

CA
DY

SAVE
\$10

When You
Order **Before**
Picture Day

Picture Day Is Coming Soon!

Order at:
cady.com/pictureday





FAQs

Everything You Need to Know For Picture Day

Q What If My Student Misses Picture Day?

- Students who are absent on Picture Day may have the opportunity to take their photo on a scheduled Retake Day, if offered by their school. Retake Day details will be shared by the school, but you can also check with the yearbook adviser for more information. Please notify your student's teacher before Retake Day in case a special pass is needed.
- A. If your student misses both Picture Day and Retake Day, we cannot guarantee that they will be in the yearbook.

Q Can I Order With Cash Or Check?

- CADY does not accept cash, checks, or paper order forms. All orders must be placed online at cady.com/pictureday and will be shipped directly to your home.

A.

Q. What Happens If I Pre-Order Photos and Don't Like My Images? Can They Be Retaken?

- A. If your school offers a Retake Day, you may have the opportunity to take a new photo. Your retake image will replace your previous image, and an updated order will be sent to you. Please check with your school or yearbook adviser for Retake Day details.

Q What If I Prefer My Original Photo After Taking a Retake?

- Please contact the CADY Customer Experience team to assist with this request at cady.com/contact or call 678.534.5384.

A.

Q What Type of Products Can I Order?

- CADY offers a variety of print and digital packages, à la carte print sheets, and gifts so you can save your student's school memories for years to come.

A.



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Q Does This Photo Go In The Yearbook?

- Yes, but most yearbooks display a standard blue or gray background on all student photos, rather than the fun color you can choose when you order portraits from CADY.

A.

Q Do You Offer Any Enhancing Options?

- Yes, we offer professional retouching services to enhance your photo, along with personalization options on select products, including custom text such as your name and school year.

A.

Q How Do I Download the Digital Images I Purchased?

- To download your digital images, access your personalized download link provided by CADY. Allow the file to fully download, then open the downloaded file on your desktop or through the Files app on your phone. Unzip the file to access your digital images.

A. If you have any issues accessing or downloading your images, please contact CADY Customer Experience for assistance.

Q When Can I Expect To Receive My Order?

- Pre-orders typically arrive within 21 days after your student's photos are taken. Orders placed after Picture Day typically arrive within 21 days of the order date.

A.