

Here are a few things to keep in mind when preparing your cap and gown reservation and order for your upcoming graduation event.

Reservations:

We encourage advance reservation of your regalia needs for your upcoming graduation. To submit a reservation, please go to the reservation link at <https://www.gaspard.ca/order-forms/> or download one of the PDF documents under the 'Reservation Forms/Formulaires de réservation' and email to reservation@gaspard.ca.

Orders/ Order Agreement: 8 Weeks

Submit your completed excel order form to orders@gaspard.ca no later than 8 weeks prior to your desired delivery date. Within 1-2 business days, you will receive an acknowledgement email confirming receipt of your order. This email will outline when you should expect to receive your *order agreement* to review.

Once you receive your order agreement, please review thoroughly and reply to the email from order_support@gaspard.ca that you agree to details of order, and the terms and conditions of the agreement.

Freeze date/ Confirmation of Changes: 4 weeks

- Your order agreement will provide your *freeze date* (last day for changes/ deletions). The freeze date will be approximately 4 weeks prior to your requested delivery date. Changes to your order are accepted up until this date.
- Please refrain from resending your original order form, and only submit edits or changes once you have received your order agreement.
 - ❖ Revised excel orders will not be accepted to avoid duplicate orders.
- We recommend that you submit one email edit/ change by or on the freeze date by replying to your order agreement email from order_support@gaspard.ca and include details of the changes/ edit/ additions/ deletions in the body of your email. You will receive a *confirmation of changes* email once processed.
 - ❖ We do not accept changes to your order after your freeze date.
- ❖ **IMPORTANT:** After the freeze date, new requests will be considered as a rush (subject to approval) and will be processed as a new and separate order. Contact your Graduation Specialist.
 - Edits/deletions will not be permitted for rush orders.
 - Rush processing may not guarantee *on-time delivery*.
 - Rush shipping charges may apply.

We offer Customization! New custom orders must be submitted a minimum of 10-14 weeks or more prior to your desired delivery date. Please contact your Graduation Specialist to discuss ideas and options!

Some Things Simply Deserve our Best!