The *Project Support Program* aims to facilitate one or more unique projects at the request of a Recognized Community. Support provided is the ability to purchase discounted LEGO elements in bulk in one combined order.

**Examples of Projects**Large scale mosaics

A regional landmark MOC

Not-for-profit event kits

Community build for an upcoming event

Further examples of supported projects can be found in the Project Support Forum on the LEGO Ambassador Network.

***Please note IP related projects will be submitted to deeper evaluation but as general rule, IPs are most likely to not be approved.***

**The Level of Support**Once approved, the Recognized Community may place a single combined order for LEGO elements in bulk via their LAN Ambassador using the Loose LEGO Elements list (available on LAN) for reference on available LEGO elements and cost.

**Limitations and Minimum Requirements:**

* Minimum order of 50.000 LEGO Elements and maximum of 300.000 LEGO Elements in one order.
* Maximum of 150 different LEGO Elements (same LEGO element type in a different color is a new element and counts toward the 150 different elements).
* Minimum quantity of each LEGO Element ordered is 200 and then steps of +50.
* Minimum quantity of LEGO baseplates is 10 and then steps of +10.
* Minimum quantity of LEGO Elements costing 1,3+ EUR is 10 and then steps of +10.
* For a loose element order, a discrepancy of + - 5% is to be expected. No refund or replacement would be made.
* **Loose elements claims:** All claims related to damaged goods or missing more than 5% of an element should be done no later than 60 days after delivery date. Any claim made later in time cannot be accepted.

**Restrictions:**

* A project cannot be commercially driven/motivated.
* A project cannot facilitate freelance/commissioned artwork.
* A project must be in line with the LEGO Brand Values.
* A project cannot be for an individual community member, it must have the full support of the Recognized Community behind the application.
* There is a maximum of one successful approved Project Support application and order per Community per year.
* In unique circumstances, a project can be canceled by The LEGO Group at any moment during the ordering process, even if it has been previously approved.
* The market cannot ask a community to apply for project support in order to achieve a commercial output.  
  If you have any collaboration with the market, it shouldn´t be related to any of our support programs.

For further clarification and the list of elements, please consult the LEGO Ambassador Network forum on Project Support.

The Application Process

* Project Support applications must be submitted between April 1st to July 31st.
* One application can contain up to 3 projects.
* Applications **must be sent at least 4 months prior to preferred delivery** date of elements, no applications with shorter lead time will be accepted.
* Review and response to the application may take up to 2 weeks. Please consult the status of the form submitted on LAN to acknowledge approval or rejection of the application.
* If approved, the LAN Ambassador is responsible for placing the order in the online ordering system on behalf of the Recognized Community **no later than 3 months prior to preferred delivery date.**
* Full payment will be requested in EURO once the order is placed in the online ordering system and confirmation is sent that all elements can be delivered. A prepayment of the order must be done 15 days after receiving the invoice.
* Shipping normally takes up to 2 months but could be longer depending on order size and warehouse workload.

The Order Process

1. Go to https://www.lugbulk.org/shop/

2. Log in to the site with the email address provided in the sign up form.

3. To activate your account, you will receive an email with login details.

When activating your account, you can set a new password.

4. Search the element overview via the search window (you can search for all information like color name, color number, element ID, element name and other things) or browse all elements by pressing the Elements button.

You can also browse the element list externally via the spreadsheet and use the information there to find and order the elements.

5. The elements in the cart are stored until you place the order so you don´t need to order everything at once.

6. All LEGO elements are listed in EUR and the price does not include VAT/GST, sales tax or shipping fees.

7. Add the total number of each element you want to order to your cart (please be aware of the ordering rules: minimum requirements, maximum amounts).

8. Review your order carefully before pressing the checkout button.

o No alterations to the order can be made after check out!

The Notes

* The Application Form can be found in the forms section on the LEGO Ambassador Network.
* The LEGO element order will be shipped to a single address, no PO BOX.
* *Due to limited capacity, depending on the amount of applications, priority will be given to projects submitted. Different variables will be taken in consideration: type of project, amount of community members participating… Additionally, if the community has had already a project approved in 2020, we will prioritize the communities that didn´t have any project last year and didn´t request Project Support.*
* **If capacity to process the orders for project support is full at our production plant, we reserve the right to close the program before the deadline of July 31st.**
* Once a supported project has ended, the LAN Ambassador is to submit a project support report no later than 30 days after the project has concluded using the report form on LAN.
* All orders will be handled by LUGBULK GmbH except the ones to Serbian communities. If there is any other country LUGBULK GmbH cannot deliver to, the Ambassador will be notified.
* Due to thresholds limits and logistics challenges, no project support request can be approved for Russian and Ukrainian communities.
* LUGBULK GmbH will request directly shipping and billing information to the Ambassador.
* All payments will be in Euro and the prices on the online ordering system are in EUR.
* All orders should be delivered DDP in 2021, but if there are any exceptions related to countries, the Communities will be informed -before confirming the order- that DAP will be required, this means that the Recognized communities are in charge of clearing the goods and pay local taxes or other costs related to clearing the goods from customs.
* Shipping cost will be 6% EU and 12% ROW
* Any order that do not respect any of the Limitations and Minimum Requirements mentioned above, will be canceled without possibility to reorder for the rest of the year.