

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

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. 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. Late fees will be applied.

What are the shipping & handling charges?

Shipping & Handling Schedule (Continental U.S. only)			
Merchandise Total:	Standard Delivery	2-Day Delivery	Next Day
Up to \$24.99	\$7.75	\$18.25	Call for quote
25.00–39.99	\$9.00	\$22.00	
40.00–74.99	\$11.25	\$25.25	
75.00–99.99	\$13.25	\$28.00	
100.00–149.99	\$15.50	\$35.00	
150.00–199.99	\$17.50	\$42.50	
200.00–999.99	9.5%	22%	
1,000.00 or more	8.5%	21%	

Prices and availability subject to change.



I need to return a product. What should I do?

All returns must be in saleable condition and returned within 30 days to receive credit. Kit returns are subject to a \$35 restocking and processing fee.

Email us 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 toward 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 Return Policy:

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

Paper Survey Return Policy:

- Returned, unopened packages of surveys are accepted within 6 months of the purchasing date.
- Surveys will be refunded at a rate corresponding to the actual amount paid per package of 25, including sub-report costs if applicable. Each package is subject to a restocking fee of \$25.
- All returned survey packages must be in their original shrink-wrapped packaging and the security seals must be intact. Survey packets with broken seals will not be refunded.
- Survey administrations that are cancelled completely will be refunded in total minus a \$300 administration fee. The refund will be issued once all unopened survey packages have been received by Search Institute. Opened survey packages will not be accepted for return. No survey package restocking fee will be charged. If the survey order did not total \$300, no refund will be issued.

Online Survey Return Policy:

- Unused online surveys cannot be returned, but may be transferred to an additional or new link.
- Survey administrations that are cancelled completely will be refunded in total minus a \$300 administration fee. If the survey order did not total \$300, no refund will be issued.

1 Bill To: Please check one: I am a new customer. I have ordered from Search Institute before.

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: _____

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

EASY WAYS TO ORDER!

ONLINE
searchinstitute.org

PHONE
 877-240-7251

FAX
 Complete this form and fax it to
 612-692-5553

E-MAIL
clientservices@search-institute.org

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

You can also download this form at www.searchinstitute.org

Pricing and availability subject to change.

Rush orders must be phoned in by 10:30am CST. If shipping outside of the continental U.S., email clientservices@search-institute.org for charges. All duties and taxes are the responsibility of the customer.