



"High 5" Customer Satisfaction Guarantee

We've Got 5

*High Quality • High Courtesy
High Efficiency • High Speed
High Standard of Service*

You get them all when you choose Fraternal Composite Service to produce your composite

What You Can Count On from Us

1. Courteous, efficient scheduling of your photo session — at a time convenient for the members of your group. *
2. A pleasant photo session conducted by a polite, professional photographer who poses each member of your group to look his/her best. The session begins promptly at the scheduled time (unless the photographer's arrival is affected by circumstances beyond his/her control, such as inclement weather).
3. Proactive communication with you after the photo session to keep you informed of the status of your project and answer questions about it or your photo order.
4. Shipment of your 11" x 14" composite proof copy within approximately 60 days of receiving all composite information and pose selections.
5. A finished composite blending superb photography, beautiful design, meticulous layout and elegant framing in a keepsake you will cherish forever.

Give Us 5...

*Of Course, It Takes Two
to Make a High 5, So Here's*

What We Count On from You

1. Arranging a suitable location for the photo session, with parking for the photographer and access for unloading and loading equipment. (Fraternal Composites make sure tuxedos are rented and 3-4 ties are ready.)
2. Notifying your members of the date, time and location of the photo session — and confirming this with Fraternal Composite Service 5-7 days before the shoot.
3. Providing us with a complete and accurate roster of those appearing in the composite, including officers and directors, with correct spelling, titles, etc. Also, the name, phone number, mailing and e-mail addresses of a person who will be a reliable contact throughout the process. (We also suggest keeping an adult advisor informed.)
4. Having a check ready for the photographer at the photo session.
5. Reviewing your proof carefully when it arrives and returning it promptly to FCS.

Let's Give Each Other a High 5!

** It is to your advantage to have every member attend the photo session. Extra sittings to photograph members who miss the original session add time and cost to your composite.*