HOURS: M–F
8 AM–6 PM ET

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
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
(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	$6.95
$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 HANDLING FEES:**
Some products require additional handing fees due to the weight or package size. Items that require additional handling fees are pointed out in the catalog. See website for more details.

***Ship Order Complete	☐ Yes ☐ No
Merchandise Total	
Promo Code Deduction	
Contiguous USA Shipping **see below for outside USA	
*Additional Handling Fees	
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 – AZ, AR, CO, FL, GA, ID, IL, IN, IA, KS, KY, LA, ME, MD, MI, MN, MO, NE, NV, NJ, NY, NC, ND, OH, OK, PA, SC, SD, TN, TX, UT, VT, VA, WA, WV, WI, WY

SPECIAL PRICING ON REFURBISHED ITEMS Save 20% or more on refurbished equipment that's been serviced, cleaned, and repaired by our expert in-house technicians. Visit our website or contact our Customer Service Department for current availability. Items are 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 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.

Product Warranty Most products are backed by a minimum one year warranty; some have a 2 or 5 year warranty. See product descriptions.

All Measurements are Approximate

LEM® Products Website The products featured in this catalog are just some of the thousands of helpful tools, supplies, and equipment we offer. Visit our website to see our full line-up, as well as our in-depth how-to information.