

Here at USAMM, we are happy to accommodate upgrades to your awards sets whenever possible. All of our medal and ribbon racks are professionally assembled by our production team to create the best appearance and sturdy construction that our military personnel demand. The nature of this superior construction does not always allow for easy updates when awards are added or removed. While some awards sets can be updated at a very minimal cost, others take much more time, labor and materials and are therefore more expensive, or, in some cases, cost-prohibitive. Here is an explanation how our Awards Rebuild Policy breaks down:

Standard (slide-on) ribbon racks:

Standard ribbon racks can be sent in for updates of devices as well as new ribbons. (For devices only, please see the *Device Upgrade* section, below.) For adding new ribbons, charges will include the cost of the new ribbons(s), the new ribbon rack and any upgrades to devices.

Thin ribbons:

While we are happy to make modifications to most devices (see Device Upgrade section, below) we are unable to make changes involving addition or subtraction of ribbons. These awards sets are permanently constructed to reflect each service-members unique award history. Modification of these sets, however, would require more parts and labor than would be cost effective. To save our customers money, and especially time, a new ribbon rack set will need to be purchased to reflect any ribbon modifications.

Medals (Full-Sized and Miniature):

We know how expensive medals can be and although updates do require a good deal of new material and labor, we do our best to keep costs down when upgrades are required for full-sized and miniature medal mounts. By reusing what we can (devices and medallions) from the original set we can typically reduce the cost of the updated set to about 70% of the cost of a brand new order.

Device Upgrades:

For the most part, updates to devices are easy and much less expensive than purchasing a new rack. A \$5.00 labor fee is assessed to each rack sent in for updates, regardless of the number of updates being made. For simple upgrades (i.e. adding a 3rd oak leaf cluster to an award) charges will include a device salvage fee of \$0.85 per device, plus the cost of the new device. There are some instances, however, where the addition of one award cannot be done without creating an entirely new rack. After receiving a 6th award, for example, the device changes from four bronze to one silver device. The silver devices are much smaller than those four bronze devices, and there for the initial device will leave adhesive residue that the new device cannot cover. For thin ribbon racks, this will require construction of a new rack.

Shipping note:

Before sending in your awards set for updates, please ensure that there is ample time to make your updates. In instances where your awards are needed back quickly, the cost of expedited shipping from you to USAMM and back often ends up negating any savings gained by sending in the awards set. For maximum savings, please allow approximately two weeks' time for awards to be processed and returned.

For answers to specific questions, please contact our Customer Service Department at [\(877\)-653-9577](tel:877-653-9577) between the hours of 6am-5pm (PST) M-F.

USA MILITARY MEDALS AWARDS MODIFICATION FORM

Customer Name:	<i>Last:</i> _____ <i>First:</i> _____		
Shipping Address (If different than original order):			
Date by which you need awards returned:			
Previous Order Number or email address:		Phone Number:	

Modifications:

Please specify below the changes you need made to your awards. Include any new awards as well as changes to the devices on your rack:

***Note – The price of changes to your awards set will vary based on a number of factors such as where any new awards fall in order of precedence and how many new devices you will need added. If you do not authorize charges to your credit card, or if expedited shipping is required on our end, you will be contacted to discuss our billing policy.

Shipping Instructions

Please ship this form along with your awards set to the address listed below:

USAMM Customer Service
 13477 SE Johnson Road
 Building 1
 Milwaukie, OR 97222