

# *Sand Castle*

School Portraits

Dear Parents,

As you were made aware previously by your PTA, we have encountered a major computer glitch with the program we use to process and print your orders. We deeply apologize for these inconveniences.

At this time, we would like to update you as some parents have received incorrect orders and/or missing items. Please know, that the issue has been rectified and we ask any parents affected to please call or email our office so that we can promptly order and missing or incorrect items.

We understand that this may have been a frustrating experience, however, please understand that this situation was out of our direct control, but we will make it right and regain your confidence.

As a thank you for your patience and understanding, we are offering all parents (whether you made a purchase or not), a FREE digital download of your child's portrait with the background of your choice.

To receive your FREE download, following the ordering instructions on the insert you received and enter the code **FreeDD2019** and you will receive the image via email.

We also plan to offer a special gift to all 5<sup>th</sup> grade students later in the school year.

If you have ANY questions, comments, need assistance with ordering any missing or incorrect items or receiving your download, please contact our office by phone at **631 665-0234** or via email at **support@sandcastle-photography.com**

Please note, that we strive every day to insure we provide quality photography and helpful, understanding customer support to serve you as best we can.

Again, on behalf of the entire team at Sand Castle School Portraits, please accept our apologies and hope your family has the Happy Thanksgiving and a wonderful holiday season.

Kind regards,

**Steven A. Grieco**

President/CEO

Sand Castle School Portraits