

1. Welcome to LEGO® LUGBULK 2024!

Hello and welcome to another (or maybe your first) year of LEGO® LUGBULK!

If you don't already know, LUGBULK is the LEGO Group's way of saying thank you to our most passionate and creative adult fans. The 'LUG' in the name stands for LEGO User Group (that's you), and the BULK refers to bulk-buying of loose LEGO elements for your amazing not-for-profit LEGO builds.

This guide will tell you all you need to know about signing up for LUGBULK 2024, as well as how to place, pay for and receive your group's order. But before we go any further, there are a few important guidelines to read and remember. They are vital to making the program work and keeping it going from one year to the next. Ready? Here goes...



2. LEGO® LUGBULK guidelines

- You must be a member of a recognized LEGO® Community to take part in the LUGBULK program. So, if you're not a member of a recognized LEGO User Group (LUG), a recognized LEGO Online Community (LOC), or a recognized LEGO Fan Media outlet (LFM), you shouldn't even be reading this document!
- The LUGBULK program is for fans who build for passion, not profit. If you: offer commercial services as a LEGO builder, exhibitor or building coach; sell or hire out LEGO builds, kits, or elements; or expect to profit financially through your LEGO building in any other way, you must not take part.
- You must keep everything to do with LUGBULK confidential within your community group. We don't share the program with just anyone, and we rely on your discretion to make it viable.
- Among other things, confidentiality means: not posting about LUGBULK online; not advertising it in public forums (it is NOT a recruitment tool to attract new members to your community); not boasting about it at events, and not leaving any documents relating to LUGBULK (like this one) lying around.
- LUGBULK orders can only be placed by an authorized member of your recognized community. Every community nominates up to two members to collate and submit their fellow members' requests as a single online purchase. This is usually the responsibility of your recognized community ambassador and/or your community coordinator.
- You can only participate in LUGBULK via one recognized community, even if you are a member of more than one. There is limited availability, and we want as many community members as possible to benefit from the program.
- You must be at least 18 years old to participate.
- Where a community member doesn't follow these guidelines, we reserve the right to cancel the entire order for that community. The group may also lose its recognized status and be excluded from the LUGBULK program in future.



7. Small print, big heading

- The LEGO Group has established LUGBULK GmbH as a separate company to coordinate the LUGBULK program. LUGBULK GmbH currently handles all LUGBULK orders, except for those in Serbia, which are managed by the LEGO Group due to shipping complexity.
- Because elements are picked in bulk, some discrepancies are unavoidable. We aim for a maximum variance of 5%. So, if you order 100 units of a particular element, you might receive anywhere between 95 and 105 units of that element. If more than 5% of one element is missing from your shipment, please email thomas@lugbulk.org within 60 days of receipt.
- If your user group changes ambassador after the sign-up process, please email thomas@lugbulk.org to update your group's LUGBULK login credentials and invoice details.
- Data protection notice: The LEGO Group shares each community ambassador's name and email address with LUGBULK GmbH in order to operate the online ordering system. Aside from this, only the number of participants is communicated to LUGBULK GmbH, for the purposes of ordering, forecasting, and capacity booking. All user data will be deleted by April 2025.
- Congratulations for making it to the end of the small print! Here's a fascinating fact as a reward. The new LEGO® factory in Vietnam is entirely carbon neutral, and bigger than 50 soccer pitches. Thanks for reading!

