

What to wear

How to order

What's next



Parent's Guide: What to Expect

Fall School Portraits



1

WHAT TO WEAR

- Avoid clothing with bright neon colors
- Avoid clothing with lots of text
- Simple patterns and solids are best. Coordinated outfits are also eye pleasing
- Accessories such as small hair bows, a necklace, bow ties, ties, scarves and earrings provide a personal touch

Coordinated Colors



2

ORDERING

Packages are printed on a prepay basis. Orders placed after Make-up Day will enter our second sales online ordering and will be subject to different packages and slightly higher pricing. Pre-paying allows for a redo or our 100% money back guarantee, if you are not satisfied, as well as lower cost.

On picture day you will send your child/ren to school dressed and ready. There will be no pre-order form to fill out. This year we will be using an online pre-ordering system called HH Image Host. This will allow you to pre-pay for your order just like you would with a physical order form**.

1. Pre-paying:

In the fall all orders are placed by pre-paying. This will save you money and allows you to see the image before make-up day!

2. Gallery:

If you missed pre-ordering before picture day or make-up day there will be a second-sale gallery to order from. You will be given a slip with a link specific to your child to view the picture taken and you can place your order at this time. Please note the packages will be different and slightly higher in price as orders are placed directly with our lab instead of a bulk discount when pre-paying/ordering.

3. Final order:

All post-ordering will end at midnight on Dec. 31st. If your gallery has expired there will be a \$10 late fee to renew your gallery to place an order. Please make sure to watch deadlines and place your order beforehand.

4. Shipping for siblings or multiple children:

Mailing your orders to your home this year is a great option! For a small fee you can have all orders shipped to the convenience of your home. Just make sure to place all online orders at one time to avoid multiple shipping charges.

**The following school(s) have opted for a physical order form. You may return the order form, before picture day, to your child's teacher or pre-order online.

- Stepping Stones Academy - Little Sprout Preschool - Desert Springs Christian Preschool

- Kaleidoscope Preschool

3

WHAT HAPPENS NEXT?

After You have placed your order online, there is nothing for you to do. Make sure your child is ready on picture day and then sit back and wait for your order to arrive in the mail or via your child's backpack!

Q & A

1. How do I preview the image before I buy?

We do not offer preview images in the fall. You can wait for the non-order slip to arrive and order from our 2nd sales site, however prices will be slightly higher for this option and incur shipping fees. If you pre-purchase you will not only see the image, but be allowed a retake if you do not like it. If you still are unhappy after the retake, we will offer to refund your purchase amount after you've returned your order.

*Refunds/Retakes will not be allowed for downloaded digital images. You can preview them online before downloading the image.

2. What do I do if I forgot to pre-order?

Don't fret! You will have until midnight on your school's Make-up day to order. Your order will be placed from the image taken on the original picture day. OR send your child in with a copy of the online receipt/order form and we will take the image again.

3. What happens when I order a class composite?

Class composites will arrive after make-up day. This will allow for any absent students from the original picture day to be photographed on make-up day and be added to their class, so all students can be pictured! Your composite will be delivered to your child's school and taken home by them.

4. What if I feel my order is incorrect?

Please contact us right away at info@toshimagery.com. This will allow us to correct your order in a timely manner.

5. How soon will I get my digital image(s)?

As soon as we upload the images for printing (about 1-2 weeks after picture day) an email with a link to download your image(s) will be emailed/texted to you.

6. What if I forget to order and the gallery has archived?

Ordering after Dec. 31st is still possible but will incur a \$10 late fee to republish your child/ren 's gallery.

7. What if I do not like my child's portrait?

Return your order to school (minus the class picture) with your child on make-up day. Please provide a small note, on the back of the envelope, on what we can do differently for you and we will retake the picture.

8. What if I do not like the portrait from the NON-Order slip?

We will not retake an image unless an order was placed. You can place an order up to make-up day, send your child in with the order confirmation/order form and we will gladly retake the portrait.

*No image will be retaken for student IDs regardless of order, so please ensure your child is ready on picture day.

9. What if I do not like my background, but love the portrait?

Please call us, we will remake the portrait for you with your desired background for a \$5 remake fee.