



# the UNIFORM eSTORE

## User Guide




- Logging In
- Home Page Layout
- Checking Out
- Shipment Tracking and Order History
- Return Authorization
- Program Documentation
- Customer Service



Welcome to the Kilwins Corporate and Franchise Uniform eStore



It's required you to have an established username and password to the corporate apparel site. Please contact your national program administrator Robin Bonham Robin.Bonham@arrowuniform.com or call 313-299-5337 for assistance.

**Returning Customers**

Username  
kilwins

Password  
\*\*\*\*\*

Forgot Username or Password?

Arrow Uniform is proud to partner with Kilwins for all your uniform and Apparel needs. Once you login you'll see our corporate approved products from some of the most reputable and recognized brands in the industry.



# the UNIFORM eSTORE



Enter the “Marketing & Graphics Library”, then “Click” on the “Kilwins Apparel”

Kilwins<sup>®</sup> FRANCHISE SITE

Go to Kilwins.com | Search

What's New? | Made in Store Products | Kitchen Store | Day Sheets

**Marketing & Graphics Library** | Operations Manual | Training Center | Contact List

- Everyday Coupons / Posters
- Seasonal Promotions
- Product Images
- Kilwins Logos & Usage
- Graphics
- Resources
- Kilwins Apparel
- Videos

### Kilwins Apparel

Welcome to the Kilwins Logo'd Apparel Store. We've partnered with Arrow Uniform to bring quality Kilwins branded apparel to your store. [Log On](#) to the secure store.

We have a custom landing page that directs the franchise partners and the employees to the appropriate site. Arrow Uniform have built two sites for us to use.

One site for employee purchases, allowing the employee to create their own account and check out with a credit card.

The other site requires a pre-established login and bills to an account.

**the UNIFORM eSTORE**

**WELCOME TO THE KILWINS UNIFORM STORE!**

Welcome to the Kilwins Uniform eStore, brought to you by Arrow Uniform. Please click on the appropriate link to access your site. If you need assistance with your username or password, please contact your account manager.

**STORE UNIFORM PURCHASES**  
Authorized purchases only.

**EMPLOYEE PURCHASE MALL**  
Credit card required for PURCHASES.

**ENTER SITE**      **ENTER SITE**

Click [here](#) for Employee Purchase Flyer and Instructions.  
Click [here](#) for the Franchise Apparel Program.  
Click [here](#) for the Program Announcement Letter.

**FOR ASISSTANCE:**

ACCOUNT MANAGER  
Chris Withey  
[chris.withey@arrowuniform.com](mailto:chris.withey@arrowuniform.com)

DEDICATED CUSTOMER SERVICE  
1-888-33-ARROW (1-888-332-7769)  
[customer.service@arrowuniform.com](mailto:customer.service@arrowuniform.com)

HOURS  
Monday - Friday  
8:00am - 5:00pm EST

**Arrow Uniform**  
DELIVERING YOUR TOTAL IMAGE

# Obtaining a Login for Your Store

- ▶ Reach out to Robin Bonham at Arrow Uniform, your account manager. You may already have a login and password set up.
- ▶ Initial set up on all stores uses the following format:

## **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)

We've put together custom flyers and Program instructions and have placed Links to the information on the landing page

**Kilwins Chocolate Franchise Apparel Program**

[www.arrowuniform.com/kilwins](http://www.arrowuniform.com/kilwins)



**Arrow Uniform**  
DELIVERING YOUR TOTAL IMAGE

**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.

For questions or concerns, contact 888.33.ARROW or [customer.service@arrowuniform.com](mailto:customer.service@arrowuniform.com)

14\_038

*the*  
**UNIFORM eSTORE**



WELCOME TO THE KILWINS UNIFORM STORE!

Welcome to the kilwins Uniform eStore, brought to you by Arrow Uniform. Please click on the appropriate link to access your site. If you need assistance with your username or password, please contact your account manager.



**STORE UNIFORM PURCHASES**

Authorized purchases only.

**ENTER SITE**

**EMPLOYEE PURCHASE MALL**

Credit card required for PURCHASES.

