

# Q&A Ordering Guide For Seniors

**Q:** When do I return my originals and place my order?

**A:** Within 3-5 days of pick-up.  
The originals are on loan for you to decide which pose(s) you wish to order portraits from.

**Q:** What is a pose?

**A:** A pose is one selected image. Anything ordered from a wallet to a wall portrait makes it count as a pose.

**Q:** My package includes 4 poses; what if my parents want different poses than I do?

**A:** You can order from as many poses as you like. If you want more poses than the package allows, you may buy additional poses (see "Add to Any Package" on price list). This fee covers the cost of retouching and handling of the pose now added to your package selection.

**Q:** If I am ordering from more than one pose, how do I divide my pictures?

**A:** Wallets may be split many different ways; we will show you these options when you place your order. 5x7s must be ordered 2 per pose and 4x5's must be ordered 4 per pose. All other sizes can be ordered individually.  
In any of our packages, you may swap 1-8x10 for 2-5x7's or 2-5x7's for 1-8x10. These are the only swap options available.

**Q:** Will my blemishes be removed?

**A:** Yes, basic complexion retouching to remove blemishes and soften laugh or under-eye lines is included for all selected poses.  
Keep in mind images selected for panel portraits, folios, or school initials are not retouched.  
Things such as moles, scars, or scratches can also be discussed as part of the basic retouching. You MUST mention these concerns to us when you place your order, otherwise it is left to the discretion of the retouching artist.

**Q:** What if I want more than basic retouching?

**A:** As per our price list, "Portrait Enhancement" can be added to any selected pose. This would include things such as fixing hair, removing tan lines, smoothing wrinkled clothes, etc. Be sure to tell us about your concerns when placing your order. Cost per quote based on artist time.

**Q:** I need a yearbook print, what should I choose?

**A:** Your YB print should be one of the poses you select for your package. To avoid additional charges, it is each seniors responsibility to find out what size and type (color or black and white) they need for the yearbook and when it is due at their school.

**Q:** What if I need my Yearbook print rushed?

**A:** Normal turn-a-round time for a YB print is 12-15 days from the day you place your package order. For YB prints needed sooner than that rush fees will apply. Keep in mind that most schools in this area require YB prints to be submitted in early to late fall.

**Q:** How much money do I need to place my order?

**A:** Payment in full at time of order is preferred. A minimum deposit of 75% of the remaining balance is required for processing of your order and yearbook print to begin.

**Q:** What types of payment methods are there?

**A:** We accept Visa, MasterCard, American Express, Cash or Personal Checks. A fee of \$25.00 will be added for any returned check. All sales are subject to 6% Pa. salestax.

**Q:** How soon will my order be ready?

**A:** Finished orders are ready in 4 to 6 weeks. You will receive a postcard as soon as your order is complete. The balance must be paid before pick-up of any part of your order.

Please keep in mind the service and product we provide is unique and only useable by you; therefore, once your final order is placed we can not change or exchange any part of it.  
If you have any other questions about placing your order, please call us, we will be happy to help you.