

SHIPPING GUIDELINES:

1. Call the National Office at **405-325-0144** if it's after 12pm CT and you need an expedited (overnight or two-day) order filled immediately. Otherwise, it will be processed the next business day and then shipped. Expedited orders placed before 12pm CT will be processed and shipped the same day.
2. Overnight and two-day orders placed after 12pm CT on Fridays and over the weekend will be fulfilled on the following business day.
3. Please be aware of your school's breaks when placing an order. You will be charged the extra shipping costs if your order is returned to us due to a school closure.
4. Please check your package for accuracy once it arrives. **Call us immediately if you're missing something or have received an incorrect item.** In case an item does not meet your expectations, it may be returned to Mu Alpha Theta and a refund or replacement may be requested within 30 days from the order date. Please call or email us for instructions. Table covers cannot be returned unless there is a manufacturing defect.
5. As of the 2018-2019 school year, chapters are allowed four free shipments. You will be charged \$15 for your fifth and each subsequent order shipment.
6. There is a 24-48 hour processing time for regular (non-expedited shipping) orders.

PLEASE REMEMBER:

1. We do not issue credits. Overpayments will be rectified with a refund.
2. Honor cords, stoles, and tassels are intended only for senior (graduating) Mu Alpha Theta members. The amount of honor cords, stoles or tassels in an order must not exceed the number of seniors in your chapter.
3. The registration fee of \$10 is a one-time fee. Students do not pay this every semester or year. Students transferring their membership from another school may do so free of charge. There is a "Transfer Request" button in the login portion of our website (right-hand column, last button on dashboard page).
4. **YOU ARE RESPONSIBLE FOR ENTERING THE CORRECT DELIVERY ADDRESS AND ZIP CODE.** We must charge you for any additional UPS chargebacks for incorrect or undeliverable packages.
5. Certificates will be printed as you've entered them manually online or in the Excel file. Middle names are not required. We will not review names for you and we are not responsible for incorrect entries. Replacement certificates cost \$3 each.

5. We no longer accept orders placed over the phone or by mail. Sponsors must login to place orders.

BILLING INFORMATION:

1. You are responsible for ensuring that your bookkeeper's contact information (specifically email address) is updated in your login profile.

2. You should receive a copy of your invoice via email upon ordering. Let us know if you don't receive one or if you need it to be emailed again.

3. We only accept valid PO numbers if you must use a purchase order to order registrations and merchandise. Do not enter a false PO number when ordering.

4. If you have a check to send, enter the check number as the purchase order number. When using a check, the amount on the check must match the amount due exactly.

5. You may pay online with a credit card or call the national office to pay with a credit card: 405-325-0144

6. Payment for orders is expected within 30 days of order date. Chapters with past due invoices may have future orders withheld until payment for overdue balances is received.

7. We charge an \$8 fee if you must pay via wire transfer. Let us know and we will add it to your invoice for you.

8. Our remittance address is:

**Mu Alpha Theta
c/o University of Oklahoma
3200 Marshall Ave, Ste 190
Norman, OK 73019**