https://www.classactportraits.com/

1) Vendor Information:	Class Act Portraits LLC
Contact Name/Title	Kendra Englund, Owner
Street Address	38022 36th PL S
City/State/Zip Code	Auburn, WA 98001
Telephone Number	253-722-8131
Email Address	kendra@classactportraits.com
Federal Identification Number	27-1045111
UBI Number	602 957237
2) Vendor Services Provided:	Elementary Individual and Class Pictures
3) Rebate percentage offered?	Yes-10%-Schools may skip rebate to offer lower prices
4) Does vendor have an online payment system?	Yes, PCI security process for all credit cards
5) Complaint resolution process:	100% satisfaction guarantee. No charge for retakes. Parents contact studio and we resolve any issue with outstanding customer support.
6) Method of handling print errors.	Errors corrected at no cost and corrected product delivered to family within ten business days. Corrections are provided to district for SIS within two business days
7) Time frame after notification of error for picture correction	Maximum ten business days for delivery of corrected prints after notification of an error - at no charge
8) Process for handling pictures reflecting inappropriate student behavior or stances?	Photographers are trained to catch inappropriate student behavior and redirect the student. We enlist teacher or admin to assist when needed. Any inappropriate images that make it through to our editors are discarded or photoshopped before being provided to families or yearbook coordinator
9) Policy regarding adjusting student appearance prior to photo session	No-touch policy. Verbal directions given. We hold up a mirror for students and provide single-use combs, wipes and kleenex so that they can make any needed adjustments. We ask teachers or parent volunteers to provide hands-on assistance to students as needed
10) Processing/handling or other fees	No processing/handling fees. Free shipping to school is available for up to 14 days after picture day. Later orders are shipped to home and incur a shipping fee. There is no fee for basic retouching.
11) Re-order availability throughout school year	Yes - reordering available the entire school year and beyond
12) Background check process	Our fingerprinting background check process goes through both Washington State Patrol and FBI
13) Policy and procedure for confidentiality of student information	Use of firewalls and antivirus software, secure network, no sharing of confidential data or Directory Information
14) Do you have Liability Insurance	Hanover Insurance. Certificate of insurance available upon request

School Service Items Available from Class Act Portraits

We are able to provide any incentives that other companies offer.
Here are some of the most frequently needed items

- All tools needed to PLAN a successful picture day:
  - Flexible Scheduling
  - Office Manager Road Map of the picture process with emailed reminders
  - Instruction Letter for Teachers
  - Teacher Sign-Up Sheet
  - Volunteer Sign-Up (each given a FREE picture package with our sincere thanks)
- All tools needed to PROMOTE a successful picture day:
  - Parent Flyer with Picture Day Information – Bilingual English & Spanish
  - Prepared Artwork for School Website & Social Media
  - Phone Script for a Reminder Call to Families
- **Our Staff receives special training to effectively work with Students with Disabilities**
- **Attentive Customer Service from our LOCAL company**
- Individual Portrait Welcome Sign for each Staff member to display on desk or door
- 5x7 Class Picture for each adult pictured with class including ***Aides & Student Teachers!***
- 5x7 Staff Group Picture for each staff member
- Enlarged Staff Group Picture or Staff Composite for office display
- All-School Mosaic Poster
- Group Binder containing a print of every class, club and group photographed
- Student Directories (sorted as needed)
- Student Photo Stickers for cume files, art projects, etc.
- Secure Download formatted as specified for the District (Skyward, Synergy, etc.)
- PSPA Yearbook Secure Download: Individual and Group pictures (if applicable)
- Yearbook discounts with signed photography agreement
- Free Vinyl Banners (2)
- Software to print ID Cards, Certificates/Awards, Birthday Cards, Thank You Cards, etc.
- Club or Group Pictures
- Tear-Off Inquiry Pads (for parents with picture questions)
- Student ID Cards/Self Manager Badges with Custom Layout, Barcode, if desired
- Staff, Volunteer, Visitor, PTA Badges with Custom Layout, if desired
- Free Student Picture Packages for low-income families
- Easy Online Proofing & Ordering Services with private image gallery for each student
- FREE Pictures for Picture Day Volunteers
- FREE Standard Retouching for Staff and Students
- FREE Premium LOCAL Scenery Backgrounds (Space Needle, Mt. Rainier, La Conner Tulips, etc.) – Mix and Match – Parents can try out different backgrounds when ordering
- We are flexible & happy to customize your Picture Day to best meet the needs of your school

If you need a service item not listed above, please let us know
so we can accommodate your school's unique needs!

