

STRAWBRIDGE

s t u d i o s i n c .

Frequently Asked Questions:

- Can packages and/or prints from years past be ordered?
 - Yes, go online to www.strawbridge.net or email our Customer Service Department to place an order at journeyquestions@strawbridge.net.
- Can additional Journey products be ordered?
 - Yes, go online to www.strawbridge.net or email our Customer Service Department to place an order at journeyquestions@strawbridge.net.
- Why did my student/child not receive a multi-year Journey product?
 - There are a variety of reasons for this which may include:
 - Have only one or two years of images in our database
 - New student to this school
 - Name change
 - Parent(s) asked us to remove image(s) from our database
- I only received images representing three or four years of my child's attendance, but they have attended five years at this school. Where are those images?
 - Please contact our Customer Service Department at journeyquestions@strawbridge.net and we will research our archives.
- What if I used all the money bags and shipment boxes?
 - Please contact shipping@strawbridge.net or your local representative for any pick-ups needed.
- Why is the pricing different from a 6-year to a 5-year product, etc.?
 - Price is based upon the number of years the student was photographed. Therefore, the more images on the product will result in a higher price.

Strawbridge Studios Customer Service:

journeyquestions@strawbridge.net

or call

Toll Free - (866) 624-6229