

UNCG Graduation Regalia Refund Procedures

UNDERGRADUATE/ MASTERS REGALIA

- **Purchased online:**

If regalia was purchased on-line through the UNCG Bookstore website, it was directly shipped from our vendor Oak Hall. The package is returnable if the packaging is **not open** and **it is within 30 days of ordering.**

Students wishing a refund should contact Oak Hall Customer Service either by calling 1-800-456-7623 or by e-mail to: customerservice@oakhalli.com. Students should ship the regalia with a note that includes the order number and stating that UNC Greensboro graduation was canceled to receive a full refund.

- **Purchased in store:**

If a student purchased regalia in the UNCG Bookstore, we will give a full refund on unworn regalia with receipt if available. Please contact the UNCG Bookstore at sm684@bncollege.com with any questions. If you choose to return your regalia purchased in the UNCG Bookstore, please fill out the on-line form so that we have the information we need to process your request. The UNCG Bookstore will use this information to process a call-tag for the return of the regalia and to process your refund.

Undergraduate/Masters Regalia Refund Request Click [Here](#)

There are two options for refunds.

- Apply refund to student account
- Barnes & Noble Gift Card

DOCTORAL REGALIA

- Custom ordered Doctoral gowns that are made specifically for the individual student are non-returnable
- Tam and Hood may be returned
- Doctoral Rental gown 'fees' may be returned.

- To request a refund, please fill out this form ([link](#)) and provide required information.

Doctoral Regalia Refund Request Click [Here](#)

There are two options for refunds.

- Apply refund to student account
- Barnes & Noble Gift Card