2025 - 2026 CLASS ACT PORTRAITS - PACKAGES

Class Act Portraits

	Pkg 1	Pkg 2	Pkg 3	Pkg 4	Pkg 5	Ala Carte 1	Ala Carte 2	Ala Carte 3	Ala Carte 4	Ala Carte 5	Ala Carte 6	Ala Carte 7
Class Act Flyer ID	Pkg A	Pkg B	Pkg C	Pkg D	Pkg E	Pkg J	Pkg K	Pkg L	Pkg M	Pkg P	Pkg U	Pkg V
8 x 10			1	1	2	1						
5 x 7		1	2	4	4		2					
3.5 x 5	2	4	4	4	4			4				
Full Size Wallets 2.5x3.5	4	4	8	8	8				8			
Mini Wallets 1.75x2.5				16	16							
Photo Magnets 3.5x5										2		
Custom All About Me (8x10 Keepsake)											1	
High Resolution Digital Download												1
FREE Standard Retouching	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
FREE Premium Backgrounds	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

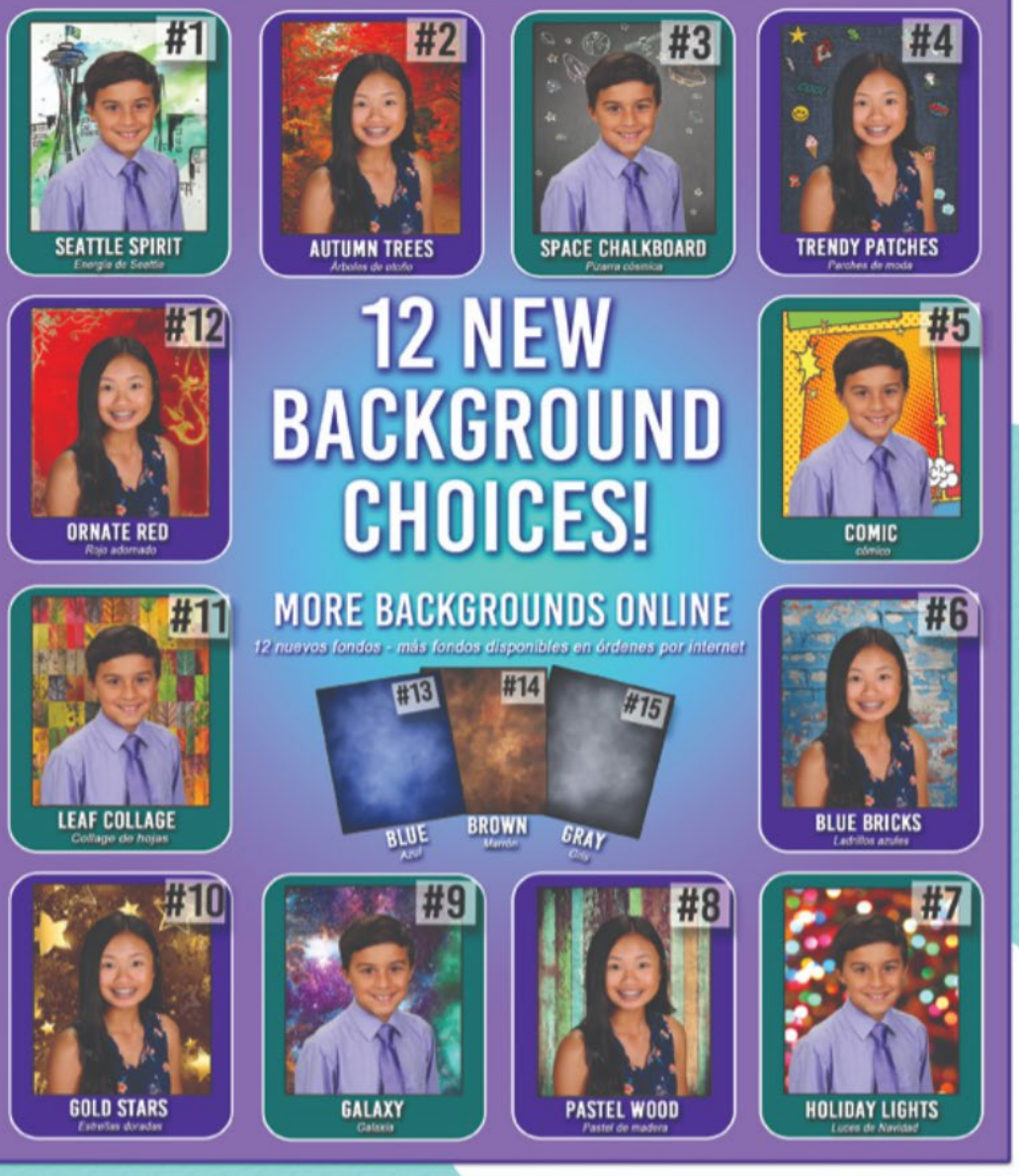
Price w/10% Commission	15.00	24.00	30.00	40.00	46.00	15.00	15.00	15.00	15.00	15.00	20.00	30.00

Personalization	6.00
Premium Retouching	10.00

Ala Carte Items may be purchased individually

Fall Picture Day

Coming Soon!



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ClassAct PORTRAITS

Questions: info@ClassActPortraits.com
(253) 569-1627