



Order Online Anytime

awana.org/shop



Order by Phone

Toll-free at (866) 292-6227
(Press #2 for Spanish.)

Regular Hours (CST):

M, T, Th, F: 8:15 a.m. – 4:30 p.m.
W: 10:45 a.m. – 4:30 p.m.

Extended Hours

August through September:
M-F: 7 a.m. – 5 p.m. CST



Order by Fax

Toll-free at (877) 292-6232

Have Questions?

Go to the Awana Store or awana.org and click on a Chat button to talk with someone who can help you.

Payment Options

- We accept VISA, MASTERCARD, AMEX or DISCOVER. When you order, please have on hand your credit card number, expiration date, cardholder name, CSC Code (back of credit card) and church's Awana customer number.
- To bill your order to your church, please provide us with your church's Awana

customer number. Payment is due within 30 days. Any accounts with past due invoices of 60 days or more will be put on hold.

NOTE:

- Product prices are effective July 2, 2019 and are subject to change.
- Due to changing suppliers, the product you receive may be slightly different from what is depicted in the catalog or online.

Our Return Policy Is Simple

Items must be returned within 60 days.

You can return any item within 60 days in salable condition, in original packaging, provided the product was purchased from Awana by the customer to be credited. If any items do not meet criteria for crediting, the item becomes the property of Awana and will not be returned. **Customers are responsible for all shipping costs on returns.**

To initiate a return and ensure proper credit, please contact our Customer Care Team at (866) 292-6227 or customer care@awana.org to request your return authorization form and postage-paid label. Once you receive the authorization form, please complete it and include it with your return shipment to our returns center using the return address label provided. Your account will be credited, less the cost of return shipping, within 3 days of receipt provided all items are in resalable condition.

Order Processing

The Awana third-party fulfillment center prepares orders for shipping **within 24 hours** of the order being placed. Most orders will ship the same day the order is received.

Shipping Time

After your order is processed, it will be shipped using the method you have chosen. Choices include standard, expedited and overnight shipping.

Back-Ordered Items

Back orders will continue to be processed as soon as they become available. Back-ordered items will ship by standard ground and will be invoiced upon shipment.

Cost for Shipping Back Orders

It may take a number of days or several weeks to get the back-ordered item in stock. But when it becomes available, we do our best to ship the item(s) right away. You will not be charged any additional fees for items that shipped after your initial order ships.

Damaged or Missing Items and Lost Shipments

If a product is missing or damaged, or you have not received your order in the time you expected, please call (866) 292-6227. (Press #2 for Spanish.)

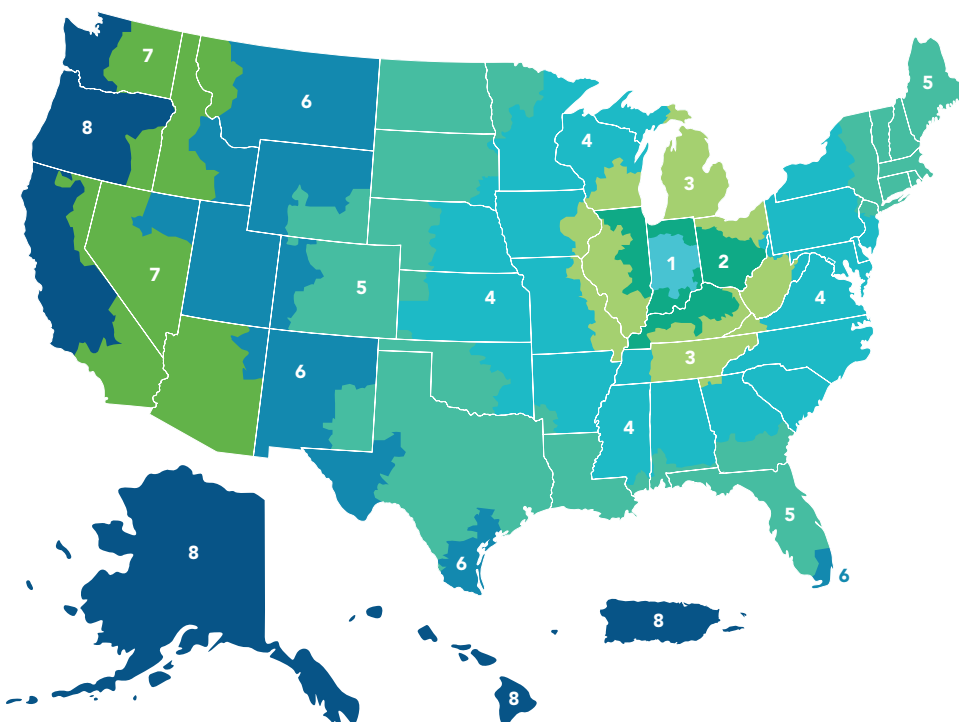
Cancellations

Once an order is placed, it goes into our automated order processing system. We cannot guarantee that it can be canceled.

Members buy products at 30% off of the non-member price. To learn more, call (855) 462-9262.

Thank you for partnering with Awana. Over 10% of the net proceeds of your purchase supports ministries in over 120 countries.

For complete order policies or questions, please visit awana.org/fulfillment-faqs or call (866) 292-6227. (Press #2 for Spanish.)



Shipping Zone	Standard Transit Time (Business Days)
1	1 - 2
2	1 - 3
3	1 - 3
4	2 - 4
5	2 - 4
6	4 - 6
7	4 - 6
8	5 - 7

Shipping Selections: (Business Days)	
Standard Shipping	4 - 7
Expedited Shipping	2 - 3
Overnight Shipping	1

Please keep in mind most orders will be processed within 24 hours prior to shipping transit time.