

Top 10 Questions & Answers

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1. WHY IS IT IMPORTANT TO ORDER NOW? WHAT ITEMS CAN I GET NOW TO USE?

- A. By ordering on the school order day (s) you are guaranteed the best process and the largest selection of products customized for your school. If ordered, you will also receive a few of the most popular items on order day at the school so you can use them throughout your senior year. (i.e. T-shirt, Hoodie, Sweatpants, Backpack, Lanyard, Class jewelry, Senior Hat and Memory Tassel). Order now to allow time to make payments if needed to avoid stress, late fees, and the possibility of missing a desired product.

2. WHO DO I SEND ANNOUNCEMENTS TO AND WHEN DO I MAIL THEM?

- A. This is an announcement of your special achievement that you will want to share with family, friends, neighbors, and people who are important to you. It is not an invitation to the actual ceremony. Proper etiquette suggests mailing announcements to arrive two weeks before the graduation date. If required, your school will provide each senior with admission tickets.

3. DO MY ANNOUNCEMENTS HAVE MY NAME ON THEM? WHAT NAME DO I USE FOR MY NAME CARDS?

- A. Traditional Announcements DO NOT include the student's name. Graduate Name cards must be ordered to identify the graduate. Slots for the name cards are located inside most announcement designs. You should use your full formal legal name. We use the exact name you write on Step #1 of the order form for your name cards and diploma plaque. It is very important to print your name clearly using upper and lower-case letters and leave space in between your first, middle, and last name (make sure not to write your last name first). Please double check to make sure all names are punctuated, and the spelling is correct. You will be responsible for the replacement cost on any/all items if the information provided is incorrect or not clearly legible.

4. WHAT DEPOSIT IS REQUIRED AND HOW CAN I PAY? WHEN IS MY BALANCE DUE?

- A. A minimum deposit of \$100 is required when you place your order. If the grand total is less than \$100, that amount will need to be paid in full when the order is placed. A \$150 deposit is required when ordering the Ultimate Package. We accept Discover, MasterCard or Visa. Deposits are paid on Order day and must be submitted with a completed order. Once you have submitted an order with a deposit, you can make interest free payments online at www.graduateserviceinc.com.

5. WHAT IF I WAS NOT ABLE TO ORDER ON THE ORIGINAL IN-SCHOOL ORDER DAY (S)... CAN I STILL ORDER?

- A. You can place your order on our website at www.graduateserviceinc.com, come to our office, or mail your order. The opportunity to order online will become available after the main in-school order dates. ** The Late Order Program begins after December 4th, 2023. The traditional school announcement design remains the same, but prices will increase and the selection of items available at the time is limited.

6. HOW DO I ORDER MY CAP & GOWN?

- A. We need your gender, height, and weight. This information is kept confidential and ensures a proper fit. Caps are a one size fits most (XL is available if needed). Please select one of the packages for your school which is shown on the other side of this page. All items ordered must be paid in full before your Cap & Gown will be released for pick up.

7. WHAT TAX DO I USE?

- A. You must add local sales tax to your total. SUBTOTAL + HANDLING = TOTAL. Multiply the local sales tax rate (located on the school flyer) by the total amount to reach the grand total of your order (TOTAL + SALES TAX = GRAND TOTAL). We will assist you on Order Day with your order form and help to check it for accuracy. In case a math error is found during the audit process, the price will be corrected. State Law allows the handling charge to be taxed for the delivery of your order to the school.

8. WHAT HAPPENS IF I ORDER AFTER THE DEADLINE?

- A. We have a Late Order Program. Your order is individually made and produced at one of our manufacturing plants. Ordering with your class on the In-school Order Day allows you to receive your items in a timely manner.

9. WHEN AND WHERE WILL I PICK UP MY ORDER?

- A. Orders will be delivered to the school and will be distributed by your Herff Jones representative in early spring. You will be notified as to the time and date of delivery at your school. Graduation announcements and cap & gowns are delivered at separate times in most schools.

10. WHAT IF I DO NOT GRADUATE OR NEED TO CANCEL MY CAP & GOWN ORDER?

- A. If you are not eligible to graduate or will not be walking in the ceremony, you must contact our office in writing by mail, fax or email prior to graduation. Refunds take approximately 6-8 weeks to process and will be issued only after applicable items have been returned and are visibly unworn to our office. Personalized items, including grad photo products, early delivery items, late fees and handling charges are non-refundable. Refund requests must be made by June 30, 2024.