



Your complete satisfaction is our goal.

However, if you are not satisfied with your portraits, we'd like to offer you two options:

1. **Have Your Portrait Retaken** If retakes are offered at your school, return your picture package and the blue & brown receipt to your school. Keep your class picture, if applicable. We'll retake your child's portrait and make every attempt to correct our mistake at no charge.
2. **Request a Refund** Complete the Refund Request Form and mail it with your child's photographs and the blue & brown receipt to receive a refund.

Refund Request Form

We're sorry you didn't like your child's portraits. Please complete and mail this form with your entire package, including the blue & brown receipt, to Splendid Portraits. Refund Request Forms must be received within 8 weeks of picture day. Please be patient, your refund may take up to three weeks to be processed.

My Refund Information

Package Purchased _____

Amount of Purchase _____

Reason for Refund _____

School or Organization _____

Teacher & Grade / Team or Group _____

Image Locator Number _____

Your Name _____

Subject's Name _____

Daytime Phone Number _____

Check here if you are keeping your group picture.
Keeping the group picture will reduce your refund.

Mail My Refund To

Address _____

City _____

State _____

Zip Code _____

If no technical flaw exists, a \$7.50 processing fee may be applied. By requesting a refund of these pictures, any copyright release purchased no longer applies.

Your Signature

Do not send to school.

Mail this completed form, your picture package and the blue & brown receipt to
Splendid Portraits

Splendid Portraits

Customer Service Department
7297-L Lee Highway
Falls Church, Virginia 22042