

Frequently Asked Questions- rob sambrook photography



Question: When does the order need to be in by?

Please can you give your order directly to the nursery/school/club and check with them for details of when the orders need to be in by.

Question: Can I order two or more different images (proofs) within the same pack?

All packs are preset on the photo labs printers, so the printer automatically prints all the photographs in each pack from the one image. To confirm, all packs contain multiple copies of a single image only and they cannot be split to contain different images.

Question: I wish to order other sizes than offered on your literature?

The products we offer are as you see them on the leaflet, we don't offer a 'bespoke' service as such for our nursery/school/club photography. We do however offer the option to purchase your chosen images on a disc which is proving incredibly popular as it allows a large degree of flexibility to the customer. You own the copyright to the image/images ordered and can then have different sizes printed as and when you wish.

Question: Who do I contact if I am missing part of my order?

Please contact the nursery/school/club first as they may still have more photographs to hand out. Failing that, if you are still missing part of your order, either email wendy@robsambrookphotography.com or call Wendy on 01206 766323 with your child's name, nursery/school/club, class if relevant, and which pack/size you are missing.

Question: What happens if I have missed the deadline for the main order?

If you wish to make a late order either call Wendy with your card details on 01206 766323 or return your proof card along with a cheque made payable to rob sambrook photography at the address below and be sure to enclose your full address and post code for delivery. Please don't forget to include the £5 late order fee. This fee is to cover the cost of the administration and separate postage of the order.

rob sambrook photography

PO Box 10462

Colchester

Essex

CO1 9GQ

Question: How long do you keep the images?

We keep them on file for a period of 12 months from the date of the photo shoot.

We trust these answers have been helpful and if you have any further questions please don't hesitate to email wendy@robsambrookphotography.com or give Wendy a call on 01206 766323.