HOURS: M–F
8 AM–6 PM EST

LEM® PRODUCTS DIRECT
4440 Muhlhauser Rd.
Suite 300
West Chester, OH 45011

FOR PLACING AN ORDER:

Order by Phone:
M–F 8 a.m.–6 p.m. EST
Toll Free: 877-536-7763
Locally: 513-202-1188
Fax: 513-202-9494

Order Online:
www.lemproducts.com

Retail Store:
4440 Muhlhauser Rd., Suite 300
West Chester, OH 45011

KEY CODE | PROMO CODE | CUSTOMER NUMBER

☐ Remove from mailing list

Please write the **KEY CODE** from the mailing label on the back of this catalog.

Ship To: Leave Blank if Shipping to Same Address

Name
Address
City/ State/ Zip
Phone # ( )
E-mail

Name
Address
City/ State/ Zip
Phone # ( )
E-mail

DESCRIPTION	SKU #	QTY.	PRICE EACH	TOTAL
Gift Certificate	Circle $		$25 $50 $100	

Circle Method of Payment:
Check or Money Order US funds only (No C.O.D.s)
VISA MasterCard Discover American Express

Card number

1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16

Expiration Date
/

Security Code
(Last 3 digits on back of VISA, MasterCard & Discover; 4 digits on front of American Express)

Signature

Required for credit card orders

TERMS: Credit card, check, or money order. Returned checks will incur a $25.00 service charge. Credit card orders receive immediate attention. LEM® may wait until personal checks clear before shipping order.

Standard Shipping

$1.00–$15.00	$5.95
$15.01–$25.00	$7.95
$25.01–$50.00	$8.95
$50.01–$75.00	$10.95
$75.01–$110.00	$11.95
$110.01–$175.00	$13.95
$175.01–$225.00	$14.95
$225.01–$300.00	$15.95
OVER $300.00	7% of Merchandise Total

***ADDITIONAL SHIPPING CHARGES:**
Some products require additional shipping charges due to the weight or package size. Failure too add in these additional charges will delay shipment of your order until payment is received. Items that require additional or fixed shipping charges are pointed out in the catalog e.g. freezer paper, cutting boards, grinders, etc.

***Ship Order Complete	☐ Yes ☐ No
Merchandise Total	
Promo Code Deduction	
Contiguous USA Shipping **see below for outside USA	
*Additional Shipping	
Add applicable State Sales Tax** see list below	
TOTAL AMOUNT DUE	

SHIPPING OUTSIDE THE USA–Regular shipping charges do not apply to shipments outside the Contiguous USA. Please call LEM® at 877.536.7763 for shipping charges. All shipments outside the Contiguous USA (PR, VI, Alaska, Hawaii, Canada, etc.) must be paid for by credit card or certified check—No Exceptions. Deviation from this policy will delay your shipment. ***If the "SHIP ORDER COMPLETE" section is not marked, your order will be held until all items are available. **Applicable Sales Tax–** LEM® Products Direct LLC currently has sales tax collection responsibilities in the following states – AR, AZ, CO, FL, GA, ID, IL, IN, IA, KS, KY, LA, ME, MD, MI, MO, MN, NE, ND, NV, NJ, NC, NY, OK, OH, PA, SC, SD, TN, TX, UT, VT, VA, WA, WV, WI, WY. Note: Colorado residents must add .27 per order to the total amount due for the state delivery fee.

SPECIAL PRICING ON REFURBISHED ITEMS From time to time, LEM® is able to offer excellent pricing on items that have been refurbished by our in-house technicians. These items are not always available, but when they are, you can save 20% or more on items such as grinders, stuffers, mixers, etc. You must call our Customer Service Department or visit www.lemproducts.com to find out availability of refurbs. It's first come, first served while they are available. **NOW WITH ONE YEAR WARRANTY!**

Customer Service & Parts We're here with you every step of the way! Our highly trained technicians and exceptional customer service team are ready to help you select the right product; offer guidance on assembly, use, and maintenance; and troubleshoot if needed. Our extensive parts inventory ensures that you get optimal performance from your equipment investment. **Phone:** 877-536-7763 **Email:** parts-service@lemproducts.com

Shipping Policy Every effort will be made to ship as soon as possible. Availability of product from suppliers may cause delay in shipping. Method of shipment will be determined by LEM® unless specified by you.

Returns Any item that is deemed unsatisfactory by the customer may be returned only after calling for an authorization number. Absolutely no returns without authorization. LEM® may refund purchase price or replace item within 30 days of purchase on all products (except food items). Additional charges may be incurred.

Please Note If the shipping address provided is incomplete or incorrect, this could result in a delay in shipping and delivering the order.

***Out of Stock Items** Any out of stock product will be back ordered and shipped at your request as soon as available. You have the option to request a backorder shipment or to ship your order complete to eliminate backorders.

Prices Prices subject to change without notice.

Substitutions LEM® may at times substitute products of like kind for those shown in the catalog. If substitution is made by LEM®, it will be of equal or greater quality and similarly priced.

Damaged Merchandise Product received damaged should be immediately reported to the carrier. If damage is noticed when delivered, have driver make note on bill, notify carrier and LEM® immediately.

Printing Errors LEM® reserves the right to refuse to sell any item that has been improperly described or priced due to a printing error.

LEM® Products Warranty All products are backed by a minimum one year warranty; some have a 2 or 5 year warranty. See product descriptions.

All Measurements are Approximate