

Cap and Gown

Q: Where can I buy my cap and Gown?

A: Graduation regalia can be purchased online at http://colleges.herffjones.com/college/_nau/ until the deadline.

Your local NAU Bookstore will have regalia available for purchase starting at Grad Fest. You can purchase regalia at the store from Grad Fest until graduation.

Q: Where can I find Grad Fest dates?

A. Please click the Grad Fest Information link at http://colleges.herffjones.com/college/_nau/ for all Grad Fest dates and times.

Q: Is regalia available for purchase in the bookstore year-round?

A: The bookstore will carry inventory of caps and gowns from Grad Fest until graduation. However, we do recommend purchasing your regalia earlier in the semester as sizes can run low once graduation nears.

Q: The website says the deadline has passed...now what do I do?

A: If you've missed the final deadline, you can still purchase your regalia through the NAU Bookstore.

Q: I still have my gown from my Bachelors degree...can I wear it for my Masters degree?

A: Unfortunately, you cannot wear the same gown for both degrees. The Masters level gown has an additional sleeve portion that denotes a higher-level degree has been obtained.

Q: I purchased two tassels. Which one do I wear to the ceremony?

A: Students that purchase a Gradpack will receive a Ceremony Tassel and a Souvenir Tassel. The ceremony tassel will include the NAU Signet. The Souvenir Tassel is Navy/Gold with a year date signet and is NOT meant to be worn to ceremony.

Announcements

Q: How do I purchase announcements?

A: Your graduation announcements are purchased directly online at http://colleges.herffjones.com/college/_nau/. They will be shipped directly to your home address in approximately 2-3 weeks.

Q: Can I buy less than 25 announcements?

A: Due to production standards, 25 announcements is smallest quantity that you can purchase in a set.

Q: How do I know the time and date of my ceremony/convocation?

A: Ceremony and Convocation times are listed on the University Commencement website. Please visit <http://nau.edu/Commencement/> to obtain the proper time of your ceremony.

Q: My degree/major isn't listed in the drop-down. What do I do now?

A: You can simply type in your degree or major instead of choosing a pre-loaded option from the drop-down menu.

Q: Do the announcements come with envelopes?

A: Yes, your announcement order will come with the appropriate amount of inner and outer envelopes.

Q: I'm not attending the ceremony, but I'd still like to send out announcements. Is that ok?

A: Yes, we have many students that send out announcements even if they cannot attend their ceremony. Keep in mind that announcements are not invitations to an event, however they are a great way to inform friends and family of all your academic achievements.

Diploma Frames

Q: I purchased my diploma frame online. How do I get it?

A: All diploma frames purchased online through <http://colleges.herffjones.com/college/nau/> and through Framingsuccess.com will be shipped to your home address.

Q: I purchased my diploma frame at Grad Fest. How do I get it?

A: All frames that are purchased at Grad Fest are distributed at the time of purchase. When you pick up your cap and gown, you should also make sure to pick up your frame as well.

Q: Are diploma frames different sizes for different degree levels?

A: Yes. The frames for your Bachelor and Masters degree will hold the standard 8.5" x 11" diploma. Frames for Doctoral graduates will fit the standard 11" x 14" diploma.

Q: Can I customize my own frame?

A: Yes, please visit www.framingsuccess.com to view all of your customizable options.

Rings

Q: How long does it take to receive my ring once I place my order?

A: Standard production time of all rings is 6-8 weeks plus delivery.

Q: I saw a discount promotion for rings previously. Is that promotion still available?

A: Many of our promotions are time sensitive, but please contact your local ring specialist to see if they are currently running any specials.

Q: Do you offer payment plans?

A: Yes, we offer interest free payment plans on 4-month and 6-month installments. There are no extra charges to partake in a payment plan and your ring still follows the standard production timeline!

Q: I graduated years ago. Can I still purchase a Class Ring?

A: Of course! We offer the option for backdating on every style of ring that we sell.

Q: My ring is too big/small. Do you offer re-sizing?

A: Of course! Your ring has a lifetime warranty against any manufacturer's defects as well as re-sizing and refurbishing free of charge at any time. Simply contact Warranty Services at collegeringwarranty@herffjones.com or Toll Free at 1-800-451-3304 and they will arrange the return of your ring.

Q: I'd like to see the rings in person before purchasing. How do I do that?

A: Please visit one of our Grad Fest days. We will have a ring specialist on hand to answer questions and take ring orders. These dates can be viewed by clicking the links on our NAU homepage at http://colleges.herffjones.com/college/_nau/.