

February 2, 2016



Dear United States Military Academy Parents and Cadets,

It is an honor to be the official photographer of the United States Military Academy at West Point and to serve you and your families. We take this service and responsibility very seriously and have heard your concerns regarding the background choice for the cadets this year. We are resolving the issue immediately.

Upon hearing your concerns regarding the color of the background, we investigated and compared images from previous years. The color profile is being corrected to give the United States Flag a more accurate color tone, while not affecting the image of the cadets.

New corrected images will be available online by Thursday, February 9, 2017.

I thought it important to explain the change in background this year. Previously, there was one background that was created in the 1970's by a company in Mobile, Alabama. Having one background only allowed us the ability to photograph a limited number of cadets.

Our goal is to provide every parent and cadet the opportunity to memorialize each year of his or her experience at the USMA. This goal required the creation of additional backgrounds so that multiple cameras could be used at the same time. We contacted and worked with the original artist/designer from the 1970's to replicate their original backdrop. We are addressing the background moving forward.

I can report that almost 95% of the cadets have been photographed in three weeks. Additionally, we have updated the ordering process to an online platform that gives parents the option to order at their convenience with fast turn-around. You can go to usma.legacystudios.com for more information.

Legacy is a family owned, American company and we take pride to trying to achieve 100% customer satisfaction. We feel that great customer service is paramount, and that a great company is never satisfied and is constantly trying to improve. We are listening to any and all concerns that you have and are committed to making the entire process better each and every year!

Sincerely,

Lou Esposito

Lou Esposito
Managing Partner
Legacy Studios