

Customer Service

Forgot User ID/Password

View/Manage My Account

Request Account Information

Welcome to Lakeside.com. We are committed to providing unique products at tremendous values for our customers. By clicking through the menu you will find detailed information on our policies, guarantee and answers to many of the questions you may have. Our goal is to help make your shopping experience with The Lakeside Collection® a pleasant one.

Frequently Asked Questions	
<div><div>Most Frequently Asked Questions:</div><div><div>How do I open an account with Lakeside?</div><div>What is your return policy?</div></div><div><div>How do I request a catalog?</div><div>How do I update My Account information?</div></div><div><div>What will my shipping costs be?</div><div>What do you do with my email address?</div></div><div><div>Can I send the order as a gift?</div><div>What kind of information do you collect from me when I visit your web site?</div></div><div><div>How do I check the status of my order?</div><div>Does Lakeside offer secure online ordering?</div></div></div> <div>Hide FAQs</div>	
Catalogs	
<div>How do I request a catalog?</div> <div>Was the catalog I requested sent?</div> <div>When does a catalog expire?</div>	
Ordering	
<div>What is the last date to order for delivery by 12/24/16?</div> <div>How do I open an account with Lakeside?</div> <div>Can I order items not pictured on the web site?</div> <div>Can I send the order as a gift?</div> <div>If I lose my order form, how can I place an order?</div> <div>What forms of payment are accepted to place an order?</div>	
Payment	
<div>What forms of payment are accepted to place an order?</div> <div>Do I owe sales tax on my purchase?</div> <div>How do I pay a statement received in the mail?</div> <div>When do you charge my credit card?</div> <div>What is my Credit Card Security Code?</div> <div>Why was my credit card declined?</div> <div>If you refund my credit card, how long does it take for the credit to appear on my account?</div>	
Shipping	
<div>What is the last date to order for delivery by 12/24/16?</div>	

<div><div>When will my order ship?</div><div>How will the merchandise be shipped to me?</div><div>What will my shipping costs be?</div><div>Will shipping charges be applied to the total order or to each carton?</div><div>How are shipping charges calculated?</div><div>Can I request a specific shipper?</div><div>Can you ship my package(s) on the dates I request?</div><div>Where can orders be shipped?</div><div>Sometimes I receive my order in multiple shipments. Why is this?</div><div>Can I send the order as a gift?</div><div>Can the person to whom I am shipping return an item?</div><div>Why is this item not permitted to ship to a particular state?</div><div>How do I check the status of my order?</div></div>	
<div><div>Returns</div><div><div>What is your return policy?</div><div>How do I return an item?</div></div></div>	
<div><div>Address Change</div><div><div>How do I change the address listed for the account?</div><div>How do I update My Account information?</div><div>How can I change my Address Online?</div></div></div>	
	<div><div>Web Site Features & Functionality</div><div><div>What happened to "My Favorites"?</div><div>What is a Product Note?</div><div>How do I use my Address Book?</div><div>How can I change my Address Online?</div><div>Why is my shopping cart empty? Why can't I add items to my Shopping Cart?</div><div>What are cookies?</div><div>How do I set my browser to accept cookies?</div><div>What is Javascript?</div><div>How do I enable Javascript?</div><div>How do I submit a Product Review?</div><div>What are the guidelines for writing a Product Review?</div><div>Can my review be blocked or removed?</div></div></div>
	<div><div>Privacy Policy</div><div><div>What kind of information do you collect from me when I visit your web site?</div><div>We do not collect any personally identifiable information from those merely visiting our site. We do ask for additional information if you would like to place an order, request an order status or a free catalog, or if you need to communicate with us regarding an account issue.</div><div>Does Lakeside share information it collects from me with outside parties?</div><div>What do you do with my email address?</div><div>How else do you use information about my company?</div><div>How do I remove my company name from the Lakeside mailing lists?</div></div></div>
	<div><div>Security</div><div><div>Does Lakeside offer secure online ordering?</div></div></div>

- What are cookies and how do you use them?
- How can I change my Password or User ID?
- What happens if I don't log out of Lakeside.com?
- What steps can I take to ensure the security of my account information?

Product

- Can you tell me whether or not an item is in stock?
- I do not find the stock availability information I need on your website. Can you provide this?
- The product I want to purchase says you have Limited Quantities Available. What does this mean?
- My backordered item says you are "awaiting shipment detail." What does this mean?
- Are your products tested for safety?
- How can I tell if a product is age appropriate for my child?
- How do I submit a Product Review?
- What are the guidelines for writing a Product Review?
- Can my review be blocked or removed?

Pay Online Help

- How do I make an online payment?
- What is an electronic check payment?
- What is the timing of the payment against my checking account?
- When will the payment show on my Lakeside account?
- What if I receive validation errors?
- What if my account information is incorrect?
- Can I make a Lump Sum Payment?
- How do I get confirmation of my payment?
- What do I do if I encountered communication errors during the Pay Online process?
- When you ask for my Full Legal Name, what does this mean?
- Does Lakeside offer secure online ordering?
- What are cookies and how do you use them?
- How can I change my Password or User ID?
- What happens if I don't log out of lakeside.com?
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Our Contact Information

By E-mail:

Can't find the information you're looking for?
Contact us via e-mail to receive quick and accurate responses to your questions.

Email Us

The Lakeside Collection

Customer Service and Phone Orders
(847) 444-3150

Our customer service representatives are ready to assist you Mon.-Fri., 7:00 a.m. - 11:00 p.m. and Sat.-Sun., 8:00 a.m. - 5:00 p.m. Central Time to place your order or handle any customer care issue you have.

By Mail:

The Lakeside Collection®
P.O. Box 3088
Northbrook, IL 60065-3088

"The Lakeside Collection has proudly served America's shoppers for more than a decade, committed to customer service and satisfaction. And with our incredible low prices and great selection, we really do show that the best things in life don't have to cost a fortune."
Your friends at The Lakeside Collection®



- Need Assistance

Customer Service
- About Us

About Lakeside
- Shop and More

Home Decor

Our Guarantee	Recall	Gifts
Shipping	Product Safety	Holiday
Returns	Career Center	Toys + Electronics
FAQs	Environmental	Apparel + Beauty
Home	Transparency in Supply Chains	Housewares + Dining
	Company News	Bed + Bath
		Books + Crafts
		Baby
		Pets
		Garden, Outdoor + DIY
		NFL + Sports
		Quick Order Form
		Free Catalog Request
		Affiliate Program
		Blog