

## Everything You Need To Know For Student Photos

### What if Students Miss Picture Day?

Students absent on picture day can get make up photos on a scheduled Retake Day. This day should be advertised around your school, but you can always check with the yearbook adviser. Please notify your student's teacher before Retake Day arrives, in case your student needs a special pass.

*If your student misses both Picture Day and Retake Day, we cannot guarantee that they will be in the yearbook.*

### Can I Order With Cash Or Check?

We do not accept cash, checks, or any paper order forms. All orders may be placed online and will ship directly to your home.

### If I Pre-Order Images And Don't Like My Images Can I Get Them Retaken?

Yes, we come back to your school for a Retake Day. Your retake image will replace the previous photo, and a replacement order will be sent to you. Check with the school or yearbook adviser for the date of the Retake Day.

### What If I Like My Original Image After I Retake My Image?

Please contact the CADY Customer Experience team to assist with this request at [cady.com/contact](https://cady.com/contact) or call 678.722.3449.

### What Is My Token Number Used For?

A token is an 5-digit number that allows you to view your photos online without having to register. Simply visit the CADY ordering site [here](#) and enter your token in the box provided.

### Does This Photo Go In The Yearbook?

Yes, but most yearbooks display a standard blue or gray background on all student photos, rather than the fun color you can choose when you order portraits from CADY.

### Can I Order Individual Sheets?

Yes, additional sheets are available to add onto any of our packages.

### Do You Offer Any Enhancing Options?

Definitely. You can add personalized text, like name and/or school year to wallet-size prints. We also provide minor retouching services such as complexion softening and teeth lightening. Simply select retouching when you order, and your retouched photo will even go in the yearbook if ordered before your yearbook cut-off date.

### I'm Having Trouble With My Image Download.

We send your images in a zipped file, but it must be downloaded on a desktop computer—not your phone or tablet. If you placed your order as a guest, you must create a parent account in order to access your image.

### When Can I Expect To Receive My Order?

Orders received on Picture Day typically take 21 days to be processed and shipped.