**ENTER SITE**

[Click here for Employee Purchase Flyer and instructions.](#)

[Click here for the Franchise Apparel Program.](#)

[Click here for the Program Announcement Letter.](#)

**The Uniform Program:**

[www.arrowuniform.com/kilwins](http://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:

**Chris Withey**

[chris.withey@arrowuniform.com](mailto:chris.withey@arrowuniform.com)

Cell: 989-348-4396 | Fax: 989-348-7892

\*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](mailto:customer.service@arrowuniform.com)

14\_038

# EMPLOYEE PURCHASE LANDING PAGE



## Welcome to the Kilwins Uniform Store



Please sign in to access the store.  
Orders will be processed and shipped  
within 10-14 business days.

### Returning Customers


Username

Password

Log In

[Forgot Username or Password?](#)

Questions? Download a copy of the sites's ordering instructions.

Please click here to view. 

Please click here to view pricing. 

Please click here to view Franchise Flyer. 

Don't have an account?

Use the button below to  
register and create a new  
account.

[Create an Account](#)

Create your own  
for personal purchases



# YOU'LL GET A USERNAME CONFIRMATION EMAIL



## *Username and Password Notification*

(First Name, Last Name)

Welcome to your company store powered by Arrow Uniform. We've created a login and password for you use on the site.

Email Address: [margaret.martin@arrowuniform.com](mailto:margaret.martin@arrowuniform.com)

Username: SampleSupervisor

Password: 123456

Please contact your administrator, account manager or the Arrow Uniform customer service team if you have any questions.

Once your set up with a username and password, you'll get an email with your information, and a link to the site.

Customer Service  
1-888-33-Arrow  
M – F 8am to 5pm  
6400 Monroe Blvd.  
Taylor, MI 48180

[Email Customer Service](#) | [Log In To Your Account](#)

You are receiving this email because you requested your username or password or have been set up as a new user by your company administrator.

This should go to  
[customer.service@arrowuiform.com](mailto:customer.service@arrowuiform.com)

# WHAT IF I FORGET MY USERNAME/PASSWORD?

Kilwins

**Arrow Uniform**  
DELIVERING YOUR TOTAL IMAGE

**USE THE FORGOT PASSWORD LINK ON THE LANDING PAGE, YOUR USERNAME/PASSWORD WILL BE EMAILED TO YOU**



Returning Customers

Username

Password

[Forgot Username or Password?](#)

Questions? [Download a copy of the sites's ordering instructions.](#)

Please click here to view. [PDF](#)

Please click here to view pricing. [PDF](#)

