

# ORDERING FAQs

## WHAT DOES 1 PHOTO SHEET MEAN?

- One sheet refers to one individual printed sheet of a particular size. We offer various sizes, including 8x10, 5x7, 4x5, wallets and more. By selecting any image in your gallery, it will display a diagram of the sheet sizing.

## IF I ORDER A PACKAGE OF PRINTS, WILL I ALSO RECEIVE A DIGITAL FILE?

- Printed packages do not automatically come with digital versions and vice versa. Digital files can be added to printed packages as an add-on once your printed package has been added to your cart. The additional cost will vary depending on how many digital files you are looking to add.

## I WANT TO CHANGE THE BACKGROUND OF ONE OF MY IMAGES, IS THIS POSSIBLE?

- We offer 12 alternative background options that you can choose from. Each change comes with a fee of \$10+tax. This is a custom change and can not be done directly on your online order. Please contact our studio to receive the list of options as well as the steps on how to proceed with a background change.

## WHAT ARE MY PAYMENT OPTIONS?

- *ONLINE*- our ordering system supports PayPal where you can pay by Visa or Mastercard. You do not need a Paypal account, you can sign in as a onetime guest. **Please contact the studio if you do not receive an order confirmation after you have paid for an online order** (it may indicate your payment was not accepted).
- *IN PERSON*- We accept Cash, Visa, Mastercard and Debit.
- *BY PHONE*- We accept Visa or Mastercard.

## WHAT DOES 'BASIC RETOUCHING' INCLUDE? WHAT IF I HAVE A SPECIAL REQUEST?

- Basic retouching includes blemishes, fly away hairs and shine. If you have any additional requests, please contact our studio to receive a quote.

## HOW LONG UNTIL I RECEIVE MY ORDER?

- Our images are professionally edited and each given individual attention for colour, density and retouching if requested.
- Printed packages take approximately 4-6 weeks to be completed (plus shipping time if requested).
- Digital files take approximately 3-4 weeks to be completed.
- Rush services are available for an additional cost - please contact our studio for more details.

## HOW DO I RECEIVE MY FINISHED ORDER?

- *PICK UP AT STUDIO*- Packages will be picked up at the studio location you were photographed when completed. We will contact you as soon as it is ready for pick up. If you ask someone to pick up your order, they will have to sign for the package.
- *SHIPPING*- If you paid for shipping then you will receive a tracking email once it has been shipped.
- *DIGITAL FILES*- You will be emailed a secure link when your images are available for download. Digital files are full resolution (printable up to 20x24) and you also are given permission for unlimited use to reproduce the images.

## WHERE ARE YOU LOCATED?

<b>Carleton University Location</b> <b>Mon-Fri 9am-5pm</b> 1125 Colonel By Dr 1st floor Nideyinàn building (formerly the University Centre) Room 131C Ottawa ON K1S 5B6 (down the hall from Ollie's Pub)	<b>uOttawa Location</b> <b>Mon-Fri 9am-5pm</b> 85 University Private Room 028 Ottawa, ON K1N 1H3 (down the hall from Pivic Store)
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