

WJHS - Make-up Picture Day - Monday, 11/20/23

If your student was absent, newly enrolled, or not happy with their first picture we invite you to attend the picture make-up day.

Absentees & New Students

- If you pre-ordered on the original session but your student was not photographed, the order will transfer to the make up day session (no action needed).
- New cash/check orders should be given to the photographer on picture day. *(Order forms are available in Room 244.)*
- Online orders may be placed after the personalized proof sheet has been received (approximately 2-3 weeks after picture day). The original picture day code is expired.

Can't wait for the new proof sheet? 7-10 days after picture day visit our website at <https://vando.imagequix.com/S9SRC9J> and enter your student's personalized online code.

(In most cases - The Personalized Online Code = X (the first letter of the School name) + your students' school id number - example: X12345.)

If you do not know or have access to the student id number, we ask that you wait for your proof sheet or email/text notification, please do not call the school.

Retakes

Anyone may be photographed on make-up day. In order to receive a new package, the entire original package (and envelope) needs to be returned to the photographer on picture day. We cannot exchange your order with the retake picture until the original order has been returned. Families that ordered a digital download only - We will see that a digital download was originally ordered and a replacement download will be sent if a new photo is taken.

It's helpful to the photographer if you include a note with the original pictures stating why you've requested a retake so that we can do our best to deliver a great school picture.

Important note: the retake image will be used for the yearbook and or class pictures.

Please direct any school picture questions to our customer service department at 855-773-3321.

Thank you for allowing Upstate Images the opportunity to capture this year's school memory!