

# ORDER TIMELINE – INFORMATION SHEET

## (RESERVATION/EXCEL CAP & GOWN ORDERS)

Here are some things to keep in mind when planning and preparing your cap and gown reservation and order for your upcoming event.

- Reservations are accepted at any time. To submit a reservation, please use one of the PDF documents under the “Reservation Forms/Formulaires de réservation” section at [gaspard.ca/order-forms](http://gaspard.ca/order-forms).
  - When you click Submit, your reservation will be sent to [reservation@gaspard.ca](mailto:reservation@gaspard.ca).
- Orders are to be submitted to [orders@gaspard.ca](mailto:orders@gaspard.ca) no later than **4-6 weeks prior to your desired delivery date**. The Gaspard Service Department will send you an email stating that your order has been received within 1-2 business days of receipt. This email will include an approximate timeline for when you should expect to receive your emailed **Order Agreement**.
- Please ensure you review your Order Agreement thoroughly, and reply that you agree to the terms and details on the agreement. If there are any changes to be made to your order, please reply with those changes (see below for more details about changes).
  - *We will still ship your order if you do not respond to the Order Agreement.*
- Your **freeze date** (last day for changes and/or deletions) will be indicated on the Order Agreement in **red**. Please note that the freeze date cannot be changed.
- Changes to your original order can be made any time, **up to your freeze date**. Please email [order\\_support@gaspard.ca](mailto:order_support@gaspard.ca) with **only** the additions, changes and/or deletions, in the body of an email or a brand new Excel spreadsheet.
  - ***Please do not email the entire order again; revised orders will not be accepted.***
  - ***Changes and deletions cannot be made after your freeze date.***
- **Additions can always be made**, as long as we have enough time to get the item(s) to you.
  - *If the item(s) must ship separately from your original order, rush shipping charges may apply. We will always use the most economical shipping route possible.*
- A day after your changes are processed, you will receive an email entitled **Confirmation of Changes**, which will outline all of the changes we have made to your order.
  - *You will receive a Confirmation of Changes email every time you make a change, up to your freeze date.*
  - *Confirmation of Changes emails are not sent for additions that are made after the freeze date.*
- **We can customize!** New custom orders must be submitted a minimum of 8-10 weeks or more, before your desired delivery date. Extra time for custom orders is recommended to allow for your decision makers, mock up review etc. Please call or email your Graduation Specialist about custom orders; we are happy to review options with you!