**YOU CAN ALSO CONTACT INTERNAL SUPPORT**

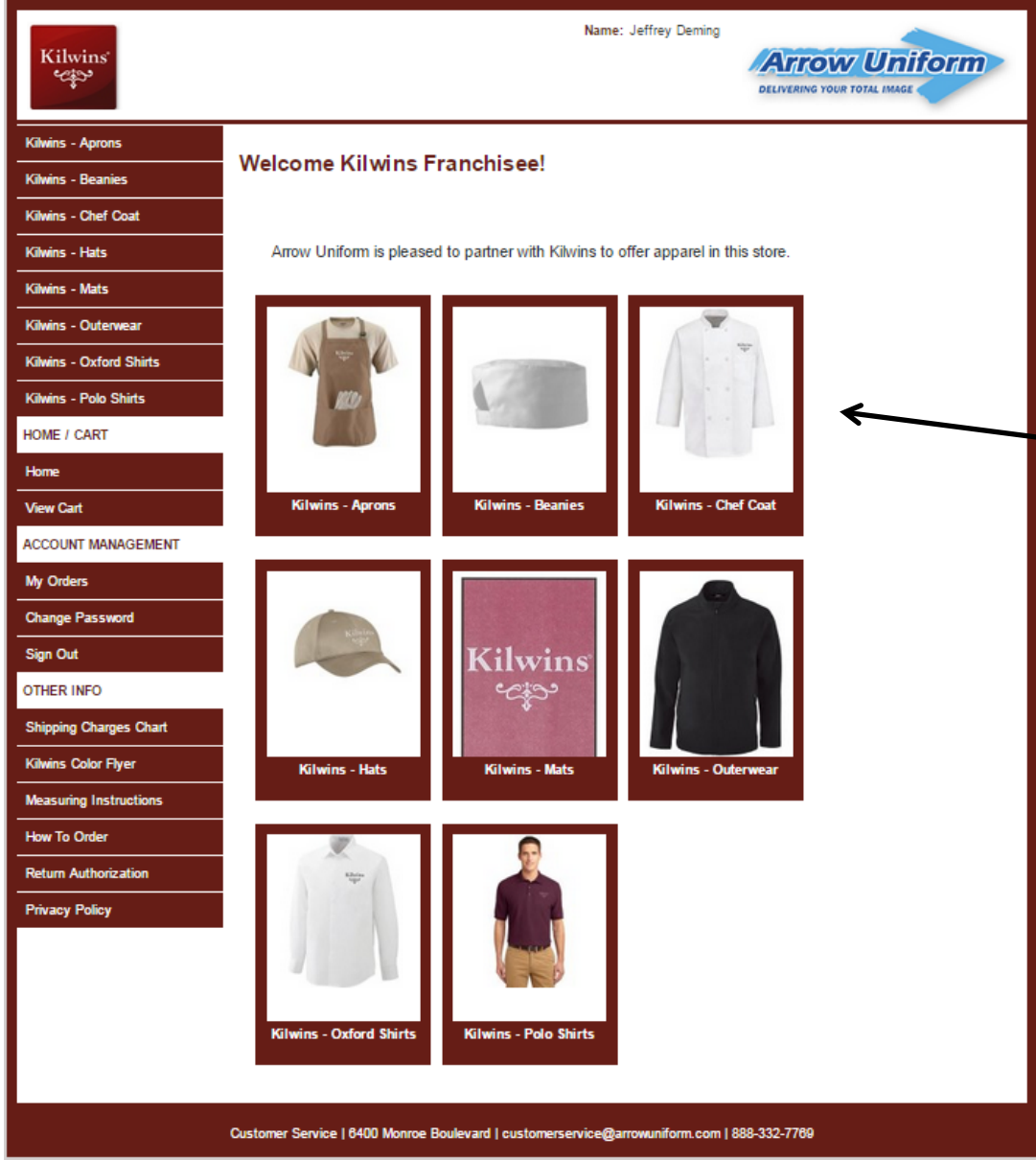
Don't have an account?

Use the button below to register and create a new account.





# USER – HOME PAGE



Name: Jeffrey Deming

**Kilwins**

**Arrow Uniform**  
DELIVERING YOUR TOTAL IMAGE

**Kilwins - Aprons**

**Kilwins - Beanies**

**Kilwins - Chef Coat**

**Kilwins - Hats**

**Kilwins - Mats**

**Kilwins - Outerwear**

**Kilwins - Oxford Shirts**

**Kilwins - Polo Shirts**

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

Sign Out

OTHER INFO

Shipping Charges Chart

Kilwins Color Flyer

Measuring Instructions

How To Order

Return Authorization

Privacy Policy

**Welcome Kilwins Franchisee!**

Arrow Uniform is pleased to partner with Kilwins to offer apparel in this store.

**Kilwins - Aprons**

**Kilwins - Beanies**

**Kilwins - Chef Coat**

**Kilwins - Hats**

**Kilwins - Mats**

**Kilwins - Outerwear**

**Kilwins - Oxford Shirts**

**Kilwins - Polo Shirts**

Customer Service | 6400 Monroe Boulevard | customerservice@arrowuniform.com | 888-332-7769


The navigation menu on the left will allow you to easily navigate through our categories and related documents

The Categories can be accessed by clicking on an image




# PLACING AN ORDER

## Step 1 – Select a Category




Name: Jeffrey Deming




- Kilwins - Aprons
- Kilwins - Beanies
- Kilwins - Chef Coat
- Kilwins - Hats
- Kilwins - Mats
- Kilwins - Outerwear
- Kilwins - Oxford Shirts
- Kilwins - Polo Shirts
- HOME / CART
- Home
- View Cart
- ACCOUNT MANAGEMENT
- Mr. Deming
- OWNER INFO
- Shipping Charges Chart
- Kilwins Color Flyer
- Measuring Instructions
- How To Order
- Return Authorization
- Privacy Policy

Welcome Kilwins Franchisee!


Arrow Uniform is pleased to partner with Kilwins to offer apparel in this store.




