

# Great Photos! SCHOOL PHOTOGRAPHY SERVICES

## INFORMATION ON: Customer Service, Retake Day and Reordering

### CUSTOMER SERVICE

Thank you for your purchase from Great Photos! School Photography. We sincerely hope you like your Portraits. We carefully check every order to be sure it is complete before shipping. If you have any questions or concerns about your order, you may contact us directly by mail or at our phone number below.

**763-544-5444**

**Hours: Monday thru Friday, 10:00am-4:00pm**

**PLEASE ASK FOR KATHI**

For REORDERS or ORDER INQUIRIES -- Please **DO NOT** contact the School. The school does not have access to your order records. Call us or use the form below to contact us.

### RETAKE DAY

We provide a "Second Chance" for students who missed the original picture day or who require a retake. Order forms are available at the school office. Retake day for all Lionsgate Academy students is:

**Tuesday, October 18th**

IMPORTANT NOTE: To receive a retake, your student must return the ENTIRE portrait package to the photographer on retake day. Please include a note with your order describing the reason for your dissatisfaction so we can attempt to correct it on the retake. Thank you for your cooperation.

### REORDERS

Reorders are available for 60 days. To reorder, please complete the form below, and mail it to us with payment to the address below. Make checks or money orders payable to **Great Photos!** Reorders take 2 weeks to complete.

**Reorder Packages:**

- |                                |                           |
|--------------------------------|---------------------------|
| (A) 1-10x13 for \$12           | (B) 1-8x10 for \$10       |
| (C) 1-5x7 + 4 wallets for \$10 | (D) 4-3x5's for \$10      |
| (E) 8-2x3 wallets for \$10     | (F) 16-exchanges for \$10 |
- PLEASE ADD \$6.00 FOR SHIPPING & HANDLING.

Detach and mail to the address below.

Reorders take approximately 2 weeks to process.

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### **Lionsgate Academy Customer Reorder Form**

Student Name: \_\_\_\_\_ Grade: \_\_\_\_\_ Teacher: \_\_\_\_\_

Photo Order Number: (Printed on the back of one of your photos) IMG# \_\_\_\_\_ (four digits)

Parent's Name: \_\_\_\_\_ Daytime Phone: (\_\_\_\_\_) \_\_\_\_\_

Street: \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Reorder Package Letter(s) requested: \_\_\_\_\_ x \$10 or x \$12 + \$6 = Total enclosed: \_\_\_\_\_

ALL RE-ORDERS ARE PREPAID BY CHECK, MONEY ORDER OR CREDIT CARD.

CREDIT CARD # \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ exp. date: \_\_\_\_\_ / \_\_\_\_\_

**COMPLETE THIS FORM AND MAIL TO:**

**Great Photos!  
Attn: School Orders  
9909 South Shore Drive, Suite 270N  
Plymouth, MN 55441**