

The Uniform Program:

www.arrowuniform.com/kilwins

Arrow Uniform

DELIVERING YOUR TOTAL IMAGE



Both styles available
in all three colors

If you have any questions or concerns,
please call your Arrow Uniform Program Manager:

Robin Bonham

robin.bonham@arrowuniform.com

**Apparel is available in men's and women's sizes*

Apparel • Hats • Aprons • Accessories

For questions or concerns, contact 888.33.ARROW or customer.service@arrowuniform.com

Kilwins Chocolate Franchise Apparel Program

www.arrowuniform.com/kilwins



THANK YOU FOR CHOOSING ARROW UNIFORM

We are pleased to announce the debut of our Kilwins Apparel Program! This is a new approach to your uniform purchasing that can really be tailored to your needs in your store. Now you can order shirts in multiple colors and sizes for the same low price, you can match your uniforms to your existing store décor and you can order anytime.



HOW IT WORKS

When you log into the Franchise Site you will select Marketing and Graphics Library. From there will be a link on the left called Kilwins Apparel. Just click on the link and you will be taken to our exclusive Kilwins store at Arrow Uniform. You can log in with a username and password that we send you individually.

GETTING STARTED

Arrow Uniform has provided each location with a username password in the following format. You can change your password upon logging in.

Username: kilwins"city" (all lower case) example = kilwinsgrandrapids
Password: kilwins (all lower case)

HELP WITH LOG IN AND PASSWORD

If you need a new username and password, lost your username or password or want to change it, contact Arrow Uniform's Customer Service Department. If you have already logged in and want to change your password, there is a Change Password option on the left. You will need to enter your existing password, then your new password twice to make the change.

ORDER PLACEMENT

Arrow's Kilwins Store currently contains three categories: hats, aprons and apparel. Simply shop as you normally would, adding items in any quantity to your cart. You must select the item, the size and the embroidery feature then add the desired quantities to your shopping cart. When you are finished shopping, select "View Cart" from the menu on the left-hand side of the screen. As you enter your check out information the system will save your billing information for future orders.

SHIPPING AND RECEIVING

For bulk orders and orders for multiple employees, please use the "eBundle" feature on the website. The eBundle program will allow you to order garments to be broken down by employee, department, size or other sorting criteria in a quick and easy manner. The sorting criteria is complete up to you, all you have to do is differentiate the criteria in the sortation box, and assign a product to the criteria. You have complete control of how the product is packaged upon shipment. Once you have confirmed your order you can expect to receive your Kilwins Apparel in 9 to 14 days.