

To: The Athlos Academy Community

First, we would like to thank you for choosing Dennis Photofinish Ltd. for your school photography services. It is always our goal to provide quality customer service, an efficient school picture day process, high quality portraits and accommodating services to all of our school communities and customers.

It has been brought to our attention that there were a few concerns about the turn around time on school picture day photo packages. We do apologize for not communicating to you all that turn around times can be doubled when School IDs are done in conjunction with traditional school day photos. The process is rather seamless for us during the picture day session at the school, which is why we do it often. However, due to student id production, which involves a lot of data, such as names, grades and student id numbers for barcodes, it does add more time because of data inputting on the back end. We should have informed you all that it would take an additional 2 weeks on school photos.

Moving forward, the photo sessions for the remainder of the school year are only open to students/parents that would like to purchase packages. A two week turn around time is guaranteed (barring any unforeseen circumstances) on all of those dates. We won't be taking photos of the entire student body and won't have data inputting involved. Also, we will be delivering payment flyers at least two weeks prior to picture day, so that parents/families have adequate time and notice.

We look forward to continuing this partnership and providing excellent service.

Regards,

Dennis Photofinish Ltd.