

Everything You Need To Know For Underclassman Portraits

What If I Missed Picture Day?

If you were out of school on Picture Day, you'll be able to make up your photo on a scheduled Retake Day. This day should be advertised around your school, but you can always check with the yearbook adviser. Please notify your student's teacher before Retake Day arrives, in case your student needs a special pass.

If your student misses both Underclassman Picture Day and Retake Day, we cannot guarantee that they will be in the yearbook.

Can I Order With Cash Or Check?

We do not accept cash, checks, or any paper order forms. All orders may be placed online and will ship directly to your home.

If I Pre-Order And Don't Like My Images Can I Get Them Retaken?

Yes, we will be coming out to your school for a Retake Day. Your retake image will replace the previous photo, and a replacement order will be sent to you.

What If I Like My Original Image After I Retake My Image?

Please contact the CADY Customer Experience team to assist with this request at cady.com/contact or call 678.722.3449.

What's An Underclassman Token Number?

A token is an 5-digit number that allows you to view your photos online without having to register. Simply visit the underclassman ordering site [here](#) and enter your token in the box provided.

Does This Photo Go In The Yearbook?

Yes, but most yearbooks display a standard blue or gray background on all student photos, rather than the fun color you can choose.

Can I Order Individual Sheets?

Additional sheets are available to add onto any of our packages.

Do You Offer Any Enhancing Options?

Definitely. You can add personalized text, like your name and/or school year to wallet-size prints. We also provide minor retouching services such as complexion softening and teeth lightening. Simply select retouching when you order, and your retouched photo will even go in the yearbook if ordered before your yearbook cut-off date.

I'm Having Trouble With My Image Download.

We send your images in a zipped file, but it must be downloaded on a desktop computer—not your phone or tablet. If you placed your order as a guest, you must create a parent account in order to access your image.

When Can I Expect To Receive My Order?

Orders received on Picture Day typically take 21 days to be processed and shipped.