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PRESS RELEASE

Snapped but Not Delivered: Consumers Warned About ShutterShots Photography Services

Consumers are being urged to exercise caution when engaging the services of Shuttershots Cinematography and Photography Fiji, also known as Shuttershot Photography, following a significant number of complaints relating to delayed photography and videography services.

To date, the Consumer Council of Fiji has received 19 complaints against this trader. Consumers have alleged that despite making full payment for photography and videography services, they experienced delays of up to eight months or more in receiving their photographs and videos. Several complainants also reported repeated promises of new delivery dates that were not honoured, along with poor communication and various explanations for the delays, including equipment failures, internet issues and personal circumstances.

Consumer Council of Fiji Chief Executive Officer Seema Shandil said while businesses may sometimes experience unforeseen challenges, a consistent pattern of neglect raises alarms that cannot be ignored. Despite any challenges, service providers remain responsible for delivering the services consumers have paid for and maintaining open and honest communication throughout the process.

"Photography and videography services are used during very important events, including weddings, engagements, graduations and other milestone celebrations. Consumers should not be left waiting months without clear communication or certainty about when they will receive the services they have already paid for," Ms. Shandil said.

Where possible, consumers should avoid paying the full amount upfront and instead negotiate a staged payment arrangement, with a final payment made only after the agreed photographs or videos have been delivered. It is equally important to research the provider's reputation, seek recommendations, obtain a written agreement that clearly outlines the services to be provided and expected delivery timeframes, and retain copies of all quotations, invoices, receipts and correspondence. If agreed delivery dates are missed, consumers should act promptly.

The Council is continuing to assess complaints relating to this trader and encourages any affected consumers who have not yet come forward to lodge a complaint by calling the National Consumer Helpline on 155 or emailing complaints@consumersfiji.org.

Head Office

Level 5 Vanua House
Victoria Parade GPO, Suva
Phone: 3300792/3310183
CEO: 3305864
Fax: 3300115
Email: complaints@consumersfiji.org

Lautoka/West

Suite 4 Popular Building
Vidilo Street
P.O. Box 5396, Lautoka
Phone: 6664987
Email: consumerlwk@connect.com.fj

Labasa/North

Shop 2, Mudaliar Investment
Sangam Avenue Street
P.O. Box 64, Labasa
Phone: 8812559
Email: colbs@connect.com.fj