

## Frequently Asked Questions

### What if I don't have my diploma yet?

There's no need to wait for your diploma because you insert it in the frame yourself, in just minutes. Simple instructions are provided.

### What kind of wood is it?

Framing Success frames are handcrafted with fine quality Marupa hardwood. All hardwood styles are made with eco-friendly certified wood from well-managed forests.

### Will it fit my diploma?

Frames are produced to fit each current diploma size. If your degree was earned at an earlier date, please call us to verify that the document dimensions haven't changed.

### Would I be framing my own diploma?

Yes, it's easy to insert your diploma in the frame, following the instructions provided.

### Is it real glass?

Yes, it's real glass. Frames with non-glare and/or conservation glass are available directly from Framing Success for an additional charge.

### Will my diploma turn yellow?

No. Framing Success frames offer exceptional document protection. Conservation-Quality Preservation matboard protects your valuable document from the damaging effects of pollutants and contaminants.

### Is this the only mat color available?

Each school specifies their own mat color(s). Other mat colors are available through Framing Success at an additional charge.

### What does the adjustable hanging system do?

It allows for fast and easy frame adjustments without making additional holes in the wall.

### Can I get other frames that match?

Yes, matching frames are available for all of your other documents or diplomas. Framing Success provides frames for 2,500 colleges, universities and professional organizations.

### Can I buy just the mat?

Sorry, Framing Success can't sell just the unframed mat. The licensing agreement with the school is for fully-framed products only.

## Frequently Asked Questions (continued...)

### Do I have to buy it today?

No, frames are also available by mail, phone, the bookstore's website or at [framingsuccess.com](http://framingsuccess.com). However, if you buy today, you will save shipping and handling charges.

### Maybe I'll just wait and buy it later...

Frames aren't guaranteed to be in stock at the bookstore after graduation. If you wait, you may have to place an order and incur shipping and handling charges.

### What if I don't want to carry it around today? Can you ship it to me?

Note to table staff: Please ask about your store's shipping procedure. Some stores may ship frames directly to customers. Others may prefer customers receive a Framing Success brochure to order by phone, mail or online.

### Are frames available with embossing for "School of Law" or other specific schools?

All frames available for your school are listed on the brochure. If you would like additional lines of embossing, you can place a special order with Framing Success by phone or online using the "Frame Creator".

### Why are they so expensive?

Framing Success diploma frames are usually less expensive than typical custom framing. Plus, custom framing doesn't include an officially licensed custom-embossed mat!

### Can I return it? What's your refund policy?

Note to table staff: Your store's return policy applies to the frames you sell. A money-back guarantee is offered for all frames ordered directly from Framing Success.

### What if there's also another company selling custom-embossed diploma frames?

Framing Success is known for quality, selection and service. Frames are officially-licensed and are handcrafted with certified eco-friendly, genuine hardwood.



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1.800.200.2044

[www.framingsuccess.com](http://www.framingsuccess.com)

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# Table Talk

## Diploma Frame Table Tips



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## A Handy "How-To" Guide

## Did You Know?



It's not unusual for stores to double or even triple their diploma frame profits for a given season — just by setting up a diploma frame table!

And there are plenty of opportunities to take advantage of:

- Summer graduations
- Grad Fairs and Senior Salutes
- Alumni weekends
- Homecoming weekends
- Winter graduations
- and of course... Spring commencement!

This “how-to” guide makes it easy to organize everything that needs to be done for an effective frame table. Why not see for yourself how profitable it can be?

## First Things First

Date(s) of event: \_\_\_\_\_

\_\_\_\_\_

Time of event: \_\_\_\_\_

Duration of event: \_\_\_\_\_

Number of graduates / alumni, etc.  
(as applicable): \_\_\_\_\_

Most favorable table location: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Six Weeks Prior

☐ Check your Framing Success frame inventory. This is also a great time to order any of the following complimentary supplies you may need:

- Posters to advertise your event
- Framing Success brochures
- Brochure holder
- Sample diplomas
- Price cards for display samples
- Eco-friendly static clings

## Three Weeks Prior

- ☐ Put up posters to advertise your frame event
- ☐ Schedule worker(s) for your table

## Some Ideas for Greeting Customers



**To graduates:** “Congratulations! Have you thought about framing that hard-earned diploma of yours?”

**To parents:** “Hi! Did you pick-up the perfect graduation gift today? Diploma frames are in stock now and you’ll save on shipping fees.”

“We have custom-embossed diploma frames available for purchase today. It takes just a few minutes at home to insert the diploma into the frame.”

## Things You’ll Need



- ☐ Table
- ☐ Chair(s)
- ☐ Nametag(s)
- ☐ Tablecloth or tablecover of some kind (master cartons can be stored out of view behind the tablecover)
- ☐ Plenty of Framing Success diploma frames!
- ☐ Plenty of Framing Success brochures
- ☐ Display samples

## Items for Receiving Payment

- ☐ Credit card processor, if applicable
- ☐ Any paperwork your store requires
- ☐ Tally sheet for items sold, if needed
- ☐ Price list by size and moulding, including discounted prices for event, if applicable
- ☐ Calculator (remember to include sales tax)
- ☐ Paper, pens, paper clips and stapler

## Things We Recommend

- ☐ Sunblock (if you’re lucky enough to be outside)
- ☐ Insect Repellant (if needed)
- ☐ Comfortable footwear
- ☐ Beverages and snacks (if you’re like us!)
- ☐ Make sure frame samples are polished and in good condition.
- ☐ Smile! You’re now ready for a successful event.

## Need Marketing Supplies?

Just contact your rep or call Framing Success at 800.200.2044