Kilwins - Aprons




Kilwins - Beanies




Kilwins - Chef Coat




Kilwins - Hats




Kilwins - Mats



Kilwins - Outerwear



Kilwins - Oxford Shirts



Kilwins - Polo Shirts



Click on one of the displayed categories

Customer Service | 8400 Monroe Boulevard | customerservice@arrowuniform.com | 888-332-7789

# PLACING AN ORDER

## Step 2 – Select a Product




Name: Jeffrey Deming



Kilwins - Polo Shirts

78181 Women's Moisture Wicking Performance Polo Shirts Starting At \$12.65  
STYLE: 78181Kilwins

- matching flat knit collar
- heat seal label
- 100% polyester pique
- 4.1 oz./yd<sup>2</sup>/140 gsm
- moisture wicking antimicrobial
- UV protection performance
- Available sizes in XS-3XL (Not all sizes come in tall)






White Campus Gold Burgundy Black

[details...](#)

78192 Ladies Perf Long Sleeve Polos Starting At \$14.97  
STYLE: 78192Kilwins

- matching flat knit collar
- 100% polyester pique
- 4.1 oz./yd<sup>2</sup>/140 gsm
- moisture wicking
- antimicrobial
- UV protection performance
- Available in sizes XS-3XL



White Campus Gold Burgundy Black

[details...](#)

