

# LEGO® LUGBULK 2024

A guide for recognized adult fan groups

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# 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.



### 3. Signing up for LEGO® LUGBULK

To qualify for LUGBULK 2024, your community ambassador needs to log in to the LEGO® Ambassador Network at [lan.lego.com](https://lan.lego.com) and supply sign-up details for every community member who wants to take part between [TBC] and [TBC].

Because the LUGBULK program has minimum order requirements (see next section), we recommend that smaller communities team up to reach the threshold. In these cases, only one group's ambassador should sign up, providing details of members from two or more groups.

Remember that even the most organized ambassador has to contend with IT glitches from time to time, so please don't leave it to the last minute to gather and submit everyone's details!



## 4. Placing your LEGO® LUGBULK order

LEGO® LUGBULK orders must be placed between [TBC] and [TBC] at [lugbulk.com/shop](https://lugbulk.com/shop). No orders will be accepted outside those dates.

The minimum order per group is €4,800 (before tax and shipping), and individual community members can request elements to a total value of €235 (also before tax and shipping). In other words, at least 21 community members must participate for a single order to reach the minimum order threshold.

A group's order can combine multiples of up to 85 different elements, and most elements must be ordered in multiples of 25, with a minimum order of 50 pieces. However, some larger and higher-price elements, such as base plates, can be ordered in smaller quantities.

The first time your community ambassador/coordinator visits [lugbulk.com/shop](https://lugbulk.com/shop), they must log in with the email address they used to sign up. This will activate your group's LUGBULK account and generate new, more secure login credentials to use on future visits.

Once your group's account is activated, your ambassador/coordinator will be able to browse and search all the available LUGBULK elements, and download a spreadsheet listing all available elements and their prices. The spreadsheet is designed to be shared with participating group members, so they can draft their personal wish-list offline.

The community ambassador/coordinator (and up to one other nominated group member) is responsible for collating all group requests and placing a single order on behalf of members.

The LUGBULK website will save your shopping basket from one visit to the next, so ambassadors can add to and amend their orders over time. But, once an order is checked out, it cannot be edited in any way. So review your order thoroughly before submitting it, and click with care!

If you have a VAT number, be sure to email [thomas@lugbulk.org](mailto:thomas@lugbulk.org) with your VAT details before placing your order.



## 5. Paying for your LEGO® LUGBULK order

Your group won't be charged for your LUGBULK order until we have checked that everything you want is still in stock. We will then send your community ambassador a final invoice, excluding the cost of any elements that are not available.

Your community has 20 days to pay the invoice in full, including tax and shipping. Invoices must be paid in Euro, and orders not paid for within 20 days may be canceled.

The tax added to your order amount will depend on where your community is based. Your invoice will include any legally required taxes (VAT, GST, etc) for your area, plus a shipping fee.

Shipping costs are subject to change, but are currently charged at 7% of the total order cost for EU countries, and 13% for the rest of the world. The LUGBULK team will let you know if the shipping costs change between now and the ordering period.

Please make sure you know about any processing fees associated with your chosen method of payment before you place your order, as well as any other additional costs that might be involved in receiving your order, such as import taxes (see next section).



## 6. Receiving your LEGO® LUGBULK order

All LEGO® LUGBULK orders are expected to ship by October 31, 2024. Once your order has shipped, your community will be updated on its status, including an estimated delivery time.

In most countries, LUGBULK orders are sent on a Delivery Duty Paid (DDP) basis, meaning that your group shouldn't have to pay any import duties or other taxes to receive its order.

LUGBULK shipments heading to Brazil, Chile, Costa Rica, Gran Canaria and Serbia are sent on a Delivery at Place (DAP) basis, meaning that the recipient community is responsible for clearing their order through customs, usually through a broker.

In all cases, it is the recognized community's responsibility to be aware of and to obtain any necessary import permissions for their territory, and to cover any unforeseen costs not covered by the shipment method.

If a rule-change in your country means we have to change your shipment's delivery method from DDP to DAP, your community will be given the option to cancel your order.

Orders for Indonesia cannot be shipped directly. Recognized communities based in Indonesia must choose a different country as their LUGBULK delivery destination, and then make their own import arrangements from that country into Indonesia.

Orders to China must be handled by a broker, and terms and conditions may vary depending on the rules and procedures in place there at the time of shipping.

Until further notice, no orders for Russia can be taken.



## 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](mailto:thomas@lugbulk.org) within 60 days of receipt.
- If your user group changes ambassador after the sign-up process, please email [thomas@lugbulk.org](mailto: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!

