

Vibrant P H O T O S

www.vibrantphotos.ca • info@vibrantphotos.ca

10072-247B St, Maple Ridge, BC, V2W 0H1 • Phone: 1.877.764.7928 • 604.380.3388 • Fax: 604.380.3389

Sample School Photo



Are all photos retouched?

No, images can be retouched for \$12. This includes the removal of blemishes and the evening of skin.

Can I order a digital image?

The digital image is included in package A. You can add it on to packages B-K for only \$10.

Can I order a digital version of the individual photo if I don't order package A-K?

Yes you can order a digital version by ordering package F.

Do I need to calculate the taxes for my order?

No taxes are already included in all the totals you see on the order form.

Can I pay for all my children's orders together?

No, please fill out an envelope for each child and include separate payment.

How do I order an ID card?

ID cards are complimentary for all students photographed on original photoday only.

Can I order the Bonus packages on their own?

No you must purchase package A-K in order to qualify for the bonus packages.

What are your payment options?

We take cash, check, visa, mastercard, amex and visa debit. Please note that all incomplete forms, NSF checks, declined credit cards or credit cards with missing or inaccurate numbers will delay your order. Please make sure your contact number is correctly and clearly written when ordering.

How do I submit a credit card payment?

You can pay on credit card by completing the credit card payment slip, cutting it out and inserting it into the payment envelope.

Where can I hand in my photo order?

You hand in your order to the photographer's assistant on photo day.

How long does it take once I have placed my order?

It takes 7 business days to for the school to receive your order.

Can I order photos after photo day?

Yes you can but you must mail, email, fax or call us directly at Vibrant Photos. Please do not hand any orders to the school. A \$12 late fee will apply to all late orders.

What if I don't like my picture?

You can get retakes or a complete refund as long as the entire package is returned to the photographer on retake day. There is no charge for a retake if the entire order is returned.

When is retake day?

Check with your school for the scheduled retake day.

Are digital images eligible for retakes?

No digital images are not eligible for retakes.

Can I have my ID card retaken on retake day?

Yes for a fee of \$15.

What happens if I need a replacement ID card?

You can contact us directly to order replacement ID cards for a fee of \$15.