



- **What if I lost my order form?**

Answer: No problem. We can e-mail you an order form and proof. Please e-mail us at schools@iophotography.com; let us know the school, grade, teacher and students name. We will then confirm with the school guardian authenticity and send within the next business day.

- **What if I miss the order deadline?**

Answer: We know life gets busy. You can turn in your order form late and it will be collected along with the make-up orders. Your order will be delivered when the make-up orders are delivered. If you miss the make-up deadline, then you will need to [order online](#).

- **When will images be posted?**

Answer: In most cases, 2 business days after the last day of the photo shoot. If a group shot needs approval from the school, it will be posted next day after (normally less than a week after photo shoot).

- **Can I get a bigger proof image?**

Answer: Absolutely! Simply e-mail us at schools@iophotography.com . State you want to have a larger proof. We will need the school name, teacher, student name along with the Record Number and/or online passcode.

- **Can I order multiple poses?**

Answer: Yes, but each package is restricted to one pose, but any pose can be ordered on the optional items.

- **We have a split family; can I get a separate order form?**

Answer: Sure. Simply let your teacher know to provide a second order form or e-mail a proof and order form. We need school approval before e-mailing any proof. We will deliver separate envelopes.



- **Why is it more expensive online?**

Answer: *'It's cheaper by the dozen'*. When submitting online orders, it is processed and mailed separately, one at a time. When processing all the school orders at once, it is much more cost effective. We always encourage not ordering online to save money.

- **What if I lost my online passcode?**

Answer: No problem. We can e-mail you the passcode. Please e-mail us at schools@iophotography.com; let us know the school, grade, teacher and students name. We will then confirm with the school guardian authenticity and send within the next day.

- **Can my student have make-ups even though they already had their picture taken?**

Answer: Yep! Simply turn in your order form to the teacher or front office and sign up for make-up day.

- **Do you charge for make-ups?**

Answer: Not at all. You should always have a choice.

- **When is make-up day?**

Answer: Check with your schools' newsletter, bulletin board or office.