

Photography FAQ

1) How does shipping work? Do I have to pay shipping or can I have the pictures delivered to the studio?

Yes, because all of our ordering is online, all order must be shipped directly to the customer. Shipping cost can not be adjusted.

2) If there is white showing on the sides of my picture, will it print that way?

Yes! If there are white stripes on either side of your picture, it will print that way! Be sure to adjust the size or the placement of your picture.

3) Can I purchase one package but choose multiple pictures?

Yes you can! Simply favorite all your pictures that you are wanting in the same package. Favorited pictures can be from different albums and days. Once you have favorited all your pictures, you can click the "Buy" button and choose the package you are wanting. It will give you the option to pick from your "Favorites". Once you click on your favorites it will make a library of all of the pictures you have favorited. From there you simply drag and drop.

4) How long will it take to have my pictures printed?

Processing typically takes a day and then orders are shipped. Shipping time depends on the method that you chose during your checkout.

5) I'm having trouble making my memory mate.

Once you are in your album, select the photos that you would like to use in your memory mate. When your photos are selected you can choose which product you would like to purchase. Under our products list our memory mates are under the memorabilia category. From there you can pick the memory mate and drag and drop your selected pictures.

6) When do the prices go up?

Prices go up at 8pm on the date that was given to your studio. So if the date listed was May 10th, prices will go up at 8pm on May 10th.

7) More questions?

For more questions, please e-mail Dance@RedeemedProductions.com