

# PICTURE DAY FREQUENTLY ASKED QUESTIONS

EVERY STUDENT WILL BE PHOTOGRAPHED WHETHER THEY ORDER OR NOT!

## **How do I pre-order online?**

1. Go to: [www.clixschoolpictures.com](http://www.clixschoolpictures.com)
2. Enter school code provided on the order form.
3. Place order (if you order online you do not need to send anything to the school).

## **What if I didn't pre-order? Can I still order online after picture day?**

Not to worry...online ordering will stay open so that parents can go online after picture day and still order (if it's more than 3-4 days after your student was photographed, it will be a ship to home and shipping charges will apply).

## **Want to wait until to can view your students image? No problem!**

4-6 days business days after picture day you will be able to view your student's image. Please note that it will be shipped to home and shipping charges will apply.

## **Late orders!! (Important)**

To avoid confusion, no paper orders will be accepted after picture day. Please go online to place your order using the instructions outlined above.

## **When will I receive my package?**

Pre-ordered picture packages will be delivered to the the school approximately 3 weeks after picture day. Reorders are shipped within 2-3 weeks and are mailed directly to your home.

**PLEASE NOTE: EVERY STUDENT WILL RECEIVE A QR CODE SHEET ON THE DAY THAT THEY ARE PHOTOGRAPHED. THIS SHEET HAS STUDENT'S UNIQUE CODE AND QR CODE FOR ORDERING.**