

# Ordering Supplies

Follow these instructions to place your Awana order.

1. Plan ahead. Order your supplies in advance as much as possible. Allow two to three weeks for delivery during August through October.
2. Order online ([awana.org/shop](http://awana.org/shop)), by phone (866-292-6227), or by fax (877-292-6232).
3. Make sure all items, prices and quantities are clearly identified and that the correct item number is used. Remember to include your church name, customer account number and church ship-to address on every page of each order or correspondence. Include a P.O. Box for postal delivery. On the first page, include the name and daytime phone number or e-mail address of the contact person for questions. The toll-free fax machine is online 24 hours a day, 7 days a week. The fax number is 877-AWANA-FAX (877-292-6232). Our customer service e-mail address is [customerservice@awana.org](mailto:customerservice@awana.org).
4. Awana® customer service personnel are ready to take phone orders between 8:15 a.m. - 4:30 p.m. (M, T, TH, F) and 10:45 a.m. - 4:30 p.m. (W) Central Time. Extended customer service hours are available August through September between 7:00 a.m. and 5:00 p.m. (M-F).
5. A packing slip is included with each shipment. Please double-check the packing slip with the order to verify that everything is correct. If there is a discrepancy, contact customer service (866) 292-6227. See a more detailed return policy in the *Awana Ministry Catalog*.
6. Shipments are F.O.B. shipping point (you pay for shipping). The shipping charge will be included on your invoice. On small orders, shipping and handling fees may be high relative to cost of goods shipped.
7. The following shipping options are available: Standard, Expedited, or Overnighted.