

Frequently Asked Questions



Who is Apple of My Eye Photography?

We are a Portland based, family owned and operated photography company. We are not only passionate about photography, but as parents of three young children we are also committed to supporting local schools.

We are on a mission to transform school photography by providing families with high quality school pictures, along with a positive experience. Our photographers will provide parents with multiple images of their child via our secure online ordering system, making it very easy for parents to customize their packages with the image(s) of their choice. We also have a Give Back Program, in which we give a percentage of our profits back to our partner schools. As parents spend money on school pictures, they do so knowing that a percentage of the money will go back to their child's school. In the past three years we have given over \$8,000 back to our partner schools.

Why are your pictures taken outside?

We are natural light photographers and we are passionate about the quality of our pictures. Before picture day we find beautiful places around the school that will provide a nice natural background to the pictures. You can see some samples of our pictures at www.appleofmyeye.photography.

Note: on rainy days we take pictures under building overhangs or using one of our canopies.

How do parents view and order images?

About 10-14 days following picture day, parents will receive an email from us with a link to a private gallery of their child's pictures on our secure online ordering site. All ordering and payments are handled via our website.

Note: we do not require parents to order pictures before picture day. We believe that parents should have the opportunity to see the images before making a purchasing decision.

How do parents choose the image that they want to buy?

We typically provide parents with two to four images of their child to choose from. Parents can choose as many of these images to purchase. They can even mix and match poses inside of one photo package.

When will parents receive their pictures?

We ship directly to the parents. Parents should expect to receive the pictures within 7-10 days after ordering.

Who should the parent contact if they have questions?

Parents should email help@aomephotography.com. Our goal is to respond within 24 hours.

How does picture day work?

We work closely with school staff to create a detailed schedule for the day. We typically allot a half-hour time slot for each class. Our photographer(s) will work with a couple of parent volunteers to ensure that the whole process runs smoothly and that we have enough time devoted to each child.

Are there retakes?

We do not offer retakes. As an alternative, we provide parents with two to four images of their child to choose from. Parents are not "stuck" with the one image choice, like with other photography companies.

What happens if we miss picture day due to illness or vacation?

We offer a make-up day for those that missed picture day.