



### **WHAT IF A PARENT FORGETS TO SEND THEIR ENVELOPE TO SCHOOL WITH THEIR CHILD?**

In the fall, families have approximately 48 hours after the original Picture Day to order online at [www.inter-state.com](http://www.inter-state.com) using the online code that is on the original Picture Day Envelope.

### **WHAT HAPPENS IF A PARENT MISSES THE 48 HOUR WINDOW AFTER PICTURE DAY TO ORDER ONLINE?**

Direct the parent to [inter-state.com/order](http://inter-state.com/order) and enter the order code provided on the flyer. They can still place their order online. Their order will still ship to the school but because the bulk order is already in production it will be shipped separately. In addition, there will be a shipping charge applied.

### **HOW LONG ARE IMAGES KEPT ON FILE AT INTER-STATE STUDIO?**

We typically keep our images on file for approximately 18 months. This allows parents the opportunity to order additional prints.

### **WHEN WILL YOUR ORDER SHIP?**

Picture packages or proofs are shipped to the school approximately 3 weeks after the original Picture Day. Reorders are shipped approximately 1 to 3 weeks and are mailed directly to the parent.

### **I ORDERED A CLASS PICTURE AND IT WASN'T INCLUDED IN MY PICTURE PACKAGE?**

Generally, class pictures are delivered separately from your picture packages. They are usually shipped after re-take day to provide the opportunity for each student to be included in the picture.

If there are any additional questions, please visit: [www.inter-state.com/support](http://www.inter-state.com/support).

