



FREQUENTLY ASKED QUESTIONS

1. ACCOUNT MANAGEMENT AND ORDERING

- **Who is the new distributor, and when does the change take effect?**

If you are currently purchasing directly from BTPS / Lakeside, Anchor will be your new point of contact and distributor. You will be invoiced by Anchor. You can contact Anchor at:

Anchor Distributors
Whitaker House
1030 Hunt Valley Circle
New Kensington
PA 15068, United States

or

customercare@anchordistributors.com

The change in distributor will apply to all USA customers who have previously dealt with BTPS / Lakeside, and will take effect from August 1st, 2026

For UK, Europe, and Rest of World customers who deal directly with Christian Focus, Scotland, and who are invoiced and receive orders fulfilled by Christian Focus Scotland, there is no change.

- **Do I need to open a new account?**

No, for Christian Focus direct customers ordering on our USA website there is no need to open a new account.

No, for trade partners ordering from Anchor, who already have a separate existing account with Anchor.

Yes, for trade partners ordering from Anchor, who DO NOT have an existing account with Anchor. If you DO NOT have an existing account with Anchor and you DO have a Christian Focus account with BTPS / Lakeside you WILL need to open a new account.

This can be done through Anchor Customer Care Department at <https://www.anchordistributors.com/register>

- **What are the new ordering procedures and contact details?**

If you usually place orders online, please continue to do so. The Christian Focus website remains unchanged at <https://www.christianfocus.com>

If you use EDI (Electronic Data Interchange) but do not currently use EDI with Anchor, you will need to contact Anchor Customer Care Department here: <https://www.anchordistributors.com/register>

If you are a trade customer and order by email, please use customercare@anchordistributors.com

- **Will my current discounts change?**

All existing discounts available through our website will continue and are unaffected by these changes.

All existing trade discounts will be honoured by Christian Focus through Anchor Distributors.

- **Will my current shipping terms change?**

Christian Focus direct orders are fulfilled within one business day for ground orders, 3 days for larger orders requiring a palletized shipment. Anchor offers free freight to orders over \$250 USD

- **Will my current payment terms change?**

Payment terms are subject to credit approval. For existing trade customers, Anchor's current terms will apply.

- **Will my contact at Christian Focus change?**

No.

2. Returns Policy and Procedures

- **Is there a new returns policy?**

Direct Christian Focus orders that are being returned to Anchor will require an RMA number, which is obtained by Christian Focus contacting Anchor with return details (order number, Anchor invoice number, ISBNs, and quantities).

Trade partners ordering from Anchor will be under the Anchor Returns Policy here: [Anchor Returns Policy](#)

- **When does the new returns policy begin?**

August 1st.

- **Where do I send returns of books purchased from the BTPS / Lakeside?**

Book returns purchased through BTPS / Lakeside should be returned to BTPS / Lakeside

- **When is the final date for returns to BTPS / Lakeside?**

February 28th, 2027.

- **Will my outstanding Return Agreements be honoured?**

Yes. We will honour all valid Return Agreements within the terms of the Return Agreement.

- **How do I know who to send my returns to?**

Returns of books bought through BTPS / Lakeside must go back to BTPS / Lakeside and returns of books bought through Anchor Distributors must go back to Anchor Distributors.

3. Backorders and Existing Stock

- **Will my pending backorders be transferred to the new distributor?**

Yes. Your backorder will be transferred to Anchor on 1st August 2026.

- **Will my pending backorders be fulfilled by BTPS / Lakeside?**

Prior to August 1st all backorders will be fulfilled by BTPS / Lakeside, from August 1st your backorder will be transferred to Anchor on August 1st, 2026 for fulfilment.

- **Will I be able to order with both BTPS / Lakeside and Anchor at the same time?**

No, from August 1st, no Christian Focus orders will go to BTPS / Lakeside.

- **Will there be a time when I cannot place any orders?**

No. Orders placed before August 1st, 2026, should be placed with BTPS / Lakeside, and orders placed on or after 1st August should be placed with Anchor.

- **Will there be a time when my orders will not be shipped?**

Orders placed with BTPS / Lakeside will be fulfilled and shipped by BTPS / Lakeside, and orders placed with Anchor will be fulfilled and shipped by Anchor, provided the orders were placed with the correct distributor as per August 1st.

4. Inventory, Invoicing, and Payment

- **Who do I pay for outstanding invoices?**

Invoices must be paid to the distributor who issued them, even after the changeover date. If you ordered your books through BTPS/Lakeside, payment should be made in full to BTPS/Lakeside. If you ordered your books through Anchor Distributors, payment should be made in full to Anchor Distributors.

- **How will I be credited for returned items?**

Ensure that returns are credited by the correct distributor (either BTPS/Lakeside or Anchor), based on where you placed the original order.

Key Information for Communications

- **Key Dates:**

- Last date for orders with BTPS / Lakeside: July 31st, 2026
- First date for orders with Anchor Distributors: August 1st, 2026

- **Key Contact Info:** New email/phone for orders and queries.

- New email for orders: customercare@anchordistributors.com
- Contact at Christian Focus: Your current key contact at Christian Focus remains the same.

- **New Returns Procedures:**

[Anchor Returns Policy](#)

- **Backorder Policy:**

Prior to August 1st, all back orders will be fulfilled by BTPS / Lakeside; from August 1st, your back order will be transferred to Anchor on August 1st, 2026, for fulfilment.

Christian Focus thank you for your loyal custom; we appreciate your understanding and patience as we make this transition to a new distributor. We look forward to being able to continue to serve you in partnership, to God's glory.