

Terms and Conditions

Ian Wilson Photography products and prices can vary without notice. Contact us to confirm details if un sure.

Editing of Students Portraits

We Adhere to the below listed policy on photo editing.

We encourage parents to contact us directly if you wish to discuss your child's requirements.

We will aim at all times to produce a pleasing school portrait, which reflects an accurate point in time of that child's life. We will aim at all times to produce only those types of photographs and photographic services that will enhance the prestige of the profession and play a part in raising the general standard of school photography in Australia.

- We do NOT endorse the use of any digital re touching / enhancing technique in relation to children's school portraits.
- We endorse the use of blemish removal and retouching techniques upon a request from the parents / guardians of the child, providing we take the approach of whether the child's final photograph will reflect an accurate portrayal of the year of that child's life and not the small amount of days of that year that any temporary marks might appear. Therefore, if there are cold sores, bruises, scabs or any other temporary marks on the child's portrait, that do not reflect an accurate portrayal of the child, in the year of the portrait in which it was taken, you may remove any agreed temporary marks with the parents/guardians permission.
- We discourage the word "Airbrushing" and endeavour that the words "Temporary Mark/s" are included in any question description of the removal of any temporary marks on their order forms. An example of what to ask, is as follows: Would you like your child's cold sore, bruise, scab, temporary mark removed from their individual portrait? This may occur an additional fee.
- We do not endorse blemish removal / retouching without the parent / guardian's permission.
- We do not endorse blemish removal and retouching techniques on permanent blemishes of a child such as permanent scars or permanent acne.
- Grooming which includes hair and uniform tidiness is the responsibility of parents/guardians.
- We do provide disposable combs for last minute styling.
- Your School determines uniform rules for photo day.

Payment Options

Varying methods can range from cash, cheque and Visa or MasterCard through to online secure payment.

We do not accept American Express, Diners card or some other corporate cards.

In all cases payment must be received before the product is ordered and dispatched.

Cheque payments that do not clear or have funds that are not made available may incur a administration charge.

For packages accepting online orders your payments are handled by NAB who is our payment partner. Their security credentials are available on their websites. Our online shop also has Secure Pay via our agreements with the website managers.

Online orders must be placed before 12.00am midnight the day before photo day. Orders placed online after this time may attract a late fee or shipping charges.

Returns, refunds and exchanges

For School photo's, we will re photograph students free of charge if you are not happy with the original photo.

We do not offer exchanges under any circumstances. Due to the unique product that is produced at your request these products can not be reused or on sold therefore we recommend that you order your product wisely.

Shipping & delivery

Ian Wilson Photography, ship all our products using Australia Post and a professional freight company.

We cannot be held responsible for their delivery policies or disruptions. We will endeavour to help track down lost or stolen products with these suppliers but ultimately, they need to be held responsible for their own actions.

If your order has been placed in bulk with the entire school and was received on the day of photos we will deliver the finished product within 4 working weeks unless otherwise arranged with the school in question.

If you are placing an order via our second chance system or as a re-order we ask that you allow 4 weeks for this order to be completed and sent to you. This extra time is needed to allow for a separate ordering process, in many cases though you will receive your order well before this time.

ABN

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