

## Details and Frequent Questions

**1. Do I have to order a cap and gown unit?** All students attending the commencement ceremony must wear a cap and gown. Ordering your cap and gown unit will ensure availability for Senior pictures and other memorable events and as a keepsake. All of the graduation packages already include a cap and gown unit. You may order the cap and gown unit separately as well.

The cap and gown unit includes a cap, gown, standard tassel. (If your school uses a stole or zipper pull, these are included as well).

**2. What if I miss my group order discount deadline?** To receive group pricing and shipping timelines, orders must be placed by the deadline.

Orders will be accepted after the deadline, but will be subject to individual order pricing and all products may not be available.

Gown fitting can be guaranteed when ordering with the group. Orders placed after the group deadline may have a substitute size.

**3. How many announcements do I need?** Announcements should be sent to everyone with whom you want to share your accomplishment. Please use the checklist below to help with your count. Our Graduation packages are designed with small quantities of announcements so it's easy to add additional announcements to give you just the right amount. Please be sure to use your student's formal/legal name. Graduation is a formal occasion.

**4. Are there payment plans?** There are options to spread out the cost of your order through monthly installments. Please select a Jostens Payment Plan that suits your needs.

**5. When will I receive my order?** Senior apparel, jewelry items, senior key chains and some keepsakes will be delivered to your home in about 2 to 4 weeks.

Graduation announcements and other paper products will be delivered at school this spring, along with the Caps & Gowns.

**6. Is it too late to order a Class/Graduation Ring?** You may still place an order for a ring as a senior. There is help getting your finger size online or by a Jostens rep at school. Remember that there is a lifetime warranty on the ring that covers re-sizing, so don't be fearful if you get it wrong. Design and order your ring at [Jostens.com](https://www.jostens.com).

**7. Can I make a change or cancel my order?** Changes and cancellations can only be made within 48 hours of your order date.

Also, non-grads may email a refund request by May 1st, 2024. Of course, we must have possession of the entire, unopened order. The cap and gown unit consists of the cap, gown, and tassel. Please be sure of the accuracy of your order. ALL orders will be subject to AUDIT.

**We are happy to answer any other questions at [todd.crandall.office@jostens.com](mailto:todd.crandall.office@jostens.com) or 815-477-3588**

