

# Nikon School

Educate + Inspire

## FREQUENTLY ASKED QUESTIONS

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### **REGISTRATION DETAILS:**

#### **I am experiencing an issue registering through the website.**

Not a problem, just call Nikon Customer Support at 1-800-Nikon-US (1-800-645-6687) from 9:00 AM to 8:00 PM EST, Monday through Friday and they will be able to assist you in completing your registration.

#### **Can I register for Nikon School over the phone?**

Absolutely! You can place an order by calling Nikon Customer Support at 1-800-Nikon-US (1-800-645-6687) from 9:00 AM to 8:00 PM EST, Monday through Friday.

#### **What is the minimum age for a child to attend Nikon School?**

No one under the age of 12 is allowed. Individuals 12-18 years of age, must attend with a parent/guardian. Both the minor and parent/guardian must be paid registrants in order to attend the class. No special discount will be extended on parent/guardian/minor registrations.

#### **How do I redeem a promotional code?**

If you have a promotional code, you can enter it in the cart (above your order summary).

#### **What payment methods can I use?**

We accept Visa®, MasterCard®, American Express®, Discover Card® and PayPal. Debit/bank cards featuring the Visa® or MasterCard® logos or prepaid gift cards featuring logos for MasterCard®, Visa®, American Express® and Discover Card® can also be used for payment. Our servers encrypt all information submitted to them, so you can be confident that your credit card information will be kept safe and secure.

#### **Can I place an order without a credit card?**

Yes, you can pay for an order with PayPal or with a debit/bank card that features the Visa® or MasterCard® logo. You can also use a prepaid gift card that features one of the following logos: MasterCard®, Visa®, Discover Card® or American Express®.

#### **The ticket I purchased is in my name but I bought it for a family member/friend. Can I change the name on the ticket?**

Nikon School tickets are similar to concert/show tickets. The individual's name listed on the ticket does not have to be the same individual attending. Please do not worry about the name on the ticket as any family member/friend will be able to use it.

#### **I forgot to register online or by phone prior to the class, will I be able to register at the door?**

As long as the class is not sold out, you will be able to register at the door with the instructors. All forms of approved payment methods (listed above) will be accepted for door registrations. The only form of payment that is NOT accepted is cash.

#### **Will I be able to register at the door and can I pay by check?**

Checks will be accepted at the door during registration of the specific class.

#### **Will I be able to register at the door and can I pay by cash?**

Cash WILL NOT be accepted under any circumstances!

#### **I registered online but realized I selected the wrong class and/or the wrong location/date?**

We'll be happy to adjust this for you, please send an email request to [nikonschool@nikon.net](mailto:nikonschool@nikon.net). A request may take up to 3 business days for processing. If there is a price difference in the classes, you will be required to pay the difference.

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## **TRANSFER/CANCEL MY TICKET:**

**I registered for a class but can no longer attend and would like to transfer to a different class.**

If after purchasing Ticket(s), a Customer requests transferring the Ticket(s) to an alternate Event, Nikon will permit one (1) such transfer provided that the alternate Event is scheduled within the same Nikon School year as the original Event (September through June). If the alternate Event Ticket(s) is a higher price, then the Customer will be responsible to first purchase the new Ticket(s) at the higher price and provide the order identification number to Nikon by email at [nikonschool@nikon.net](mailto:nikonschool@nikon.net). Once confirmed, a full refund will be issued to Customer for the original Ticket(s). If the alternate Event Ticket is a lower price, then Nikon will refund the difference in the price of the Ticket(s) to Customer. Nikon must receive a transfer request in writing at [nikonschool@nikon.net](mailto:nikonschool@nikon.net) at least five (5) business days prior to each of the original and the alternate Event dates. A transfer request and/or any refund (if applicable) may take up to five (5) business days for processing. Upon completion of the transfer, the original Ticket(s) will be cancelled and Ticket(s) for the alternate Event will be sent to the Customer by email as stated above. ONCE TRANSFERRED TO AN ALTERNATE EVENT, TICKET(S) MAY NOT BE RE-TRANSFERRED. TICKET(S) THAT HAVE BEEN TRANSFERRED ARE NOT ELIGIBLE FOR CANCELLATION OR REFUND.

