

## Generations School Photography Refund Policy

- If for you are not happy with your portraits due to a photographer's error, we will retake, exchange them for units of a different pose (if applicable) or issue a refund, accompanied by a receipt, cancelled check, credit card charge verification, or other form of receipt of payment; dated within 14 days of mail delivery date. Any returned or exchanged product accompanied by a receipt dated within 14 days of mail delivery date will be refunded at the original purchase price, plus applicable sales tax. Refunds will be made in the original payment method or by refund check. No refund or exchange will be issued after 14 days of portrait pick up or mail delivery date. If you wish to return your merchandise you MUST contact the main office of Generations School Photography at [orders@gsp-photos.com](mailto:orders@gsp-photos.com) prior to returning merchandise or portrait package. There is no extension to this return period of 14 days from portrait pick up or mail delivery date. If a return is made without a receipt, Generations School Photography reserves the right to refuse the returned merchandise and no refund will be issued. Customers are liable for cropping their images for production and designing announcements/collages. If you need changes to the designs or need to re-crop the product, a reprint cost is applied.
- Shipping and handling charges for our product will be the responsibility of the customer and therefore is not eligible for refund.
- CDs, USB's, and digital downloads are non-refundable once they leave the portrait studio or are delivered to the school with portrait orders, whichever happens first.
- A refund will not be issued on returned products that do not have 100% of its original content
- All refunds will be provided as a credit to the credit card used at the time of purchase within 14 business days upon receipt of the returned merchandise.
- Payment by check or cash for original purchase will be refunded as a check from Generations School Photography within 14 business days upon receipt of the returned merchandise