes e-mail announcements from Search Institute only.

### 2 Type of Organization: *Please check one*

<input type="checkbox"/> Education, Pre-K (EG/EP)	<input type="checkbox"/> Education, Elem. (EG/EL)	<input type="checkbox"/> Education, Middle (EG/EP)	<input type="checkbox"/> Education, H. S. (EG/EH)
<input type="checkbox"/> Education, Higher (EG/EU)	<input type="checkbox"/> Grandparent/Elder (IN/IE)	<input type="checkbox"/> Family-serving (FS)	<input type="checkbox"/> Youth-serving (YS)
<input type="checkbox"/> Community Initiative (CI)	<input type="checkbox"/> Health, Mental (HM)	<input type="checkbox"/> Business (BU)	<input type="checkbox"/> Foundation (FO)
<input type="checkbox"/> Government Agency (PM)	<input type="checkbox"/> Juvenile Justice/Youth Law (PM/JJ)	<input type="checkbox"/> Congregation (CO)	
<input type="checkbox"/> Military (PM/MT)	<input type="checkbox"/> Library (LI)	<input type="checkbox"/> Parent (IN/IP)	
<input type="checkbox"/> Other: _____			

### 3 Ship To: *If different from above address*

Name:	Title:	
Organization:	*E-mail:	
Street Address:		
City:	State:	ZIP Code:
Phone: (     )	ext.	Fax: (     )

\* Including your e-mail address authorizes e-mail announcements from Search Institute only.

### 4 Items Ordered:

ITEM CODE	TITLE	PRICE	QUANTITY	TOTAL

### 10 Method of Payment:

<input type="checkbox"/> Check <input type="checkbox"/> P.O. # _____
<input type="checkbox"/> Please charge my: (circle one)    AmEx    VISA    MasterCard    Discover
Card No.:
Expiration Date:                      Security Code:
Name on Card:

<b>Subtotal</b>	<b>5</b>
Minnesota residents ONLY <b>Sales Tax</b>	<b>6</b>
<b>Shipping &amp; Handling</b> (See Shipping & Handling Schedule)	<b>7</b>
Help us create a world where all young people are valued and thrive with your <b>tax-deductible gift!</b> Donation (optional)	
<b>TOTAL</b>	<b>8</b>
<b>Please note promo code from label</b>	<b>9</b>

**EASY WAYS TO ORDER!**



**ONLINE**

[searchinstitute.org](http://searchinstitute.org)

**PHONE**

**877-240-7251**

**FAX**

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**612-692-5553**

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**MAIL**

Search Institute  
615 First Avenue NE, Suite 125  
Minneapolis, MN 55413

*Pricing and availability subject to change.*

Rush orders must be received by 10:30am CST. If shipping outside of the continental U.S., email [clientservices@search-institute.org](mailto:clientservices@search-institute.org) for changes. All duties and taxes are the responsibility of the customer.