



Order Online -- Anytime
<http://www.awanacanadastore.ca>



Order by Phone
 Toll-FREE at 877.422.6292

Regular Hours: M,T,Th,F: 8:15 a.m. - 4:30 p.m. CST
 W: 10:00 a.m. - 4:30 p.m. CST

Sept. - Oct. M-F: 7:00 a.m. - 5:00 p.m.



Order by Fax
 Toll-FREE at 866.244.3534

Payment Options

- We accept VISA and MASTERCARD. We'll need your credit card number, expiration date, cardholder name and your church's Awana customer number.
- You may bill your order to your church. You'll need to provide us with your church's Awana customer number.
- Prices are subject to change.
- Due to changing suppliers, there may be small differences in the product you receive from what is depicted in the catalog.

Our Return Policy Is Simple

Items must be returned within 90 days

You can return any item in salable condition provided the products were purchased from Awana by the customer to be credited. **Please contact Awana Customer Service at 877.422.6292 to arrange for returns.**

To ensure proper credit, please complete the form on the packing slip and include the completed return form in your return shipment..

If the return form is not available, please include your church's Awana customer number, your name, your phone number and email address, church name, church address, item number, quantity returned, reason for return.

Shipping

Awana ships most orders within 24 hours, excluding weekends and holidays.

Depending on whether you are in a major urban centre, non-major urban centre or the Northern Regions and Remote Centres, Standard delivery time averages between 4 and 14 days and Priority delivery time averages between 3 and 7 days.

Shipping & Delivery Charges

Shipping fees are inclusive of all costs.

Order Total	Standard	Priority
\$0.01 - \$15.00	3.95	15.95
\$15.01 - \$25.00	4.95	17.95
\$25.01 - \$50.00	5.95	21.95
\$50.01 - \$90.00	6.95	27.95
\$90.01 - \$150.00	9.95	42.95
\$150.01 - \$250.00	13.95	59.95
\$250.01 - \$500.00	17.95	79.95
\$500.01 and up	21.95	148.00

Cost for Shipping Backorders

We process and ship backordered items as soon as they return to stock. You'll be charged for shipping one time, up front for the entire order. Back orders will not ship via Priority delivery. To check the approximate availability of an item, contact call 877.422.6292

Damaged or Lost Shipments

If a shipment is lost or damaged, please call 877.422.6292.

For complete order policies or questions, please visit <http://awanacanadastore.ca/policies> or call 877.422.6292