

Welcome to Artona!

Here are some important things to know for the upcoming school year, with regards to fall photography.

Photo Day: Your school can provide you more details on your upcoming Photo Day and Retake Day, please check their website or ask your child. You can also find it on our web page, using one of the search bars on our homepage and entering your child's school name at the bottom of the page. <https://artona.com>

Within 48 business hours of Photo Day, your child's digital proof(s) will be available to view on our website.

If you know the school name, student last name, and student number, you will have no issues accessing and viewing the digital proof. If your child brought home the Photo Day card with a QR code/number on it, you can also use that to access your child's photo proof. If you still have problems, please contact our customer service team for further assistance.

<https://artona.com/contact-us>

To receive free shipping to the school, photo packages must be ordered within 1 week of Photo Day. Approximately 2 weeks after the ordering cut-off date, the photos will arrive at the school.

Retake Day: If your student requires a retake, the retake photo will become the photo used for all services (ID card, photo directory, etc) at the school. For example, it would become the yearbook image, if the school has a yearbook, or perhaps it's used for an ID card. Both photos will remain active for you to order online on our website.

For students issued an ID card, they must return the ID card on Retake Day and a new one will be issued in approximately one week. For students not receiving ID cards, please send students back to school with their original QR card if possible. A new camera card can be issued at the camera, however, those with cards will be prioritized.

Retake Days follow the same production, ordering and shipping timelines as original Photo Day.

If you miss the cut off for free shipping from original Photo Day, your photo packages are held and shipped to the school with the retake packages, at no cost to you.

There are other options to receive photos:

1. Digital Download. If you order digital images of your child's photo, a high-resolution, digital version of the image(s) selected will be sent to you, generally the same day. There is no additional cost for this service other than the cost of what you have chosen.

2. Ship to home. If you miss the Original and Retake Day cutoff for complimentary shipping to the school, you still have the opportunity to purchase a package and pay the small shipping fee to have the packages delivered directly to you.

Artona maintains its studio and office in Vancouver BC. Appointments can be booked there if you are on the mainland with advanced booking. See our website for more details.

