



Dear Parents,

On behalf of BTO Studio Photography, I would like to offer our most sincere apologies for the inconvenience some students experienced with the quality of their school portraits prints, especially in the friends and the brother and sister photo. It was an oversight for which we accept full responsibility.

To remedy this situation, we are taking the necessary steps to prevent it from happening in the future and we will be offering replacement prints of the photos which were not of the highest quality. This experience helped us identify a major problem in our printer (a damaged print head), which has now been fixed.

In order to obtain replacement prints please return the photos which are not to your satisfaction, please use an envelope and write down the name of the student and the grade. On January 13 2021, we have scheduled to be at school during the morning to pick up the photos and please note that we will only accept returns on this date.

Once again, we apologize for the inconvenience and we hope to continue to provide you with quality photo services in the future. Please feel free to continue to provide feedback about our services. If you have any further questions or would like to discuss this matter further, please feel free to contact me at **btostudio@gmail.com**

Thank you for your invaluable support,

Alberto Sanchez
BTO Studio Photography