



# FREQUENTLY ASKED QUESTIONS

## **PARENT QUESTION: I FORGOT TO PREPAY FOR MY CHILD'S PORTRAIT. WILL I STILL BE ABLE TO ORDER?**

---

Yes, in order to receive free shipping to the school, families have approximately 48 hours after Picture Day to order online at [inter-state.com/order](https://inter-state.com/order) using our school's unique Order Code. Shipping and handling charges may apply for orders placed more than 48 hours after Picture Day. Our Order Code can be found in one of the following places:

- The Order Flyer that was sent home with your child
- An email that was sent to you prior to Picture Day
- A text message sent by the school prior to Picture Day
- Online at [inter-state.com/MySchoolCode](https://inter-state.com/MySchoolCode)

## **PARENT QUESTION: HOW LONG ARE MY STUDENT'S PICTURES KEPT ON FILE AT INTER-STATE STUDIO?**

---

Your student's pictures can be saved forever when you log in to your account at [inter-state.com/images](https://inter-state.com/images) and enter your unique Order Code found on the Thank You slip that was included with your Picture Package. Saving your student's picture allows you to order prints, customize prints with styles and purchase photo gifts for years to come.

Pictures that are not saved to accounts are kept on file for approximately 18 months.

## **PARENT QUESTION: WHEN WILL MY ORDER SHIP?**

---

Picture Packages are shipped to the school approximately 3-4 weeks after Picture Day. You should be notified by the school the day Picture Packages are distributed.

## **PARENT QUESTION: WHAT DO I DO IF MY CHILD NEEDS A RETAKE\*?**

---

On Retake Day\*, have your student return the Picture Package to the photographer. The photographer will retake your student's picture. Inter-State will produce the same Picture Package that you originally ordered, using the new picture. Retake Picture Packages will be delivered to the school.

## **PARENT QUESTION: WHY DIDN'T I RECEIVE MY STUDENT'S CLASS PICTURE IN MY PICTURE PACKAGE?**

---

Class Pictures are generally delivered separately from your Picture Package. They usually ship after Retake Day\* to provide the opportunity for each student to be included.

*\*Retakes are only available in the Fall.*

## PARENT QUESTION: I ORDERED A DIGITAL PRODUCT, WHEN AND HOW DO I RECEIVE THIS?

---

Customers who ordered any product prior to Picture Day will receive a Picture Package. For digital products, download instructions, along with your unique Order Code and PIN will be on the Thank You slip that is included in your Picture Package.

For step-by-step instructions, go to [inter-state.com/Support](https://inter-state.com/Support) and click on the Digital Download box.

## PARENT QUESTION: I RECEIVED AN EMAIL FROM INTER-STATE STUDIO, HOW DID THEY GET MY EMAIL ADDRESS?

---

You may be receiving emails from Inter-State Studio because you signed up on the website, opted in at checkout, or because the school provided your email address. If the school provided your email address, you will only receive important emails related to Picture Day. Your email address will be deleted from Inter-State's system after the school year ends, unless you sign up to continue receiving emails. Inter-State Studio takes your privacy very seriously and will never share your email address with anyone. You may opt out from receiving emails at any time by clicking the **Unsubscribe** link that is included in every Inter-State Studio email.

## PARENT QUESTION: HOW CAN I STOP RECEIVING INTER-STATE EMAILS?

---

There's an Unsubscribe link at the bottom of every email that will unsubscribe you from the email list. If you would only like to receive emails about upcoming Picture Days, click the link at the bottom of the email that says **Update your preferences**. Then, once you're logged into your account, press the button next to **Send me email notifications about Promotions & Specials** so that it displays **NO**.

## PARENT QUESTION: I RECEIVED AN EMAIL WITH A LINK TO VIEW MY CHILD'S PICTURE AND I'M CONCERNED ABOUT THE CROPPING OR OVERALL IMAGE QUALITY.

---

When you receive an email with a link to view your child's picture, please keep in mind the picture may still require editing and/or cropping. If so, these edits will be made soon and the site will update when the edits are complete. If you prefer to order after edits are made, wait a few days and check back again using the same link provided in the email. Regardless of when you place your order, it will be produced after the editing process is complete. All of our orders go through a manual review process before shipping and your satisfaction is always guaranteed. If you have any questions, please visit [inter-state.com/support](https://inter-state.com/support) so we can answer them for you.

## PARENT QUESTION: I'M GETTING EMAILS ABOUT THE WRONG SCHOOL OR A SCHOOL MY CHILD NO LONGER ATTENDS.

---

Click the link at the bottom of the email that says **Update your preferences**. This will take you to your account where you can log in and then add or remove schools for which you receive notifications.

If a parent has a question you cannot answer, direct them to  
**[inter-state.com/Support](https://inter-state.com/Support)**.