

A STATEMENT FROM HERFF JONES

At Herff Jones, nothing is more important to us than the safety of our employees, partners and customers and – consistent with this priority – we are closely monitoring the potential impact the coronavirus may have on our business. At this time, we have not received any indication of disruptions to either our workplace or customer service levels; however, we will follow all proper protocols should circumstances change. We will continue to make decisions based on recommendations from the Centers for Disease Control (CDC), World Health Organization (WHO) as well as local and national health officials.

GUIDELINES FOR STUDENTS' ORDERS/ORDERING - PRE-ORDERS FOR PICK UP

For students who have **pre-ordered on our website for pick up ON CAMPUS** and want to cancel their order we are directing them with the following instructions:

Many students choose to keep their graduation regalia as a memory of their academic achievement. If you purchased your product through a Herff Jones website AND you expected to pick up your product at your school's bookstore or another distribution site, please contact Customer Service by calling 1-800-837-4235.

Herff Jones will issue a refund to the student and will work with our bookstore partners on crediting your accounts.

GUIDELINES FOR STUDENTS' ORDERS/ORDERING - HOMESHIP ORDERS

For students who have ordered on the **HOMESHIP** site we have the following instructions.

1. Do NOT open the plastic wrapper the products arrived in. Refunds will only be processed for UNUSED products. The student is responsible for return shipping costs.
2. Include the order number and reason for return in the package.
3. Call customer service at 1-800-837-4235 to notify the team the order will be returned.
4. Mail the unused products back to the return address on the package. The package **MUST BE POSTMARKED BEFORE THE ORIGINAL COMMENCEMENT DATE.**
5. Due to the potential high volume of return requests, please understand that refunds could be processed beyond 7-10 business days after receiving products at Herff Jones.

Regarding personalized announcement orders, announcements are customized and personalized to celebrate their achievements, therefore, announcements typically cannot be returned. For any other questions, please contact our Customer Service team at 1-800-837-4235.

Diploma frame purchases are also non-refundable.

Be assured Herff Jones is going to work with any student who wants to cancel and/or refund any part or all of their regalia order to make sure they are taken care of. They will be setting up websites for them to navigate through the process which should be live within the next day or two.