HOME / CART

Home

View Cart

ACCOUNT MAN

Shipping Charges Chart

Kilwins Color Flyer

Measuring Instructions

How To Order

Return Authorization

Privacy Policy

Click on one of the products

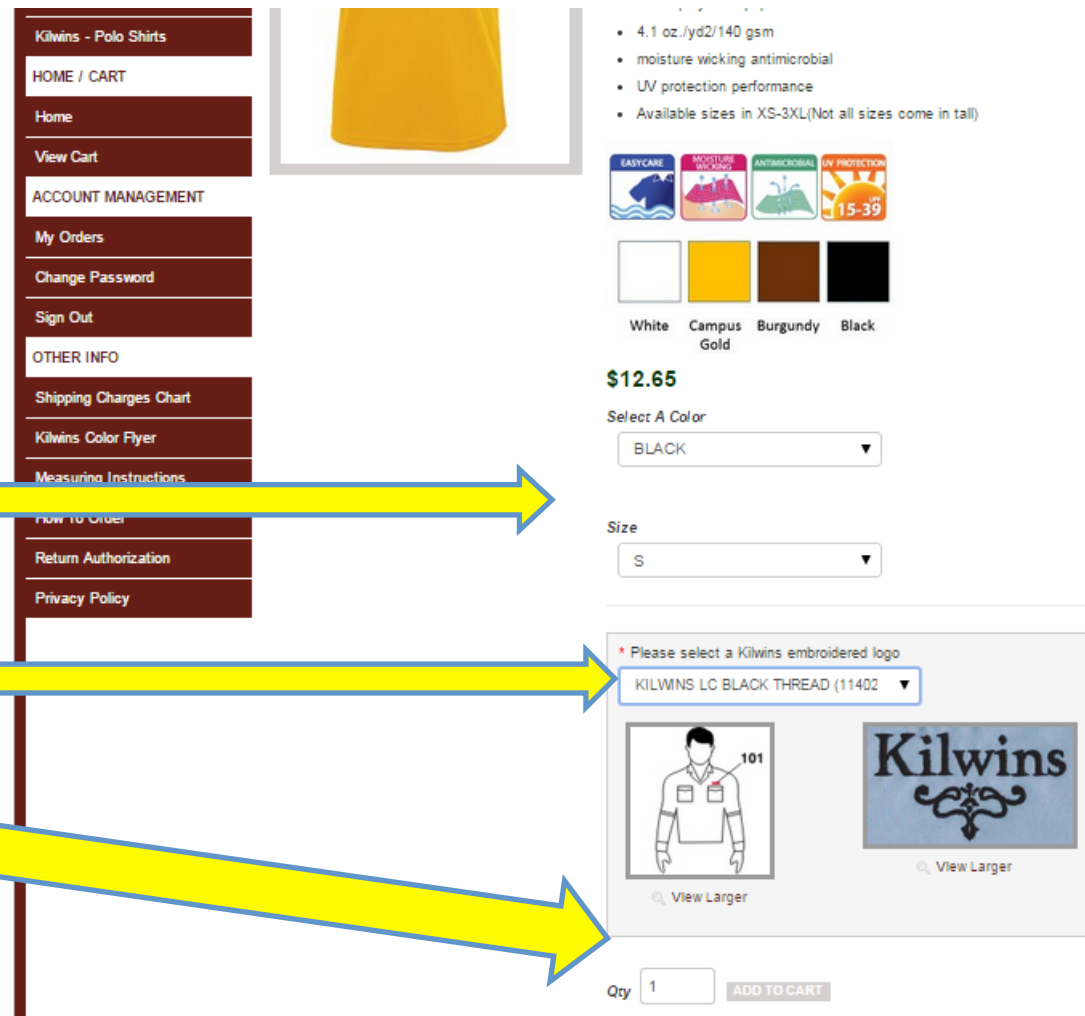
# PLACING AN ORDER

## Step 3 – Select, color, size and quantity

Select a color and a size from the drop down menu

Select an embroidery option from the drop down menu

Select a quantity, Then hit “Add to Cart”



Kilwins - Polo Shirts

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

Change Password

Sign Out

OTHER INFO

Shipping Charges Chart

Kilwins Color Flyer

Measuring Instructions

How to Order

Return Authorization

Privacy Policy

- 4.1 oz./yd2/140 gsm
- moisture wicking antimicrobial
- UV protection performance
- Available sizes in XS-3XL(Not all sizes come in tall)

EASYCARE MOISTURE WICKING ANTIMICROBIAL UV PROTECTION 15-39

White Campus Gold Burgundy Black

**\$12.65**

Select A Color

BLACK

Size

S

\* Please select a Kilwins embroidered logo

KILWINS LC BLACK THREAD (11402)

101

Kilwins

View Larger

View Larger

Qty 1

ADD TO CART

# HARD PROGRAMMED PERSONALIZATION

\* Please select a Kilwins embroidered logo

KILWINS LC BLACK THREAD (11402 ▼)



View Larger



View Larger

Qty 1


ADD TO CART

Personalization Required to Proceed


Embroidery options Hard Programmed

# PLACING AN ORDER


## Step 4 – Confirm your cart, Proceed



Name: Jeffrey Deming



**Cart** > Billing / Shipping > Payment > Confirm

Qty	Description	Unit Price	Price	Remove
1	78181 Women's Moisture Wicking Performance Polo Shirts Starting At \$12.65			
	78181 Women's Moisture Wicking Performance Polo Shirts (BLACK) (S) SKU:Kilwins78181-703-S	\$12.65	\$12.65	
	KILWINS LC BLACK THREAD (11402) (PERSONALIZATION) SKU:7-11402-1	\$0.00	\$0.00	

Update Cart
Continue Shopping
**Subtotal: \$12.65**

**Ready to Checkout?**

Proceed
Save Cart

- Kilwins - Aprons
- Kilwins - Beanies
- Kilwins - Chef Coat
- Kilwins - Hats
- Kilwins - Mats
- Kilwins - Outerwear
- Kilwins - Oxford Shirts
- Kilwins - Polo Shirts

HOME / CART

Home

View Cart

ACCOUNT MANAGEMENT

My Orders

*You can edit or delete from the cart, or check out and proceed.*

*If you save the cart, you can review it later.*

# PLACING AN ORDER

## Step 6 – Complete Ship to / Bill to



Your address book will store your address, and should be prepopulated for the user.



The “ATTN TO” Field will show up on the top of your package and will be required upon each order.

### Shipping Info

Your Address Book	6400 Monroe Boulevard - address 1, 48180 (TEST ADDRESS-DO NOT PROCESS) ▼
Address Nickname	TEST ADDRESS-DO NOT PROCESS
First Name	Generic first name
Phone ☎	313-299-5000
Email	customerservice@arrowuniform.com
Company Name	TEST ACCOUNT - company name
Address	6400 Monroe Boulevard - address 1
Address 2	Attention Bill Smith
City	Taylor
State	Michigan (MI) ▼
Zip Code	48180

NOTE: Changes will be permanently saved to your address book

**Save and Proceed**

# PLACING AN ORDER

## Step 6 – Finish Checking Out

Please select a shipping method from the drop down.

