Ordering a replacement certificate

Each graduate is entitled to one free copy of their qualification certificate. Students graduating in absentia from one of our Degree Congregations should expect to receive their certificate via post shortly following their Degree Congregation.

There may be isolated instances where certificates are lost in the postal system, in which case graduates are entitled to request a free replacement certificate as long as it is requested within 3 months of the date of their graduation and being delivered to the same address.

If your certificate has been lost in the post then please log a call via the **Online Enquiry Service (http://www.studenthelp.bham.ac.uk)** confirming your full name, student ID number and the address to which you would like the certificate posted.

Request your free replacement certificate (http://www.studenthelp.bham.ac.uk)

If you have lost your original qualification certificate, or if you did not inform us of a change in your address details, then you will need to purchase a replacement certificate from the **University of Birmingham Online Shop. (http://shop.bham.ac.uk/)**

Order replacement certificate from the University of Birmingham Online Shop (http://shop.bham.ac.uk/)

Replacement certificate costs

UK standard 2nd class postage	£30
Worldwide standard airmail (untracked)	£30
UK/Worldwide DHL carriage	£47
Certificate lost in post (within 3 months of date of graduation)	Free of Charge

When will I receive my certificate?

If you are ordering a free replacement certificate (as your original certificate has been lost in the post) then you should expect to receive it within 15 working days. If you are ordering a replacement certificate from the University of Birmingham Online Shop, then you should expect to receive your replacement certificate within 15-25 working days of your request.

Tracking your order

If you are ordering a free replacement certificate (as your original certificate has been lost in the post) you will receive an email via the **Online Enquiry Service (www.studenthelp.bham.ac.uk)** to confirm receipt of the order and an estimate of the dispatch date.

If you are ordering a replacement certificate from the **University of Birmingham Online Shop (http://shop.bham.ac.uk/)** .

You can track your order at any time by logging into your account with the Online Shop and clicking the 'Order History' option on the left hand navigation panel under the heading 'My Account'.

Disclaimer

To prevent fraud and misuse, the University withholds the right to decline requests for replacement certificates should you have already requested a replacement certificate.

Contact us

If you wish to discuss your free replacement certificate please contact us via the **Online Enquiry Service (www.studenthelp.bham.ac.uk)** .

If you wish to discuss your replacement certificate order via the University of Birmingham Online Shop, please contact us via **certificates@contacts.bham.ac.uk (mailto:certificates@contacts.bham.ac.uk)** .

© University of Birmingham 2015