

Al-Anon Guidelines

The Shared Experience of Al-Anon and Alateen Members.

Ordering Literature

G-31

As the person who orders literature for your Al-Anon group, you have an exciting opportunity to bring Conference Approved Literature (CAL) and other Al-Anon material to each person seeking recovery in Al-Anon. This guideline was prepared for you, to help make your job easier. It answers the questions frequently asked by members and perhaps it will generate an awareness and use of the vast amount of Al-Anon material that is available.

CONFERENCE APPROVED LITERATURE (CAL)

Al-Anon Family Group's (Al-Anon) Conference Approved Literature (CAL) is written by and about Al-Anon/Alateen members, to present the Al-Anon program to our fellowship and the public. It is consistent with the Twelve Steps, Twelve Traditions, and Twelve Concepts of Service of the Al-Anon program. All Al-Anon CAL bears this seal along with these words:



Approved by
World Service Conference
Al-Anon Family Groups. 

To keep Al-Anon's message in focus and encourage unity, only Al-Anon/Alateen CAL and Al-Anon/Alateen service tools are displayed, distributed, and used at Al-Anon/Alateen meetings.

SERVICE TOOLS AND MATERIALS

Service tools and material produced by the World Service Office (WSO) and approved for group use, bears this seal along with words identifying it as Al-Anon material: Al-Anon Family Group Headquarters, Inc. Guidelines, newsletters, *The Forum*, and reprints are some examples of such material.

CATALOGS

The WSO produces catalogs and several order forms. The full Al-Anon/Alateen Recovery and Service Material catalog (S-15) describes all material produced and published by the WSO. As you read through the catalog, you will see that every item is identified by a catalog number.

PRINTING CODE

The printing code appears in the lower left-hand corner of the copyright page of our books, and the lower left-hand corner of other items. The first number indicates the year the version was initially printed. The second number is the version number.

Sample code: 20-97

CATALOG NUMBERS

Catalog numbers are established by grouping all similar items together—books (B#), pamphlets (P#), audio-visual material (AV#), etc. The catalog numbers are printed at the bottom of the copyright page, as well as on the back of each pamphlet and the spine of each book.

ORDER FORMS

Al-Anon Conference Approved material can be ordered through the use of order form (S-16). The order forms are included with every order filled by the WSO. There is no charge for catalogs or order forms.

S-15 Catalog: Al-Anon/Alateen Recovery and Service Material

S-16 Conference Approved Literature order form

FS-16 Catalog: French Al-Anon/Alateen Recovery and Service Material

SS-16 Catalog: Spanish Al-Anon/Alateen Recovery and Service Material S-35 *Lois's Story / Lois W. & the Pioneers* video rental order form



PLACING ORDERS

ORDERING

Orders for Al-Anon literature can be placed by visiting the Al-Anon website www.al-anon.org or ecomm.al-anon.org. Additionally, literature orders may be placed with Al-Anon literature distribution centers (LDCs). Remember—when you buy from your local literature distribution center (LDC) you support your local services.

COMPLETE ORDER FORM

The WSO does not accept literature orders by telephone. Your completed order forms are handled with maximum efficiency and accuracy when processed online or received by mail or fax. Use the order form appropriate for items being ordered. Please be sure to type or clearly print your name, address, and zip code. Using a street address enables us to ship UPS or by truck. If ordering for a group, include the group ID number.

LDCS ONLY

LDCs must use their ID Number and their name, e.g., “ID #00000 Southeastern State LDC,” when placing their orders with the WSO. LDCs use of gold color order forms identifies their orders for priority fulfillment. LDCs wishing to purchase on credit should indicate this on the order form:

- “Please extend credit.” Name of the person making the purchase.
- Telephone number where purchaser can be reached during business hours. (8am – 5pm EST)

INCLUDE PAYMENT

Be sure to include the appropriate postage and handling. Checks and money orders should be made payable to AFG, Inc. We cannot accept COD orders. When ordering from an LDC, make sure your check or money order is payable to the LDC.

CREDIT CARD ORDERS

The WSO will accept Visa, MasterCard, Discover, and American Express credit card orders. Please be sure to include the credit card expiration date, security code, your signature, area code, and telephone number so we can contact you if there is a problem. Orders charged to Visa, MasterCard, Discover, or American Express accounts may be faxed to the WSO: 757-563-1655.

This charge will appear as “AFG Inc.” on your credit card or bank statement.

DUPLICATE

Make a copy of your order and write both the number of the check or money order accompanying it and the date you mail it on the copy. Refer to this information when inquiring about your order.

CHECK THE PACKAGE

When your order arrives, check the package contents against the enclosed packing list and your duplicate copy of the order. Should you need to correspond with the WSO concerning your order, refer to the Order Number printed on the packing list. An order will be adjusted by the WSO if it is inaccurately computed by the sender.

RETURN POLICY

Any items in their original condition purchased directly from the WSO can be returned within 90 days of the purchase date.

We reserve the right not to accept a return if the item has been damaged, worn, marked, stamped, or is out of print. Items must be in a resalable condition. Credit to the original form of payment is applied once the item has been received with proof of purchase. Credit does not include original shipping charges. Please contact the WSO if you have any questions at 757-563-1600 or by email at custserv@al-anon.org.

DEFECTIVE ITEMS OR MISPRINTS

Any item purchased directly from the WSO that is defective or misprinted can be replaced, or a refund issued without time limit. Items can be returned or a picture of the defective or misprinted portions of the item emailed to custserv@al-anon.org. Please indicate if you would like a replacement or a refund. We reserve the right not to accept a defective or misprinted item which is worn. Credit to the original form of payment is applied once the item or image has been received with proof of purchase. Credit includes original shipping charges. For items damaged in transit, please contact the WSO at 757-563-1600 or by email at custserv@al-anon.org to coordinate replacement.

BACK-ORDER ITEMS

These items will be marked “BO” on your packing slip.

INQUIRIES

If you do not receive an order but have received an order confirmation please contact Customer Service at custserv@al-anon.org or 757-563-1600.

NEWS ITEMS

There are several places where you can read or learn about Al-Anon literature and related material: our monthly magazine, The Forum, our WSO newsletters, *In the Loop*, or local newsletters. WSO newsletters can also be read on the members website at www.al-anon.org.

WRITE

Do let us hear from you. We are very interested in finding ways to help.

