



Dear Mr. Uppena,

Thank you for allowing us to photograph your students. Unfortunately, despite our best efforts, your picture package delivery experience this fall has not been up to our normal standards. We sincerely apologize, as this is not what our customers expect, nor deserve, from Lifetouch.

As a token of our appreciation for your patience, we've included an exclusive Shutterfly gift for you to distribute to all Potosi School families. We hope the 15 free cards + free shipping helps in some way to ease the frustration your families are likely experiencing.

We value the trust you and your school place in us to capture and preserve your students' important memories. We appreciate your understanding, and we are making every effort to produce and deliver high-quality picture packages to your families as quickly as possible, for this Picture Day and beyond.

With sincerest apologies,

Greg Hintz  
President |Lifetouch  
11000 Viking Drive  
Eden Prairie, MN 55344