FREQUENTLY ASKED QUESTIONS

ORDERING PHOTOGRAPHS

1. How do I order School Photographs [prior to School Photo Day]

Whitsunday Anglican School prefers that parents order their School Photographs online at advancedlife.com.au. To order online you will need to enter the 9 Digit Online Community Code TND VDD CA3.

It is not our preferred option (as envelopes and money go missing), but you can pay by cash or cheque returned to school prior to photography day in the official order envelope. These can be collected from the front office or sub-school offices. Cash or cheque orders CANNOT be returned to the school after the day of photography.

ONLINE PAYMENT INSTRUCTIONS.

1) Go to advancedlife.com.au, enter the 9 digit Online Ordering Code TND VDD CA3 and hit SUBMIT.
2) Select ORDER PHOTOS from the menu to order this year’s packages.
3) Enter the first student details you wish to order for and hit PROCEED.
4) Use the SELECT Check box for the package/s you wish to purchase. List the quantity required and ADD TO CART.
   NOTE: If you have entered incorrect student details select EDIT STUDENT DETAILS.
5) If you only wish to order for one child please proceed to CHECKOUT.
6) Check that the item in your cart is correct and click CHECK OUT to finalise your order or click CONTINUE SHOPPING to add an order for another student.
7) Check your order carefully as refunds will not be given for incorrect choice.
8) Enter your payment details and hit PAY. A $1 handling fee is applicable for this service.
9) A receipt for your payment and order will be sent to the email address provided.

2. Late Orders - School Photographs have been taken but I haven’t placed an order [on or after School Photo Day]

Orders can be made after the main day of photography but MUST be made online.

Cash or cheque orders CANNOT be returned to the school after the day of photography. Orders can be made for up to a week after the main day of photography at regular pricing. After the week, all orders are closed and the order will incur a reorder fee. This fee cannot be waived.

3. I ordered Online. Do I have to return an envelope?

If you have ordered online, you DO NOT have to return an envelope.

4. Why am I charged a $1.00 Handling Fee when paying by Credit Card?

advancedlife are charged a fee greater than $1.00 for every credit card transaction. Not everybody utilises credit card so we prefer to be transparent in the charge rather than build the price in against every order. Paying by transaction means the $1.00 is shared across the entire order which may be for a single package or multiple packages and additional purchases.
6. Sibling Photographs
Whitsunday Anglican School permits Sibling Photographs to be taken on both days. You can only place an order prior to the main day of photography. These photographs are taken by request - if there is no order we will not know to take the Sibling Photograph of your children.

Schools prefer that parents order their Sibling Photographs online at advancedlife.com.au however an ordering envelope can be used. Online ordering for Sibling Photographs closes strictly at midnight the night before the main day of photography.

8. Delivery of late orders and reorders
If you place an order after photography day for packages, sports groups, extra-curricular groups or event photographs through the School Community Portal, your order will be delivered to the school. If you order any of these through the advancedyou personal site using the 9 digit code found on your photography package or advancedyou card, your order will be delivered to the address you supply on the site.

9. Can I order over the phone?
advancedlife do not accept orders over the phone. Firstly, we cannot verify the identity of the caller and students images must be protected at all times. Secondly, for security of our customers we cannot accept credit card numbers manually - only through our secure websites where numbers cannot be seen nor accessed.

11. I ordered a package for my child but have not received it.
[a] Distribution of photographs by the school can take several days. If other students have received their package but your child has not, wait 3 days before forwarding the following details to enquiries@advancedlife.com.au:

To: enquiries@advancedlife.com.au
Subject: Package Not Received

School Name
Suburb
Postcode
Student Name
Class
Parent / Guardian Name
Contact phone number
Method of Payment

[i] Online - Please include online order receipt number provided in email receipt after your order was placed
[ii] Cheque in Order envelope handed to photographer on day - Please provide amount and date cheque was cashed from your statement
[iii] Cash in Order envelope handed to photographer on day.

12. I am not completely satisfied with my package. [RETURNS SLIP]
[a] advancedlife offer a 100% money back guarantee should you not be completely satisfied with your package.
Simply return your unwanted portion of your package **within 14 days of receipt** with the returns slip [RETURNS SLIP].

**NO REFUND** - A refund will not be given if the high resolution digital file has been downloaded.

[b] Whilst every effort has been made to capture a perfect "point in time" memory of your child, at times a photographer can miss the perfect moment amongst the hundreds of children being photographed on the day. Unfortunately advancedlife cannot return to a school to retake a portrait.

**IMAGE DOWNLOADS (after photos have been taken)**

1. **I am having difficulties downloading my portrait image.**
   [a] The most common problem is caused by using out of date browsers such as older versions of Internet Explorer. Update your browser and re-enter your 9 digit advancedlife code at [www.advancedlife.com.au](http://www.advancedlife.com.au). Follow the prompts to download your image.
   [b] Ensure our reply including the image has not been sent to your Junk Folder.