



Oops! There's a Mistake on My Order

I'm sorry if a mistake was made on your order. I try my best to make sure the quality and orders are correct, but mistakes can happen.

Below, are the directions to report a mistake on your sports portrait order. **Please do not call, email, text, or message as requests can easily be lost.** This is the only way requests will be fulfilled. Thank you for your understanding!

Step 1- Go to www.kappelmanphotography.com

Step 2- Click on "MLHS Order Form"

Step 3- Click on the red button "Oops! There's a Mistake..."



Step 4- Fill out the form completely, noting the student's full name, team, and reason for the remake. Please be as specific as possible. If you have the original order date, it is helpful in resolving issues.

Step 5- Please send a photograph of the incorrect portraits. If you did not receive your order, please send a snapshot of your student so it can be matched more easily.

Step 6- Fill out your name and email so you can be contacted if necessary,

Step 7- Hit "Send" to place your reorder request. You should receive an email right away.

I apologize for the mistake. Please be assured that I will resolve the issue as soon as possible.

Shellie