



# Underclass F.A.Q.

## How can I order Underclass Photos?

- Click here to order: <http://www.s1portal.com/schoolpages.html>

## Can I order after picture day? Can I see the photo before I order?

- Yes, Click here to view and order: <http://www.s1portal.com/schoolpages.html>. Find your school, then click on 'View and Order'. The online code is the Student ID number.

## What's my online code?

- The online code is the Student ID number. Please contact our Studio if you need assistance.

## Can you retouch my image?

- Yes, retouching is available for purchase.
- Image retouching softens blemishes and facial lines only.

## I missed picture day. Will I get the chance to take a picture?

- Most schools will hold a Makeup day 4-6 weeks after the original photo day. Check with your school for your Makeup day.

## I don't like my photo. Can I do a retake?

- Yes, please return your printed photo package to makeup day. We will retake your photo and reprint your order.
- If you did not place an order and want to do retakes, you still can. We will retake your photo and provide the new pose to the yearbook.
- The final pose in the yearbook will be the retake photo.

## When will I receive my order?

- Orders are delivered 4 weeks after picture day.

## What if I do not receive my order after 4 weeks?

- If you have not received your order, please contact us at 925-361-0430 or email us at [customerservice@studio1experience.com](mailto:customerservice@studio1experience.com). Please have your order number ready.

## I lost my ID card. Do I need to take a new photo?

- If you lose your ID card please go to the school office and they can provide you with a new card. Some schools may charge a replacement fee.

## I ordered a Class Composite when will I get it?

- Class composites will be delivered to the school *after* the final make up day to ensure all students are included.