

AMAC Photo

Frequently Asked Questions

Booking Process:

To book our services, simply contact us with your event details and preferred dates (use our booking information form). We'll confirm availability and discuss other relevant details. We'll finalize the booking and let you know any other requirements needed. On the day of the event, we'll arrive ready to get to work!

Photo Day Details:

Once we confirm the details of the day, we will provide a timeline and information on what to bring and how to prepare.

Photo Packages and Pricing:

We customize the packages based on your needs. We can assemble custom packages, with valuable packages that include packages at different price points.

Photo Delivery:

Once the galleries are prepared and ready, we will launch the gallery. Participants will be notified by email, and optimally text (requires them to opt-in). Online orders are shipped directly, and downloads are available instantly.

Photo Usage:

AMAC Photo, as the original author of the photographs, owns the copyright of all images taken. Clients receive a copyright release, which grants them rights to use the photographs and images for personal use, given a few notable exceptions (e.g. you cannot enter the photo into a photo contest, or make sellable products using the photo). Additional details are available in our copyright release form.

Privacy:

AMAC Photo reserves the right to, and may from time to time decide to use photos for promotional, advertising purposes, in both physical and digital formats. However, individual photos are never shared publicly, and all participants' photo galleries are protected with a secure access code. If you have a specific request to not display a photo we've taken, please let us know so we can make sure it is marked appropriately in our files.

Customer Service Policies:

Guiding Principle: Customer satisfaction is a big deal to us, and a cornerstone of our success. If you're anything less than 100% satisfied with your experience or your photos, please let us know so we can make it right. If your package is damaged in transit, missing an item, or whatever the case may be, give us an opportunity to resolve it for you.

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Streamlined Ordering: For fastest service, online orders go straight to our partner labs so they can get your images printed and shipped as quickly as possible. If you spot an error on one of your images, please reach out and we'll fix it before you send your order.

Social Media Policy:

Although it's not a contractual obligation, we always appreciate when you share your photos that we've taken, include a tag on Instagram: @amac.photo Likewise, if you follow our account, we will make sure to tag you in return. We regularly share our work, and want to help share your story, too!

Contact Information:

Questions? Email us at hello@amacphoto.com

Need help with an order? Email customersupport@amacphoto.com

You can also call or text us: 614.563.8211

Data Privacy/Security:

We take data safety seriously. We take industry-standard measures to protect all data that is shared with us. Any data in our custody is secure and access is limited to those who need access to it in order to perform their tasks. For example, your shipping information is only used to print the label to ship your items, and your email is only used to share information about picture day, order reminders, how to order, and information about your order.

Safety Practices:

Indoors: For our indoor photo sessions, we typically use light stands, tripods, and cables. When and where necessary, we take steps to prevent equipment from falling over (e.g. sandbags), and reducing hazards to ensure a safe environment for all participants. This includes taping down exposed cables which might be in a walk path, and positioning our setup in a way that optimizes the path of participants flowing through the day.

Outdoors: Our weather can change quickly. We will always consider the weather forecast when planning our shoot, including making contingency plans (alternate location or alternate dates).