

PARENT GUIDE

WHAT TO EXPECT





PICTURE DAY

PROOFING PROGRAM

VIEW BEFORE YOUR PURCHASE

We offer proofing program where all children will be photographed. Families can view and purchase images, prints, and other photo products.

In most cases your school photos will be online within two weeks. You will receive an email directing you to your personal gallery.

Each gallery is password protected. If you have more than one child it's easy to add additional student codes to your shopping cart.

Keep in mind ordering right away comes with many advantages! Ordering within the first 10 days provides a discount and your order will be delivered to school without charge. After ten days, packages are full price and you must pay a shipping fee as orders are shipped directly to you.

CROPPING

Our fall portraits are captured in a tight frame (mainly head and shoulders). This allows us to truly see the personality in each student.

BACKDROPS

Fall images are shot on a neutral solid grey background. With an option to upgrade to a backdrop of your choice for an extra charge. To view our background gallery visit www.pictorialcrew.com or scan the QR code below.

Different style of photography and backdrops are offered for spring and graduations portraits





What To Wear

HELPFUL TIPS

CLOTHING

You know your child best, so dress them in comfortable clothes that will make their personality shine! Avoid clothing with neon colors, slogans, logos, and big patterns. Layers add dimension and great texture to the portrait.

For the best results dress your best! we love to see those ties and pretty dresses!

No time to shop? Denim pants or skirts with plain, solid colored t-shirts are a classic look!

CAP AND GOWN

Please- Keep in mind that the neck on a graduation gown is fairly low, so the shirt the student will be wearing underneath is going to show. So for boys , a collard dress shirt is good option, adding a tie would be a nice touch.

HAIR

Any hairstyle works for Picture Day. Schedule haircuts a few weeks ahead of time to allow hair to grow back a little, or you can go for a fresh-cut look.



Terms & Conditions

Payment:

We offer proofing program where all children will be photographed. Be dressed and ready for photo day! There is nothing to hand in.

Delivery:

All printed products will be delivered to the school or the client's address using the shipping address provided within 4-6 weeks of the gallery archival date. Digital products are available for download immediately.

If more than 6 weeks have passed, please contact us by email at info@Pictorial crew.com and we will be happy to help trace your lost or delayed order.

Cancelling:

As all orders are immediately sent to our partner lab for processing and printing, all orders are final. Orders for digital download products cannot be cancelled once the download has been sent

Returning products:

Each order placed is custom printed for the client. Therefore it is not possible to return an order or claim a refund if you have made an error in ordering. Orders for digital download products cannot be refunded once the download has been sent.

If you receive a damaged or incorrectly printed image, please notify Pictorial Crew as soon as possible so that your item(s) may be replaced. You may be asked to provide a copy of your invoice and any photograph of the damaged print(s). We apologize for any inconvenience that this may cause.

Complaints:

Complaints must be made directly to Pictorial Crew within 3 working days of receipt of goods. All complaints should be sent via email to info@pictorialcrew.com

Personal information:

Pictorial Crew does not retain any information regarding your credit or debit card number, expiration date, or security code.

Pictorial crew will not sell, distribute or disclose information about you either as an individual or your personal usage of the site without your consent or unless required to do so by law. The information we gather may include name, delivery address, email address, telephone number, and any personal preferences in connection with your order.

You may be included in future communications from Pictorial Crew. You are free to easily opt out from these communications at any point.

Copyright and Media Release:

Pictorial Crew retains the copyright on all photographs - images may not be copied, published or reproduced without our written permission.

FAQS

Do I need to pay for my package before Picture Day?

We offer proofing program where all children will be photographed. Be dressed and ready for photo day! There is nothing to hand in.

My school requires uniforms. Do we have to wear uniforms on Picture Day?

Please check with your school to determine their policy.

When will I receive my school pictures?

Pictures will arrive in approximately 4-5 weeks.

I don't like my pictures. How can I get a retake?

If you don't know your retake date, ask your school or email us at info@pictorialcrew.com

Do you offer retouching service?

Yes, we offer retouching services for an extra charge. You can choose to either have all of your images edited or purchase retouching for single images

Can siblings pose together for school pictures?

Check with your school to see if this an option for your Picture Day program. some schools offer this option for spring Picture Day.

How do I place my order using cash or personal check ?

You can pay by cash or check using an order form received and returned to your school with your payment.

Is the Class/Team Picture available in a digital format?

No, the class picture is only available as a print.

There was a mistake with my picture order. How can I have it fixed?

Please email us at Info@pictorialcrew.com please Include the student's name, school, and teacher with a detailed message.



CONTACT US

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