

# Prestige Photography by Lifetouch

## FREQUENTLY ASKED QUESTIONS

**WHOM DO I CONTACT IF I WOULD LIKE TO SCHEDULE A RETAKE, MAKE UP OR RESCHEDULE AN APPOINTMENT (ON-CAMPUS APPOINTMENTS)?**  
PLEASE EMAIL [BYTERRITORY@LIFETOUCH.COM](mailto:BYTERRITORY@LIFETOUCH.COM) OR CALL OUR CUSTOMER SERVICE DEPARTMENT AT 1-877-825-7922.

**WHOM DO I CONTACT IF I WOULD LIKE TO SCHEDULE A RETAKE, MAKE UP OR RESCHEDULE AN APPOINTMENT (IN-STUDIO APPOINTMENT)?**  
PLEASE VISIT [PRESTIGEPORTRAITS.COM](http://PRESTIGEPORTRAITS.COM) AND SELECT, FIND A STUDIO NEAR YOU TO SCHEDULE YOUR IN STUDIO APPOINTMENT OR CALL 1-877-825-7922.

**WHAT TO DO IF YOU CAN NOT FIND YOUR APPOINTMENT CODE AND YOUR PHOTOGRAPHY SESSION IS ON CAMPUS.**  
PLEASE START BY VISITING OUR WEBSITE [PRESTIGEPORTRAITS.COM](http://PRESTIGEPORTRAITS.COM)

ENTER THE CITY AND STATE OF YOUR SCHOOL AND CLICK GO  
SELECT YOUR SCHOOL  
TYPE IN YOUR FIRST AND LAST NAME  
(THIS SHOULD MATCH YOUR SCHOOL RECORDS)  
YOUR APPOINTMENT DATE AND TIME WILL APPEAR

*NOTE: YOU WILL HAVE THE OPTION TO CONFIRM OR CANCEL YOUR APPOINTMENT. IF YOU CHOOSE TO CONFIRM YOUR APPOINTMENT, YOU WILL ALSO HAVE AN OPTION TO SELECT YOUR SESSION AND PAY ONLINE!  
IF YOUR NAME DOES NOT APPEAR PLEASE CALL 1-877-825-7922 OR EMAIL US AT [BYTERRITORY@LIFETOUCH.COM](mailto:BYTERRITORY@LIFETOUCH.COM).*

**DO I HAVE TO PAY ONLINE PRIOR TO MY SESSION?**

ALTHOUGH IT IS PREFERRED, YOU DO NOT HAVE TO PAY FOR YOUR SESSION ONLINE. PAYMENTS WILL BE EXCEPTED THE DAY OF YOUR PHOTOGRAPHY SESSION. PLEASE FOLLOW THESE STEPS TO BYPASS THE PAYMENT OPTION.

SELECT YOUR SESSION ONLINE, ONCE YOU ARRIVE AT OUR PAYMENT SCREEN (STEP 3), SCROLL ALL THE WAY DOWN TO THE BOTTOM OF THE PAGE. UNDER THE SUBMIT BUTTON THERE IS AN OPTION TO CLICK "CONTINUE". SELECT CONTINUE AND THE NEXT PAGE WILL ALLOW YOU TO CONFIRM YOUR SESSION!

*NOTE: THIS IS FOR ON CAMPUS PHOTOGRAPHY. PAY AHEAD OPTIONS ARE ONLY AVAILABLE UP TO 24 HOURS PRIOR TO YOUR APPOINTMENT. IN STUDIO PHOTOGRAPHY DOES NOT HAVE THE OPTION TO PAY AHEAD.*

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#### HOW DO I SELECT MY YEARBOOK PORTRAIT?

GO TO [SHOP.PRESTIGEPORTRAITS.COM](http://SHOP.PRESTIGEPORTRAITS.COM) AND CREATE AN ACCOUNT USING YOUR EMAIL ADDRESS, SESSION ID, AND ACCESS CODE. YOUR SESSION ID AND ACCESS CODE CAN BE FOUND ON THE RECEIPT THAT YOU WERE GIVEN AT YOUR SESSION OR ON YOUR MAILED PROOF SHEET. IF YOU DO NOT HAVE A PROOF SHEET OR RECEIPT, PLEASE CALL 1-800- 736-4775.

#### HOW DO I PLACE AN ORDER?

GO TO [SHOP.PRESTIGEPORTRAITS.COM](http://SHOP.PRESTIGEPORTRAITS.COM) AND CREATE AN ACCOUNT USING YOUR EMAIL ADDRESS, SESSION ID, AND ACCESS CODE. YOUR SESSION ID AND ACCESS CODE CAN BE FOUND ON THE RECEIPT THAT YOU WERE GIVEN AT YOUR SESSION OR ON YOUR MAILED PROOF SHEET. IF YOU DO NOT HAVE A PROOF SHEET OR RECEIPT, PLEASE CALL 1-800- 736-4775.