

Dear Parents and Guardians of Prairieview Elementary School students,

Thank you for trusting Lifetouch to photograph your child this fall. Unfortunately, despite our best efforts, the portrait packages for your school have been significantly delayed. We are working hard to produce your portrait packages and expect to deliver them to you via the school in the next few weeks.

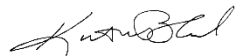
We sincerely apologize for this inconvenience. In recognition of your patience, we are **refunding \$12 of your purchase** while we continue to work through the delivery of your portraits. If you paid by credit card or PayPal, we are processing your refund this week and it will appear as a credit to your account within 10-15 business days. If you paid by cash or check, the check will be mailed back to the school to distribute to you within the next few weeks.

If you choose to use your refund to purchase a Digital Image Download you will be able to do so when your portrait package arrives with your individual image claim code. A Digital Image Download can take up to 72 hours to appear in your email inbox once you place the order. You will then have full copyrights to the image to use however you choose.

If you have questions about the delivery or the refund process, please call our local customer service number at 1-630-859-2728 press 0.

We value the trust you and your school place in us to capture and preserve your important school memories and are making every effort to deliver your picture packages as quickly as possible.

Sincerely,



Kurt Barbel  
Territory Manager  
Lifetouch Portraits and Yearbooks,  
179 Oswalt Ave., Batavia, IL 60510