

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 PRESTIGEMHAREA@LIFETOUCH.COM OR CALL OUR CUSTOMER SERVICE DEPARTMENT AT 1.855.918.2930

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 AND SELECT, FIND A STUDIO NEAR YOU TO SCHEDULE YOUR IN STUDIO APPOINTMENT OR CALL 1-855.918.2930

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

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

PRESTIGEMHAREA@LIFETOUCH.COM.

HOW TO BOOK AN APPOINTMENT IN THE STUDIO

PLEASE START BY VISITING OUR WEBSITE PRESTIGEPORTRAITS.COM

CLICK ON FIND A STUDIO NEAR YOU

CHOOSE A LOCATION

CLICK SCHEDULE STUDIO SESSION

CREATE A PROFILE

BOOK APPOINTMENT

SELECT LOCATION

SELECT SCHOOL

SELECT SESSION

SELECT DATE AND TIME

FINALIZE APPOINTMENT

Prestige

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FREQUENTLY ASKED QUESTIONS

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. PLAN ON PAYING WITH CASH? PLEASE NOTE THAT WE ARE ONLY ABLE TO ACCEPT EXACT PAYMENT'S. OUR TEAM DOES NOT CARRY CHANGE. 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: PAY AHEAD OPTION IS ONLY AVAILABLE FOR ON CAMPUS PHOTOGRAPHY, PAYMENT SITES ARE ONLY AVAILABLE UP TO 24 HOURS PRIOR TO YOUR APPOINTMENT.
IN STUDIO PHOTOGRAPHY DOES NOT HAVE THE OPTION TO PAY AHEAD.

DRESS CODE!

PLEASE REFER TO YOUR STUDENT HANDBOOK FOR SCHOOL DRESS CODE. STUDENTS NOT DRESSED ACCORDINGLY MAY BE ASKED TO RESCHEDULE.

HOW DO I SELECT MY YEARBOOK PORTRAIT?

GO TO 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 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.