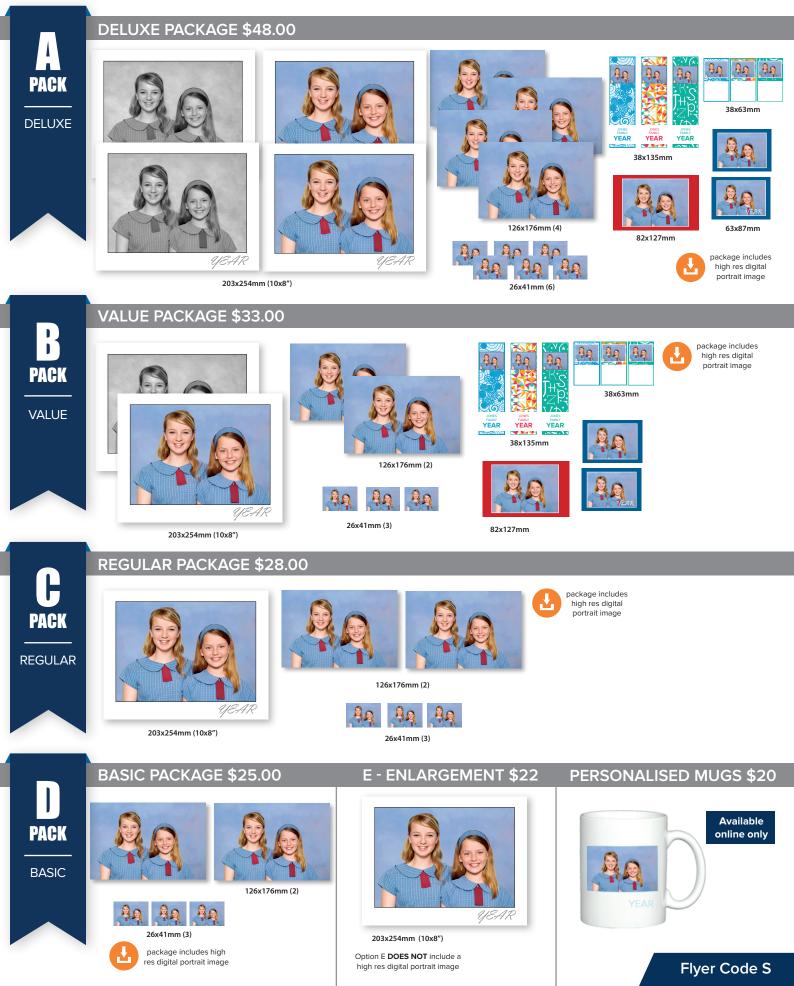


IMPORTANT: Sibling packages must be ordered before photo day, so your school knows to collect your children on photo day for a sibling photo. Final online orders for siblings close at 12.00 a.m. the night before your school's first photo day. If you miss the order cut off, let your school know you would like a sibling photo taken, collect a sibling envelope from your school and return the completed order envelope (including exact cash payment) directly to our photographers. Sibling photographs are by request and cannot be ordered after photo day. Only siblings attending the school are permitted to be photographed.



HOW TO ORDER

Online payment options include Visa, Mastercard and PayPal.



Go to *www.advancedlife.com.au* on your computer, phone or tablet.





Enter your school's code:

in the 'order & download' box.

This will take you to the secure online ordering site for your school.



Click on 'Order Photos' and complete your details and choose your package, then follow the payment process. During this process you can place orders for additional children at your school and sibling photos, if available.



FREQUENTLY ASKED QUESTIONS

SIBLING PHOTOS

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ONLINE ORDER RECEIPTS

An order receipt will be emailed to the email address you provide during the ordering process. Please note that orders placed via PayPal can take up to 48 hours for payment to be processed and a receipt sent.

ARE THERE FEES FOR ORDERING ONLINE?

There are no fees for envelope ordering. There is a 1.5% merchant fee applied when using Visa, Mastercard or PayPal. For more information go to: www.advancedlife.com.au/FAQ

CO-PARENTING FAMILIES

If you prefer to personally collect your photographic package from the school office, rather than have it sent home with your child, please select the "Collect Your Pack" option when you order online.

NOT FOR PUBLICATION STUDENT INFORMATION

If your child's image is "not for publication" and your school is aware of your decision, your child should not be presented to our photographers on photo day and school photographs will not be available for purchase. All students presented to our photographers by your school for a photo on photo day will be photographed, their images will appear in school photography packages and these packages will be available to purchase.

REFUND POLICY

Check your order carefully, as refunds are not available for incorrect choice. No refunds are available once your portrait image has been downloaded. To find out more, please visit: **www.advancedlife.com.au**

CONTACT US

Contact us at www.advancedlife.com.au/contact

