



Dear Graduate,

On behalf of the entire Herff Jones team, I want to express our sincere apologies for falling short in delivering our commitments to you. We understand the disappointment you experienced at the culmination of your education and the frustration this created for all involved. As with so many industries, a combination of global supply chain constraints and record labor shortages has created downstream effects for us this graduation season, resulting in temporary delays in shipping our products.

We will refund the full cost of regalia for those students who either did not receive their regalia or received incomplete or incorrect regalia for their commencement ceremonies. To submit your refund request, please go to [www.herffjones.com/customer-service/](http://www.herffjones.com/customer-service/) and complete the web form.

Congratulations on your accomplishment!

Sincerely,

**SALENA SCARDINA**

*Vice President, Customer Experience*

**HERFF JONES**

HERFF JONES.

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BY YOUR SIDE.