

Dear Waconia High School Families-

Thank you for trusting Lifetouch to be your photography partner this Fall. We consider it a privilege to serve you and strive to provide the highest quality service and products. Unfortunately, your experience with Lifetouch has not been up to our normal standards, and there is a delay in the delivery of your school's packages.

We sincerely apologize - this is not the delivery time frame that our customers should expect nor deserve from Lifetouch.

This year, as part of our new relationship with Shutterfly Inc. we made an investment in infrastructure and manufacturing updates that will enable Lifetouch to provide even better service and products to our customers in the future. With this transition, in some instances we are experiencing unexpected technical issues and this has created an extended delay for your school. We are working diligently to improve the process and our technology team is working around the clock to resolve these issues.

Due to this fact, we will be refunding all picture packages. If you paid by credit card or PayPal, you should expect a credit back in a week to 10 days. If you paid by check or cash, a refund check will be sent to the school with your students' name on the envelope. Because we need to create each check individually, these checks should arrive in 2-3 weeks.

We are holding another picture day on Friday, November 1st to re-photograph anyone that has not received a package. The package that you ordered will still be created as we have that ordering information stored in our system. Your student will not need to bring anything to the cameras. If we can get the packages created and in your possession before November 1st, we will cancel that picture day.

We value the relationship we have with our schools and customers. Thank you for the trust you place in Lifetouch to capture and deliver your student's school memories in a timely manner. We appreciate your understanding and are making every effort to get your portraits to you as quickly as possible.

Sincerest apologies,

Johnny Grant
Vice President of Sales | Lifetouch School Photography
11000 Viking Drive
Eden Prairie, MN 55344