

Ordering Appointment - Frequently Asked Questions

Do I have to place my order at the time of the Ordering Appointment?

Yes, this is the time we are able to advise you on getting the best from your photographs, so all of the decision makers in the family should be present. We only offer one Ordering Appointment, so if someone is unable to make it, it is best to re-schedule OR A \$50 fee will apply for a second Ordering Appointment.

Can I get a USB of the images? At BAC Photography we specialise in Wall Art and the production of fine photographic prints however we supply a USB of purchased images for all products ordered and for orders over \$2000 you will receive **ALL** digital images from your gallery (approximately 40-60 Images).

What are the prices of your photographs? Our bundles start at \$545 for a print Collection, \$295 for Wall Art and go up to \$2195 for our large Acrylic Wall Collage.

How do I know what size photographs would suit my home best? Choose a size you feel comfortable with and if it you feel it is the wrong size when you get it home, we will replace it. This is our 'right size guarantee'.

How long do orders take to complete? Usually, orders are completed in three to four weeks.

What payment options do you have? We have 3 payment options

1. **Full Payment** – This is where orders are paid in full at the time of order
2. **50/50** – This is where 50% of your order is paid for at the time of ordering and 50% is due on collection of your order (approx. 3-4 weeks)
3. **Payment Plan** – This requires a 33% down payment and then can be paid off in installments. Maximum plan time is 6 months. Please note this is a lay-by style payment and no product will be delivered until paid in full.

Do you take credit cards? Yes we take all Visa & Mastercard, plus eftpos too. We do not however accept American Express.

Can I order photographs at a later date? Of course, you may order photographs at a time later than the viewing time but please note that we keep your files 3 months after your photography session and will charge a \$50 service fee for a second ordering appointment.

REMINDER: PLEASE NOTE THAT IT IS IMPORTANT THAT DECISION MAKERS ARE AT THIS APPOINTMENT. PLEASE FEEL FREE TO CHANGE THE APPOINTMENT IF REQUIRED.