



GraduateAffairs.com
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IMPORTANT – PLEASE READ

Listed below are the answers to the most commonly asked customer questions.

We hope these will help you to place your order efficiently so you can avoid the time and trouble of calling us.

1. **Q. How do I place my order?**
A. WE MUST HAVE PAYMENT IN FULL WITH ALL ORDERS AND WE MUST HAVE OUR ORDER FORM COMPLETED. DO NOT submit an order without payment. DO NOT submit the Order Listing. Keep this for your records. You can place your order in one of any of the following ways:
 1. Online at **GRADUATEAFFAIRS.COM** with a credit card for payment.
SAVE 5% ON YOUR ORDER BY ORDERING ONLINE! (5% savings not applicable April 15-June 15)
 2. By fax with a credit card for payment.
 3. By mail with a check or money order for payment. DO NOT send individual checks from each student! Make all checks payable to: **Graduate Affairs** and mail to the address found above.
 4. By fax or mail with a school purchase order. *Minimum order \$100 plus the shipping & handling on all purchase orders.* Terms net 10 days.
2. **Q. Is there a minimum order requirement?**
A. We have a minimum pre-paid order of \$25 plus the shipping & handling on all single FIRST TIME orders. Orders placed by purchase order require a minimum \$100 plus the shipping and handling.
3. **Q. I already placed my main order, but now we have a new student that needs a gown. Can I just add it to the order I already placed?**
A. No. YOU MUST SIMPLY PLACE A NEW ORDER, as your main order probably has already shipped.
4. **Q. How do we measure the children?**
A. Children should be measured head to toe with their shoes on according to the diagram on the Order Listing. **Gowns are tailored to fall mid-calf on the child.**
5. **Q. Should we measure each child's head?**
A. No. Caps are designed as one size fits all cap with a piece of elastic on each side of the crown.
6. **Q. Can we wash or dry clean the gowns?**
A. Neither is advisable because some color loss could occur and the fire retardancy that has been applied to the fabric will be reduced. The gown is designed to be worn and saved by the graduate as a souvenir of his/her first graduation.
7. **Q. How long will it take to receive our order?**
A. We will ship your order to arrive at the required destination within two weeks from the date your order is received and paid for in our office. If we have less than two (2) weeks to deliver, a Rush Charge is required in addition to the regular shipping and handling charges found on the bottom left hand corner of the order form. WE SHIP ACCORDING TO YOUR NEED DATE YOU SUPPLY US WITH FOUND ON THE TOP OF THE ORDER FORM UNDER "DATE ORDER NEEDED".
8. **Q. Are there year dates on each tassel?**
A. Yes, each tassel has a beautiful gold year date charm attached.
9. **Q. What colors do the tassels come in?**
A. Any of the 21 solid colored or 2 color combination gown colors listed on the order form. We also have a tricolor red, white & blue tassel available.
10. **Q. Do you print the children's names on the diplomas and information in the announcements?**
A. No. Our customers print all information on the diplomas and announcements. These products are only available for pre-school, kindergarten, pre-kindergarten, and headstart orders when requested.
11. **Q. How much is deducted from the price if we don't want diplomas or announcements?**
A. There is no additional discount if you choose not to include diplomas and/or announcements in your package.
12. **Q. Can we purchase gowns only?**
A. Gowns only may be purchased at \$2.00 off the listed package price.
13. **Q. Will teddy bear items and accessories be shipped with the caps & gowns?**
A. No, teddy bear items and accessories are always shipped separate from the caps & gowns.
14. **Q. How is my order shipped?**
A. Caps & gowns are shipped UPS in contiguous 48 states. Teddy Bear items, accessories, and all orders to Hawaii & Alaska are generally shipped US Priority mail so please include a PO Box or mail address if different from the shipping address.
15. **Q. Do you allow refunds?**
A. No. We do allow for exchanges and credit on future orders only.
16. **Q. Do you sell caps & gowns for middle school, high school and college/university graduations?**
A. Yes, we provide a complete line of apparel and accessories for all graduates. Please visit our website at **GRADUATEAFFAIRS.COM** for more information.