



Dear Walnut Hills High School parents and guardians,

Thank you for trusting Lifetouch to photograph your child this Fall. We consider it a privilege to serve you and strive to provide the highest quality service and products. Unfortunately, your experience with Lifetouch has not been up to our normal standards, and there is a delay in the delivery of your child's school portrait packages and proofs.

We sincerely apologize - this is not the delivery time frame that our customers should expect nor deserve from Lifetouch.

This year, as part of our new relationship with Shutterfly Inc. we made an investment in infrastructure and manufacturing updates that will enable Lifetouch to provide even better service and products to our customers in the future. With this transition, in some instances we are experiencing unexpected technical issues and this has created an extended delay for your school. While we could never have envisioned some of the speed bumps we are hitting, we will be setup for a tremendous future for both our schools and parents going forward.

Please know your local office and sales professionals will continue to work hard on your behalf as we enter the next and exciting phase of Lifetouch school pictures. Thank you for the trust you place in Lifetouch to capture and deliver your child's school memories in a timely manner. We appreciate your understanding and are making every effort to get your portraits to you as quickly as possible.

Sincerest apologies,

A handwritten signature in black ink, appearing to read 'J Grant', is centered below the text.

Johnny Grant  
Vice President of Sales | Lifetouch School Photography  
11000 Viking Drive  
Eden Prairie, MN 55344