

Buy Online Pick up In-store Terms & Conditions

This feature is currently in a Beta Test

We are excited to offer our Buy Online Pick up In-store at select Alumni Hall locations.

When you select “**choose your team**” and “**pick up in store**” on www.alumnihall.com, your options will be limited to merchandise available in the store you have chosen. Due to variations in the merchandise inventory from one store to another, certain sizes, styles and colors change frequently so check back often or look for the item you want at another location.

Items ordered through Buy Online Pickup In-store are available for pickup within approximately **three hours** of placing your order. You will receive a confirmation email, followed by a second email when your order is ready for pick up! We will try our best to process your order quickly.

FAQs

When will my online order be ready for in-store pick up?

- Your order will be ready for pickup within approximately three hours of it being placed on www.alumnihall.com. (within business hours) However, if placed within an three hours of store closing, your order may not be ready for pick up until the following day.

How will I know when my order is ready for pick up at Alumni Hall?

- You will receive two emails once you complete your online order; one confirmation email and then a follow up email once your order is ready to be picked up!

What do I need to bring to pick up my order?

- You will need to bring two things when you pick up your order:
 - A valid driver’s license or photo ID
 - Your Ready for Pickup email confirmation (print out or on your phone)

What do I do once I arrive at the store?

- **Pickup areas will vary by store location.** Look for the Buy Online Pickup In-Store sign (it looks like this). A store employee will help you from there!

BUY ONLINE PICKUP HERE



What if I don't receive an email about my online order?

- Check your Junk or Promotions folder in your email to make sure it didn't land there. If you still cannot locate your "Ready for Pickup" email, please contact our e-commerce team at ecommerce@alumnihallstores.com so they can assist.

How long do I have to pick up my order?

- You have 96 hours to pick up your order!

What happens if I don't pick up my order?

- We will cancel your order if it is not picked up within 4 days. The form of payment used on the purchase will be fully refunded.

When will I be charged for my Buy Online Pickup In-store order?

- You will be charged immediately upon placing your order.

What if I need to cancel my order?

- Email our e-commerce team at ecommerce@alumnihallstores.com

What if I need to change my pick up location?

- Since you select your location at the start of the order process, and since inventory varies by location, you will need to cancel your original order and place a new one. Email ecommerce@alumnihallstores.com for assistance.

What if there is an issue with an item I purchased?

- We hate inventory discrepancies and wish they never occurred. But sometimes they do. If an item you have purchased is not in stock due to inventory inaccuracy, damaged item, etc., we will go ahead and process the remaining items on your order. We will reach out to you separately to cancel the item that is unavailable and refund you via your form of payment.

I see an item available when shopping online, but when I click “Buy Online Pickup In-store”, that item is no longer listed. Why is that?

- Due to variations in the merchandise inventory from one store to another, some items may be available at your local store and some may not. Certain sizes, styles and colors change frequently so check back often or look for the item you want at another location.