



Rich Township School District, Students and Parents:

On behalf of the entire Herff Jones team, I want to express our sincere apologies for the incorrect stoles that may have hindered your graduation experience. We understand the disappointment you are experiencing at the culmination of your education and the frustration this created for all involved.

Herff Jones has a long-standing tradition of celebrating achievement, and we take great pride in walking alongside you to help recognize hard work and commitment. We regret that the products you received were not in line with the quality and standard you deserve.

Although it does not remedy the outcome, we have credited the entire invoice in full and your graduates will receive the correct stole to keep as a memento.

Again, we apologize that you did not receive the service you deserve and that Herff Jones typically delivers. We value our customers and would appreciate your consideration in the future should you have a need for regalia or other school items celebrating achievement.

Congratulations on this significant achievement and best of luck in your future endeavors.

Sincerely,

Ron Stoupa

President, **HERFF JONES**

HERFF JONES.

317.297.3740 // 4625 W. 62 // INDY 46268

BY YOUR SIDE.