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## FREQUENTLY ASKED QUESTIONS

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### **My child has lost their order form, so I don't have their shootkey. What should I do?**

If you are planning to pay using cash, pick up a spare envelope from your school's administration. If you would like to order online, please call us on 03 5482 3190 and we can provide you with your child's unique shootkey.

### **My child never received an order form or shootkey.**

This is likely because your child was a new student or late enrolment. Please call our office on 03 5482 3190 and we will issue you one immediately.

### **My partner and I have separated. Can we both order photos?**

Of course. Simply use the same shootkey to order for your child. Any students with multiple orders processed will have their photographs delivered to the front office of the school to ensure orders are sent home to the correct parent.

### **How do I order a family photo?**

Most schools will have been sent family order forms attached to the eldest child of each family. These forms are orange on the back. If you have not received an order form, please pick up a spare from your school's administration.

### **I didn't receive an order reference number, but the money has been taken out of my bank account.**

Your order has been automatically received by our system. Simply send your child to school on photo day with their order form as normal.

### **I can't pay today. Will I still be able to get photos?**

Of course. All students will have their portrait taken regardless of whether you are purchasing photos or not. Online ordering will remain open for 3 calendar days after photo day. If you are still unable to order in this time frame, please contact us and we will endeavor to help you out.