**What is the cancellation policy for a 3-hour, evening or full day class(es)?**

**For Tickets that have not previously been transferred to or from an Event, requests to cancel Tickets and receive a refund (subject to the applicable cancellation fees) will be granted only in accordance with the following:** 3 Hour and Evening and Full Day (7-8 hour) Events: Registration cancellations are eligible for a full refund less a \$25.00 (per Ticket) transaction fee if Nikon receives a written cancellation request, that includes the transmittal email in which Nikon delivered the Tickets, at least five (5) business days prior to the scheduled Event date. THERE WILL BE NO REFUNDS AFTER THE DATE OF THE EVENT. To submit your cancellation request, please send your request by email to: [nikonschool@nikon.net](mailto:nikonschool@nikon.net) or by postal mail or nationally recognized courier service (such as UPS or Federal Express) to: Nikon Inc., 1300 Walt Whitman Road, Melville, NY 11747, Attention: Nikon School.

**What is the cancellation policy for the Portrait & Lighting Workshop or the DSLR 2-Day Video Workshop?**

**For Tickets that have not previously been transferred to or from an Event, requests to cancel Tickets and receive a refund (subject to the applicable cancellation fees) will be granted only in accordance with the following:** DSLR 2-Day Video Workshop Event and Portrait and Lighting 1-Day Workshop Event: Registration cancellations are eligible for a full refund less a ten percent (10%) per Ticket transaction fee if Nikon receives a written cancellation request, that includes the transmittal email in which Nikon delivered the Tickets, at least ten (10) business days prior to the scheduled Event date. THERE WILL BE NO REFUNDS ON OR AFTER THE DATE OF THE EVENT. To submit your cancellation request, please send your request by email to: [nikonschool@nikon.net](mailto:nikonschool@nikon.net) or by postal mail or nationally recognized courier service (such as UPS or Federal Express) to: Nikon Inc., 1300 Walt Whitman Road, Melville, NY 11747, Attention: Nikon School.

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## **ONLINE COURSE INFORMATION:**

**I registered for the Capture NX2 online course but cannot access the lessons.**

Please visit the following link and click on the 'help' button at the top right of the screen. Please submit any issues related to this course through the help link. <http://nikon.trainibles.com/course/nikon-capture-nx/>

**How many times can I access the lessons before it times out?**

You will be able to access the course lessons up to 6 months from the date of purchase.

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## **CLASS INFORMATION:**

### **Do I need to bring a camera to class?**

**Full day, 3 Hour, or Evening classes:** we do not require that you bring a camera to class. However, most do find it useful to have on hand and use as reference during class.

**Portrait & Lighting Workshop:** we will provide specific camera equipment needed for the workshop to each student to use during the hands-on portions of the class. If you have a Commander-mode capable camera and know how to navigate its menus, feel free to bring and use it. If you have a Nikon SB-910, SB-900 or SB-700 Speedlight, you're welcome to bring that as well.

**2-Day DSLR Video Workshop:** we will provide specific camera equipment needed for the workshop to each student to use during the hands-on portions of the class. If you want to bring your own camera equipment, please feel free to bring it to class.

### **Can I still attend if I do not own a Nikon Camera?**

Absolutely, Nikon School is not camera specific. It is designed to help you no matter what level of experience and what camera brand you shoot. If you have a specific question about your camera and it is not a Nikon, the instructors will be able to help you!

### **Where can I find the class notes?**

A link is provided in the confirmation email you receive with your e-ticket attached. In addition, you will receive a reminder confirmation within 5 business days of the scheduled class with a PDF attachment of the notes.

### **What happens if I never received my e-ticket but did receive an email confirmation?**

You may call Nikon Customer Support at 1-800-Nikon-US (1-800-645-6687) from 9:00 AM to 8:00 PM EST, Monday through Friday; they will be able to resend you your E-Ticket confirmation.

### **What if I did not print my E-Ticket prior to the class? Will I be able to check-in at registration?**

Of course! The instructors will have a roster of all purchased tickets at the registration desk and they will be able to bring up your information and check you in. It is required that you bring a form of identification so that the instructors can verify your record.

### **What if I cannot print the confirmation email but I do have a smart device to show the instructor:**

Smart devices are great! If you have your E-Ticket available on a smart device, the instructors will be able to check you in from that. Just show up during the registration process and check-in with one of the instructors.

### **Will this class help me learn my camera and the buttons?**

Nikon School offers photography education classes and not button pushing classes. To learn about your specific DSLR, visit Nikon Digitutor, [http://www.nikondigitutor.com/index\\_eng.html](http://www.nikondigitutor.com/index_eng.html). You may also visit Nikon's Learn & Explore section of the Nikon website to find additional learning tips about your specific Nikon camera <http://www.nikonusa.com/L&E>.

### **Are refreshments provided during classes or workshops?**

Light refreshments will be provided. If you feel you need to bring anything else with you to eat throughout the day, you are free to do so.