



# Frequently Asked Questions

If you don't see the answer to your inquiry below please feel free to send us an email at

[h.a.w.s.literature@gmail.com](mailto:h.a.w.s.literature@gmail.com).

## **1. How do I order key-tags and literature?**

HA members can order key-tags through <http://heroinanonymous.org/order/>

## **2. Where's My Order?**

Please allow **2 weeks** for your order to arrive. We are a subcommittee of HAWS and tackle chips and literature orders one day a week. *If you have been waiting more than 2 weeks for your order, please contact the committee at [h.a.w.s.literature@gmail.com](mailto:h.a.w.s.literature@gmail.com) with the name of the purchaser and the date the order was submitted.*

## **3. I received a tracking number by email, but my order is not registering as shipped. When will I receive my order?**

At times tracking numbers are produced several days before the order is picked up by the United States Postal Service (USPS). Please utilize the tracking number to determine when your order has shipped, and it's expected delivery. It may take several days for the order to show as "shipped." Once again, if you have been waiting more than 2 weeks for your order to arrive, please contact us immediately.

## **4. I sent the Chips and Literature committee an email but have not yet received a response.**

Chips and Literature is a sub-committee of HAWS that meets once a week. The email is checked one day a week, so please allow up to 7 days to receive a response.

## **5. We need a key-tag with more time than currently available through HAWS Chips and Literature**

**committee...**

If you need an HA key-tag to celebrate a birthday of 46+ years, please contact the committee at [h.a.w.s.literature@gmail.com](mailto:h.a.w.s.literature@gmail.com) to request the key-tag. Our manufacturer takes about **2-3 months** to create, ship and deliver an order so we request that any special purchases keep in mind this extensive time frame.

**6. Why did the cost of key-tags increase from \$0.30 to \$0.40?**

The cost of shipping one HA meeting start-up kit is about \$15.00. As of mid-2017, HA ships about 20-30 new meeting start-up kits a month. In order to cover the cost of supporting new meetings, a group conscience determined that a key-tag price increase was necessary to continue supporting carrying the message in this way.

**7. Why does HA charge \$6.95, \$13.95, and \$18.75 for shipping?**

HA is a non-profit which uses the shipping charged by USPS to deliver orders.

**8. Does HA have a basic text or a story book?**

Heroin Anonymous does not have a basic text or story book. We do have a newsletter that would love your contribution! Please read and share The Mainline by visiting (and printing!) <http://heroinanonymous.org/the-mainline/>. If you would like to share your experience, strength and hope with the HA fellowship, or have your home group appear in a "Meeting Spotlight" write to [haworldbulletin@gmail.com](mailto:haworldbulletin@gmail.com).

**9. Where do I register my meeting?**

HAWS does not register areas, regions or districts. If you would like to have your meeting appear on the HAWS website please send the meeting details to [hawswebmaster@gmail.com](mailto:hawswebmaster@gmail.com). Don't forget to include the name of the meeting, day and time the meeting occurs, address and a good contact for the meeting.

**10. Where can I get a free start-up kit?**

Please complete the [“Heroin Anonymous New Group Form”](#) and email it to [hastartupkits@gmail.com](mailto:hastartupkits@gmail.com). If you are old school, feel free to print and mail to the HA PO Box at:

HAWS  
24 W. Camelback Rd.  
Suite A, #587  
Phoenix, Arizona, 85012

HA offers new meetings a free start-up kit to help carry the message. The kit includes 5 newcomer key-tags, 5 thirty day key-tags, and 1 of each key-tag up to 1 year. The kit also includes the HA preamble, A Way Out and one of each pamphlet.

**11. We received a free meeting start-up kit; how do we get more key-tags and literature?**

In accordance with the 7<sup>th</sup> tradition of HA which states that each group is self-supporting, meetings are encouraged to pass a 7<sup>th</sup> tradition basket to cover the cost of their meeting. This includes funding to maintain key-tags and pamphlets for the meeting.

**12. Our city started a “Hospitals and Institutions” (H&I) meeting. Does HA provide free material for H&I?**

Meetings are encouraged to pass an H&I basket to cover the cost of running an H&I meeting. In accordance with the traditions, HA groups are encouraged to create service boards and committees directly responsible to those the group is intended to serve. If you would like information on how to create an H&I committee, please feel free to contact HAWS for support.

**13. Where can we contribute the 7th tradition to HAWS?**

Our 7th tradition states we are fully self-supporting, declining outside contributions. If you or your HA group would like to make a donation to the 7th tradition go to:

<http://heroinanonymous.org/donate-and-finances/>

**14. What is HA’s stance on medically assisted treatment (MAT)?**

HA does not have an opinion on any outside issues, such as MAT.