

Hello Scott,

Thank you for your inquiry. We would be more than happy to address any inquires in writing via email.

We are aware of this recently reported incident with one of our brides claiming that we are refusing to give her their wedding images on disc. We are more than happy to deliver their wedding photo negatives. Our contract states, in bold "Wedding day negatives will be provided when the final album and/or box order is delivered." At this time, our client has not submitted their Album Order Form that will allow us to design and print their Wedding Album. This has been a necessary step for us to be in a position to deliver the photo negatives to them.

In addition, while they have already paid for the cost of the album, they did not pay for the cost of the cover, which is an a-la-carte item due to the variation of covers available. Brides often book 14+ months in advance of their wedding date and we often do not receive Album Orders for 6+ months after the wedding. The Album Covers are paid for at the time of the Album Order because our suppliers may change during that 20+ month period and we may no longer be able to offer a previously selected cover. By selecting and paying for the desired Album Cover at the time of the Album Order we are able to offer the most recent covers currently available. As it states in our contract, "Additional products may be added from the a la carte menu to any wedding collection at any time." This is discussed in person during every initial consultation that our studio does and is outlined on the Album Order Form.

In an effort to try and reconcile, we have had an extensive volume of communication with this customer, that has lasted until today January 14th, trying to get this matter resolved. Despite our contract, this client demanded that she receive her negatives before the album order was even submitted.

I have also attached the Album Order Form, which the bride received, and clearly states that the cover is not included in the Wedding Package and is an additional charge based on her specific selection.

We make the utmost effort to consistently provide the best customer service and highest quality of photography in the industry.

Please let me know if I can be of any further service.

Warmly,

Andrea Polito

[BRON](#)