

**Eastern MA USAFA
Families Club**

**2020 Commissioning
Keepsake
Frequently Asked Questions**



Q: Will the correct commissioning date be engraved on the bar?

A: Yes. The date of April 18th, the same date as graduation.

Q: When will these be shipped?

A: WE HAVE BEGUN SHIPPING ORDERS! Orders will be fulfilled in the order in which they were received (beginning with the orders already in-house). Our commitment is to ship ALL orders no later than June 1. This will be determined by our ability to assemble the keepsakes in light of this global pandemic. Our goal is to send them out as soon as possible, but we want to set a realistic expectation.

Q: Is there a discount if I want multiple keepsakes?

A: Yes. Orders of 3 or more will receive \$2.00 off each frame. Orders of 5 or more will receive \$3.00 off each frame. Any discounts are applicable only if frames are shipped to one address, in one box.

Q: I do not have my cadet's photo at this time. What should I do?

A: If you do not have a photo at this time, go ahead and place your order. Simple instructions will be included for you to insert the photo yourself when you receive the Keepsake.

Q: Is it ok if my cadet's photo is a landscape orientation instead of a portrait orientation?

A: Yes, we can make portrait oriented frame with landscape oriented cadet photo

Q: Can I order and pay online?

A: Yes. Please go to our website, <http://www.usafaema.org> (Shopping and Fundraisers > Commissioning Keepsakes), if you would like to order online and pay through **PayPal**. Here is the direct [link](#).

Q: I do not have a PayPal account and don't want to create one. How can I pay?

A: You do not need to register with PayPal to pay us. When you add a keepsake to your shopping cart, and are redirected to the PayPal website, simply use the "Pay without a PayPal account" option.

Q: I'm not comfortable paying online, can I order by mail and pay by check?

A: Yes. Please download and print an order form from our website by clicking [here](#). Please mail the completed form, check (or money order), and cadet's photo(s) to the address below.

Q: Where should I mail photo(s) of my cadet?

A: Please send any mail regarding Keepsakes to:
Krista and Tom Galligani
Eastern MA USAFA Families Club Inc.
91 Burnham Rd
Andover, MA 01810

Q: When I add 3 (or more) keepsakes to the cart your website does not adjust the price to provide a discount. What should I do?

A: Please use a mail-in-order form or simply email us at keepsake.usafaema@gmail.com and we can send you a PayPal invoice with the correct discounts.

Q: I tried to order on the website, but when I get to the shopping cart it's empty. What should I do?

A: We know that our website integration with PayPal does not always work on mobile devices. Please try ordering on a PC or Mac. If you are still having problems, simply email us at keepsake.usafaema@gmail.com and we can send you a PayPal invoice

Q: How can I contact you if I have additional questions?

A: Please email us at keepsake.usafaema@gmail.com with any additional questions.