



## PLACING AN ORDER

To avoid order duplication use only 1 method (mail, phone, fax or email) to place your order. Using multiple methods for the same order may result in duplication of your order and could result in duplicate billing. Always provide a contact name, street address, daytime phone number and email address or fax number.

If your order is needed by a specific date specify that date on your order. If we are unable to meet your requested delivery date you will be informed or notified accordingly.

Always provide the club name, a contact name, street address, daytime phone number and email address or fax number.

## DELIVERY

U.S. Orders – Shipping and handling charges will be added at the time of processing your order. Rates are subject to change without notice.

Non-U.S. Orders – Shipping and handling charges will be based on package weight, dimensions and final destination. Rates are subject to change without notice. Additional charges for applicable duties or taxes may be required by customs in the destination country. ***Lions Clubs International has no control over the potential duties or taxes nor are we responsible for payment of the duties or taxes.***

Next Day or 2nd Day service is available at an additional charge for this service.

## PAYMENT

- A. Pre-payment by check or money order payable to Lions Clubs International must be drawn on a U.S. bank, be in U.S. dollars and received by us prior to the processing and shipping of your order. For electronic payment transfer details please contact us at [clubsupplies@lionsclubs.org](mailto:clubsupplies@lionsclubs.org).
- B. Visa, MasterCard or Discover. If paying via credit card provide the 16 digit card number, expiration date and the name as it appears on the card.
- C. **Club:** Club President, Club Secretary or Club Treasurer, may order/bill to club account.  
**District:** District Governor, Cabinet Secretary, Cabinet Treasurer or Cabinet Secretary/Treasurer, may order/bill to district account.  
**Multiple District:** Council Chairperson, Council Secretary, Council Treasurer or Council Secretary/Treasurer, may order/bill to multiple district account.

## PERSONALIZATION, ENGRAVING

We cannot accept phone orders for personalization or engraving. Orders calling for personalization or engraving must be provided via email, fax or Club Supplies Order Form. Regardless of method be sure to maintain a copy for your records.

Personalization or engraving instructions should be typed. If not typed they should be printed legibly. ***Personalized or engraved items are non-returnable.*** When ordering personalization or engraving provide a contact name and daytime phone number should we have any questions about the order. If any items from your order are shipped directly to you from a manufacturer you will receive an acknowledgement, please review it for accuracy. Should you find any discrepancies or errors please contact us immediately.

## CUSTOMER SERVICE ASSISTANCE

Any questions concerning orders or shipping information please call us toll-free at **(800) 710-7822** or at **(630) 571-5466**. Regular business hours are 8:00AM - 4:30PM CST Monday through Friday excluding holidays. Or if you prefer you may e-mail us at [clubsupplies@lionsclubs.org](mailto:clubsupplies@lionsclubs.org)

Please note that our 800 number is limited to the U.S. (including Alaska and Hawaii), Puerto Rico, U.S. Virgin Islands and Canada. Sorry, we cannot transfer these calls to other departments.

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CLUB SUPPLIES DEPARTMENT  
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e-mail: [clubsupplies@lionsclubs.org](mailto:clubsupplies@lionsclubs.org) | [www.lionsclubs.org](http://www.lionsclubs.org)