

# 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.

## 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.
- For the best value on a combination of digital and printed products, start with a PRINTED PACKAGE, then add digital files as an option.

## 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 Visa, Mastercard, Google Pay, Apple Pay. **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 IS MY GALLERY AVAILABLE FOR VIEWING/ORDERING?

- The length the gallery is active varies throughout the school year. You will receive an email 3 days & 1 day prior to your gallery expiring.
- For photos taken prior to August 15, 2024, if your gallery expires and you need it re-uploaded, please contact our studio. There is a \$15+tax fee to reupload an expired gallery.

## 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).
- 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?

- All printed packages are charged a shipping fee at checkout for direct to home shipping within Canada (\$8.15+tax for prints 8x10 and smaller, \$17.15+tax for larger prints). Contact our studio for international shipping fees.
- *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. If you order **ONLY** digital files then you will not be charged a shipping fee.

## 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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