

TOP 10 Q&A

- 1. WHY IS IT IMPORTANT TO ORDER NOW? WHAT ITEMS CAN I GET NOW TO USE?** By ordering in the Regular Order Program before November 19, 2022, you are guaranteed the best prices and the largest selection of products customized for your school. If ordered, you will also receive a few of the most popular items you can use throughout your senior year (i.e. T-Shirt, Hoodie, Joggers, Keychain, Senior Hydro Bottle, Memory and Mega Tassel). Order now to allow time to make payments if needed, to avoid stress, increased pricing, and the possibility of missing out on a desired product.
- 2. HOW TO PLACE MY ORDER?** You can place your order online on our website www.atlgrad.com or mail your order form along with your deposit to ATLgrad, 1275 Shiloh Road, Suite 2520, Kennesaw, GA 30144. ****The Late Order Program begins November 19, 2022.****
- 3. WHO DO I SEND ANNOUNCEMENTS TO AND WHEN DO I MAIL THEM?** This is an announcement chosen by your school 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. In the event of a date, location or time change the announcements will not be reprinted. **Proper etiquette suggests mailing your announcements to arrive two weeks before your graduation date. If required, your school will provide each senior with admission tickets.**
- 4. DO MY ANNOUNCEMENTS HAVE MY NAME ON THEM? WHAT NAME DO I USE FOR MY NAMECARDS?** Official Announcements DO NOT include the student's name. Printed commencement verbiage has been approved by the county/school level administration prior to printing. Due to the possibility of changes after printing, there will be no refunds issued on announcements if the text has been changed. However, correction cards will be made available upon school request. Namecards must be ordered to identify the graduate. Slots for the namecards are located inside most announcement designs. You should use your formal legal name. We use the exact name you write on Step #1 of the order form for your namecards, return address labels and diploma plaque. **It is very important to print your name clearly using upper and lower case letters** and leave a space in between your first, middle, and last name (make sure not to write your last name first). You are limited to 33 characters including spaces for both namecards and diploma plaques. **Please double check to make sure all names are punctuated, and the spelling is correct. You will be responsible for the replacement cost on all items if the information provided is incorrect or not clearly legible. Changes or cancellations must be made WITHIN 72 HOURS of placing your order.**
- 5. WHAT DEPOSIT IS REQUIRED AND HOW CAN I PAY? WHEN IS MY BALANCE DUE?** A minimum deposit of \$80.00 is required when you place your order. If the grand total is **less than \$80.00, that amount will need to be paid in full when the order is placed.** We accept, Discover, MasterCard or Visa. Deposits are paid when order is submitted. **FINAL BALANCE IS DUE BY FEBRUARY 1, 2023.**
- 6. HOW DO I ORDER MY CAP & GOWN?** We need your gender, height and weight. This information is kept confidential and ensures a proper fit. Regular caps are one size fits most. Size exchanges are available through our office. Please select one of the cap & gown packages for your specific school which is shown on the school flyer. **Schools that use custom rentals keep the cap/tassel and return the rental gown after graduation.** Diploma fees, when applicable, are included in the cap & gown pricing. All items ordered through ATLgrad MUST BE PAID IN FULL before your cap & gown will be released for pick-up.
- 7. WHAT TAX DO I USE?** You must add local sales tax to your Total (**Subtotal + Shipping/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**). In case a math error is found during the audit process, the price will be corrected. Georgia State Law allows the shipping/handling charge to be taxed for the delivery of your order to the school.
- 8. WHAT HAPPENS IF I ORDER AFTER NOVEMBER 18TH?** We have the Late Order Program that begins November 19, 2022. Your order is custom made and produced at one of our manufacturing plants and shipped to Georgia. Rush fees will apply on ALL cap & gown orders beginning January 1, 2023 and increase per month afterward. The official school announcement design remains the same, but prices will increase and the selection of items available are limited.
- 9. WHEN AND WHERE WILL I PICK UP MY ORDER?** Orders will be delivered to the school and will be distributed by your ATLgrad representative. You will be notified prior to the delivery date. Graduation announcements and caps & gowns are delivered at the same time in most schools.
- 10. WHAT IF I DO NOT GRADUATE? (Return/Refund Policies)** If you are not eligible to graduate you must contact our office in writing by mail, fax, or email prior to graduation providing documentation from your school that you do not meet graduation requirements. The school decides what attire is worn at graduation. If the school makes a change in the attire due to unforeseen circumstances, that will not be grounds for a refund. If the date of graduation is changed or cancelled, that will not be grounds for a refund. Refunds take approximately 3 weeks to process and will be issued only after applicable items have been returned to our office. **All items must be returned to our office and all refund requests must be received in writing prior to the graduation date, NO exceptions! Personalized items, including grad photo products, early delivery items, handling charges and rush fees are NON refundable.**

In the unlikely event that your check is returned unpaid, you authorize that it may be converted and re-presented electronically. This will result in a debit to your account for the face amount of the returned check PLUS a separate ETF or demand draft from your account to collect the maximum fee permitted under applicable state law. The electronic transfers will appear on your bank statement, and no one will have to contact you about payment of the returned check. If subsequent electronic transfers fail to cover the face amount of the check and applicable fee, you agree to pay all statutory charges, plus other costs, damages, and attorney fees incurred in the course of the collection. Your payment by check is your express authorization and agreement to be bound by all the above listed terms, and shall serve as your acceptance to be bound by the above listed terms.

• By completing this information, you agree to receive future text messages and emails from ATLgrad and its agents. Message and data rates may apply.