

Terms and Conditions

By placing an order with Little Puzzles Media, I (the client) confirm that I have read and agree to these Terms and Conditions.

1. Package and Product Ordering

1.1. Online Orders: Online ordering is the preferred method; the client (i.e. parent/caregiver/guardian) must select a package and make payment online before the nominated deadline for their relevant Centre (deadline is currently set at 5pm (local time) two days prior to photo day). We shoot to order on the day, please do not assume your child will have a photo taken without an order.

1.2. Late Orders: Late orders are accepted on the day and are strictly cash only. An additional charge applies for late orders. Online ordering will not be available after 5pm two days prior to photo day. The client must provide correct cash and a completed order form (available to download online or at the Centre) to the photographer on photo day. It is the client's responsibility to ensure the late order is handed directly to the photographer. Please avoid leaving forms with staff whenever possible. If the photographer does not receive the late order as outlined, the order will not be processed, and the photo will not be taken. Late orders will not be accepted without the correct payment and paperwork. Photographers do not carry change.

1.3. Add-on Products: Add-On products are only available in conjunction with a package order. Any order submitted with an add-on product only will be declined and refunded in full.

2. Photo Day

2.1. Attendance: Little Puzzles Media will attend the nominated Centre at a date and time agreed to between both the photographer and Centre (Centre Director or equivalent).

2.2. Permissions: Only children who have a confirmed order (placed online or via late cash order) will be photographed. Where a Centre has chosen a physical group photo of a room, it is the responsibility of the Centre's management to ensure they have obtained permission to photograph all children, which may be outlined in their enrolment forms or policies.

2.3. Participation: Little Puzzles Media aim to capture the best image possible, while ensuring each child's comfort and well-being. Our goal is to capture each child's authentic personality-through big smiles, quiet moments, or unique quirks-to show their true selves. If a child is distressed or chooses not to participate, the photographer may stop the session for that child. In such cases, any orders placed for that child's photos will be cancelled and fully refunded.

2.4. Clothing & Hair: If you prefer your child to wear a specific outfit, please inform your carer or educator so they can prepare accordingly. The photographer will photograph the children as they are presented and is not responsible for making changes to clothing items. During photography sessions, children's hair may move while they play or interact. The photographer will attempt to keep hair away from their eyes to maintain clear visibility of their faces; however, it cannot be guaranteed that hairstyles or accessories will remain unchanged during their time at the Centre.

3. Use of Images

3.1. Usage The photography copyright always remains the property of Little Puzzles Media. Little Puzzles Media reserves the right to use images for marketing purposes (either via print, digital, social media), publicity, competitions or editorials. No third party may reproduce or use the photos without prior approval. With the exception of marketing purposes as listed above, images are collected solely for the purpose of producing photographs for parents or guardians and are only provided to the authorised family of the child, as per the order form.

3.2. Image Use Opt-Out Please notify Little Puzzles Media in writing before your child's photo day if you do not wish for their image to be used for the above listed purposes, by visiting the 'Contact us' section at www.littlepuzzlesmedia.com.au and providing your child's name, Centre and relevant details. A confirmation email will be sent upon receipt of the request.

4. Storage of Images and Personal Information

4.1. Image storage Any images taken are stored on an external password protected hard drive and access is only permitted by nominated Little Puzzles Media staff. No images are stored on any cloud-based storage systems.

4.2. Personal Information Little Puzzles Media only retains the necessary personal information to process orders, contact parents/guardians where necessary and complete the required order. Little Puzzles Media does not have access to or retain any financial information from orders received. Payments and refunds are processed via a secure online payment system.

5. Cancellations & Refunds

5.1. Conditions Cancellation of orders will be accepted with written notification to Little Puzzles Media via the 'Contact us' section at www.littlepuzzlesmedia.com.au, advising of child's name, Centre and cancellation details, under the following conditions;

5.2. Notification received prior to 5pm (local time) on the day before your Centre's photo day – full refund

5.3. Notification received after 5pm (local time) the day before your Centre's photo day, but before any images are taken, a partial refund will be issued with \$5 administration fee withheld. This includes non-attendance/absent children without notification to Little Puzzles Media.

5.4. Notification received after image has been taken at Centre but not yet processed or printed, a partial refund will be issued with a \$15 administration and handling fee withheld

5.5. Cancellations will not be accepted after images have been processed and printed. Once images are printed, we are unable to offer a refund.

6. Grievances

6.1. Contact Every child responds uniquely to new people and equipment, so we may not always capture the image you expect. If you are dissatisfied with your printed package, please contact us promptly via the 'Contact us' section at www.littlepuzzlesmedia.com.au including your child's name, centre, and the issue. If your package includes a digital download, please do not download the image until the concern is resolved.

6.2. Review Process Little Puzzles Media will review each case and at the discretion of the photographer may offer options such as re-editing and reprinting the same image, editing and printing a different image (chosen by Little Puzzles Media), or, if Little Puzzles Media deems it necessary, arranging a reshoot depending on the photographer's availability. Once a solution is agreed upon, if the client chooses not to keep the original package, they must return all previous products in the folder to the Centre for collection by the photographer, before receiving a new package. Please note that a \$15 fee applies for replacing a digital download that has already been downloaded.

Once images are processed and printed, we are unable to offer a refund.

7. Product Substitutions

7.1. Little Puzzles Media reserves the right to substitute a product as required, if there is insufficient orders to create a composite group or where the Centre does not want group/rooms photos.