

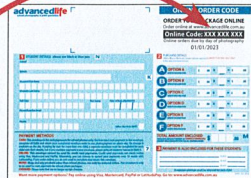
## HOW TO ORDER

### OPTION 1 ORDER ONLINE NOW

Online payment options include Visa, Mastercard and PayPal. Alternatively, you can choose to pay over 10 weeks using LatitudePay.

#### STEP 1

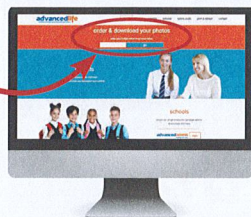
Find your school's shared 9 digit community order code on the *advancedlife* order envelope.



#### STEP 2

Go to [www.advancedlife.com.au](http://www.advancedlife.com.au) on your computer, phone or tablet.

Enter your school's 9 digit order code in the 'order & download' box. This will take you to the secure online ordering site for your school.



#### STEP 3

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

If your school offers sibling photos, 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.

### LATE ORDERS

If you miss photo day, portrait and group packages can still be ordered online for 7 days afterwards with no late fees. After that time, late orders will require separate processing and handling and therefore will incur a \$15 late fee per package.

### 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 LatitudePay or 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](http://www.advancedlife.com.au/FAQ)

### SPORTS/EXTRA-CURRICULAR PHOTOS

Once sports/extra curricular photographs have been taken, processed and made available for order online, your school will send you a link that you can use to place your order online. A 20% discount is applied to sports/co-curricular orders placed within the first 2-weeks. After the 2-week discount period, orders can still be placed online at our standard prices.

### 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](http://www.advancedlife.com.au)

### CONTACT US

Contact us at [www.advancedlife.com.au/contact](http://www.advancedlife.com.au/contact)

### OPTION 2 CASH/ENVELOPE ORDERING

Schools prefer orders placed online. However, if you are unable to order online, please complete your order using the order envelope provided.

#### STEP 1

Complete a separate order envelope for each individual child's package/s ordered. If ordering for more than one child, payment should be enclosed in the envelope of the eldest child and this should be indicated on the envelope of the other child/children (the envelope that does not have cash enclosed).

#### STEP 2

Enclose exact cash payment in one envelope for the package/s you are ordering. Payment for more than one child should be in the eldest child's envelope and marked at the bottom of the envelope in the space provided.

#### STEP 3

Return your completed envelope/s, with correct cash payment, to our photographers on photo day.

**Please note:** You must enclose exact correct payment, as change is not available. Credit card payments can only be made online and we no longer accept cheques. There is a separate envelope for sibling photo orders, should your school choose to offer sibling photos.