



Dear Parents,

We are very excited to be photographing your student athlete. We strive to deliver high quality photos while making the process as easy as possible for everyone involved. I would like to address some frequently asked questions about our services and offer a few tips that will help picture day go smoothly.

In some cases, you may be provided with an Order Form Envelope prior to picture day. If not, please print the form and use your own envelope or staple your check to the form. Please **fill the form out neatly and completely. Orders are due on picture day.** If you pay in cash, please place the **exact amount** in an envelope and seal it. **We cannot make change.** Please have your student athlete hand the envelope to the photographer when they come to the camera station if the coach has not collected them.

If you prefer to use a credit/debit card, please check the box on the Order Form and we will email you an invoice. Please note that a \$3 fee applies. Please **DO NOT write your card number on the Order Envelope.** Make sure to include your phone number and email address.

Please contact us if you do not see an item you want to order listed on the Order Form. Chances are, we can get it. Your order will typically be delivered to the coach in 3-4 weeks. Please understand that **we cannot deliver picture packages until we have captured the group photos.**

In most cases, we photograph every athlete on the roster. It may be possible to re-order additional items or to place late orders in this circumstance. If you need to order late or would like additional photos, we can email you an Order Form. Please fill out the form, scan or take a photo of the form and email it to us. We will email an invoice (\$3 fee applies). We do our best to avoid charging additional fees by adding late orders to another order. When this is not possible, custom orders with separate shipping/delivery will incur a \$30 separate order charge.

We do not offer online proofs or automated ordering for Athletic Team Photography. However, we do allow the athlete to view and retake their photo if they so choose. We want our customers to be satisfied and we stand behind our work. If you have any questions or concerns, please let us know. Thank you for your business!

With kind regards,

Kent

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