

Policies and Procedures...

This portrait is created especially for you and your family and will be unique to this period in time. We have prepared this sheet to address our policies and hopefully answer your questions.

Portrait Sessions:

~We encourage you to review our samples and get to know our style. We have a very natural, traditional posing style that has built our business for twenty years. If you have any special requests, we will be happy to discuss them with you. Our backgrounds and props are always changing and the outdoors always vary with the time of year and time of day. Therefore, we will do our best but cannot guarantee exact duplication of any samples that you may have seen. We also reserve the right to refuse to photograph any improper clothing, prop or posing request if necessary to uphold our standards of professionalism.

~We want to hear about your previous portrait experiences in order to make this one the **best ever!**

~Our outdoor areas have a very rocky, natural terrain~so please take caution around our hills, ponds, rocky, and overgrown areas. Since our posing style outside is casual, please note you may sit on the ground or on natural props such as stumps, rocks, etc.

Specials and Offers:

~All specials and offers extended have specific requirements of redemption. Any date extensions must be approved in writing by a Randall's manager. Coupons, offers and certificates are not redeemable for cash and are to be used for credit only.

Deposits, Ordering and Payments:

~A valid credit card number is required to schedule all Saturday appointments. In the event should you cancel under 24 hours or do not show to that appointment, a \$25 fee will be charged to your credit card.

~The Session Fee, as well as any school and rush fees applicable are due at the Portrait Session.

~Simply go to www.randallsphoto.com to preview the low resolution copies of your images and place your order. **Your preview images will automatically expire 30 days following your portrait session unless you contact the studio and request an extension.** If your images are no longer online, they can be re-uploaded at no charge or orders can be placed by contacting or visiting the studio.

~ You are also invited to preview your images at the studio by making an appointment with us.

~A \$35 rush fee will be charged, if a yearbook glossy is ordered within 10 business days of the High School's yearbook deadline. Students who have their portraits taken after the deadline will be responsible for delivering their own yearbook glossy to their High School Yearbook Adviser.

~We accept Cash, Checks, Visa, Mastercard, and Discover.

~If your order is placed on our web site, www.randallsphoto.com, or over the phone, the complete balance is required to be paid by credit card for your order to be initiated. When you submit your order at the studio location, a minimum of 50% of the balance is required to initiate your order. All payment arrangements must be in writing and authorized by a Randall's manager. Payment in full is necessary to take finished portraits from the studio or to have them delivered to you. No partial orders are given. A 1-1/2% per month service charge will be assessed on all orders not picked up or paid for after 90 days.

Our Guarantee:

~We fully guarantee our work and will make every effort to give you the best service and product possible. Please let us know if you have a concern, and we will address it immediately.

Your Finished Order:

~Orders average 4-8 weeks from the date the order is initiated. This time frame may be longer, depending on the time of year, those with special needs and those with wall portraits. Unfortunately, we can not specify an exact date, but can give you an approximate one at the time you place your order. If you have a specific deadline, please bring it to our attention and we'll advise you of all the best options to fit your needs. Rush services are available. Color may differ slightly on finished prints.

~Be specific with your retouching requests. For example, we are not responsible for removing small moles, they may appear as blemishes. Extensive acne, scars and moles are retouched on request and are not a part of the minimum retouching services.

~Orders can be shipped directly to your home for an \$8 shipping fee.

Copyright:

~All images created, by any member of Randall's Photography, are protected before and after purchase by Federal Copyright Law. It is illegal to copy, scan, or otherwise reproduce these images by any means and violations will result in a \$2,500 fine. Duplicate images may be made only by Randall's Photography, or with our written permission. Copyright released images can be purchased.

Model Release:

~Randall's Photography reserves the right to use all images for display, including but not limited to brochures, prints for exhibition, advertising, displays, web site, or any other lawful purposes, unless otherwise notified by client.