

Frequently asked Picture Day Questions:

What if I can't pay today or forgot my money?

Parents who forgot about Picture Day have 48 hours after Picture day to pay online and choose their student's backgrounds; they just need the website www.mylifetouch.com and the Picture Day ID for your school (located on the flyer) They do not have to bring anything back to the school, their order will be linked with their child's name.

What if I forgot my online confirmation?

Although it is very helpful to have, Lifetouch can link their online order with their child's name and grade.

I didn't know it was picture day; will I have another opportunity to purchase school pictures?

Yes, there will be a retake day for new and absent students as well as students who wish to purchase school portraits or are not happy with their original school portraits.

What if I don't like my child's school portraits?

Have your child bring in their portrait package and Lifetouch will gladly retake their picture on the scheduled retake day. If they are still not satisfied they can call our customer service number and Lifetouch will issue a full refund.

Is there a way to order more pictures once they have come in?

Every child photographed will have a re-order number and parents can order more portraits throughout the year.

How do I get my Shutterfly credit?

When the portrait packages come in, there will be a Shutterfly code included with their package. The code can be redeemed on Shutterfly's website. Parents can upload any pictures they want (not just school portraits) and use the credit towards any Shutterfly product.

What are the SmileSafe Cards and do I have to pay for them?

*Through our partnership with Lifetouch, every Child will receive two cards regardless if they purchase portraits. These cards play a very important role in missing child recovery. They are linked to the **National Center for Missing and Exploited Children** and there will be instructions on the cards in the event their child goes missing.*

Is there a way to get multiple background?

Yes, parents who order online can mix and match their packages and get multiple looks for the same price.

Lifetouch Customer Service: (888) 596-5756