

FAQ'S For Parents

Q: If I order online will my pictures come sooner?

A: Beginning this year you will have an option when ordering online to have the pictures sent to the preschool (no additional charge) or sent to your house (\$9.75 Shipping/Handling charge) If you choose the option to have the order sent to your house they will be ordered within 24 hours of placing your order and it will take 7-10 days to arrive at your house. If you choose to have the order sent to the school they will not be ordered until the envelopes have been picked up from the school the day after the deadline date. The orders will be delivered to the school within 2 weeks from the deadline date. All orders completed after the deadline date will have to be completed online and you will not have the option to have the order sent to the school. They will be delivered to your residence.

Q: If I don't order before the deadline date can I still get pictures of my child?

A: Yes, you can still order after the deadline date. All orders after the deadline date must be done online. So please make sure you keep the top portion of the order form for your records. It has the instructions to go online to order and the password for your child's secure gallery. We receive a 20% bulk discount when we order the school as a large order and we pass that savings onto you with the prices reflecting that discount on the "before deadline" ordering. When you order after the deadline date the prices will reflect a 20% increase for individual orders.

Q: If I do not order anything do I need to return the order envelope?

A: No you do not have to turn in the envelope to the school if you are not placing an order. We do however suggest that you hold onto the top portion of the envelope just in case you change your mind and want to order at a later date.

Q: What types of payments do you accept?

A: We accept: Checks, Money Orders, all Major Credit Cards & Cash. If you pay by Check or Money Order please make them payable to: Lil' Angels Photography. If you pay by cash please use exact change. If you pay by Credit Card please use the Credit Card form at the top of the order form and cut it off and place inside the envelope.

Q: The proofs are in Black & White and I want a Color copy, can I order a color copy?

A: We do have a couple of programs that are shot in B&W or Sepia Tone. If you want to have these printed in color there is a \$15 charge for each pose. It takes a lot of man hours to go back through the editing process to change these images to color.

Q: I have siblings, can I combine my order?

A: We understand that having children in a daycare/preschool can be costly so for parents with more than 1 child we do allow them to combine the order. Simply staple the envelopes together and use the top envelope to order on. There is a \$5 charge to do this process, but by combining the order you will not have to order 2 separate packages. You can combine your order online as well.

Q: My child missed picture day, do you come back for re-do's or for missed picture day?

A: We do not come back for re-do's or for anyone that missed picture day. We are sorry that we do not offer this but it is too costly for us to come back for 1 or 2 children. There have been times where the child was able to go to one of the other preschools that we are going to take pictures at, and they make it up there. We have to get prior permission from the Director of that school, but most Directors are very understanding and allow this.

Q: I ordered online, do I still have to return the order form to the school?

A: If you ordered online, you do not have to return the order form to the school. We suggest you hold onto the top portion of the order form for future reference.

Q: You offer online ordering, can other people see my child's pictures?

A: We are very aware of how protective parents are of their children. Each child has a unique password for their online gallery and no one else can see your child's pictures. You can however, if you choose share the information and password with family & friends so that they can go on and view or order from your child's private gallery.

Q: If I order online can the order be sent to my P.O Box?

A: Our lab uses Fedex and they will not ship to a P.O. Box. Please make sure that you put the address of a residence down when you place your order.

Q: My parents/relatives want to order and they live out of town/state, can they still order?

A: Yes, they can order but they will need to choose the option to have the order sent to their residence and not delivered to the school. If they choose the option to have them sent to the school you will be responsible to send the order to them.

Thank you so much for your order! We really appreciate your business and we hope you cherish your child's pictures. If your questions were not answered here please do not hesitate to contact us. Email: info@lilangelsportraits.com or Phone: 253.242.3460