Cart > Billing / Shipping > **Payment** > Confirm

Qty	Description	Unit Price	Price
1	828 En Mountain Men's Scout Short Sleeve Denim Short-sleeved Short W/ Left Chest Pocket	\$21.05	\$21.05
	828 Ladies Low Rise Softball Pant Suddenlink828-BLACK-M		
	11122 White Thread Left Chest Embroidery T-11122-1	\$1.32	\$1.32

Sub Total \$22.37  
 Shipping Total \$0.00  
 Coupon Discount \$0.00  
 Taxes \$1.34  
 Grand Total \$23.71

**Shipping Options**

(Select One)   
 Select One  
 Ground - Suddenlink (\$4.99)

**Discounts / Offers**

If you have a coupon code, enter it below.  
 Coupon Code

**Payment Info**

GL Code \*

**Complete Your Order**

Internal Support Manager | Natalie Deane | customer.service@arrowuniform.com | 313-229-5119 Mon - Fri 8:00 am to 5:00 pm EST



# PLACING AND ORDER

## Step 8 – PUT IN GL CODE

Cart > Billing / Shipping > Payment > Confirm

Qty	Description	Unit Price	Price
1	828 En Mountain Men's Scout Short Sleeve Denim Short-sleeved Short W/ Left Chest Pocket		
	828 Ladies Low Rise Softball Pant Suddenlink828-BLACK-M	\$21.05	\$21.05
	11122 White Thread Left Chest Embroidery T-11122-1	\$1.32	\$1.32
		Sub Total	\$22.37
		Shipping Total	\$0.00
		Coupon Discount	\$0.00
		Taxes	\$1.34
		<b>Grand Total</b>	<b>\$23.71</b>

**Shipping Options**

Shipping Method \*

**Discounts / Offers**

If you have a coupon code, enter it below.  
 Coupon Code

**Payment Info**

GL Code \*

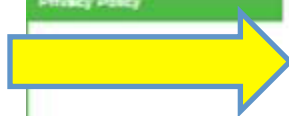
**Complete Your Order**

Internal Support Manager | Natalie Deane | customer.service@arrowuniform.com | 313-229-5119 Mon - Fri 8:00 am to 5:00 pm EST

Required Field for company users (not personal accounts) enter your GL CODE

### Examples

- Employee Uniform
- Marketing
- Customer Goodwill



# ORDER CONFIRMATION

- ✓ Order confirmation will go to the **USER** and can also go to an assigned **ADMIN**, via **EMAIL**



# RETURN AUTHORIZATION

Make sure you open the custom "Cleveland Clinic Form"

- Kilwins - Aprons
- Kilwins - Beanies
- Kilwins - Chef Coat
- Kilwins - Hats
- Kilwins - Mats
- Kilwins - Outerwear
- Kilwins - Oxford Shirts
- Kilwins - Polo Shirts
- HOME / CART**
- Home
- View Cart
- ACCOUNT MANAGE**
- My Orders
- Change Password
- Sign Out
- OTHER INFO**
- Shipping Charges
- Kilwins Color Flyer
- Measuring Instructions
- How To Order**
- Return Authorization**
- Privacy Policy

- Staffing Gear & Apparel
- Supplier/In: Employee Purchase Mail
- HOME / CART**
- Home
- View Cart
- ACCOUNT MANAGEMENT**
- My Orders
- Change Password
- Sign Out
- OTHER INFO**
- Supplier/In: Logo Options
- Program Documents
- Size Chart (PDF)
- Tour of our Facility
- Return Authorization
- Privacy Policy

**GARMENT SATISFACTION GUARANTEE**

Every garment from Arrow Uniform is guaranteed to meet your satisfaction. If for any reason you are not satisfied with your order, return it within 30 days and we will issue you a refund.

Although we are sorry to hear that you have had some troubles with your purchases, at Arrow Uniform, we are here to help. Thankfully, our return and exchange process is as simple as 1-2-3! Just simply follow the steps below and you will be taken care of in no time! At Arrow Uniform, we deliver your total image. Guaranteed.

**Step 1:**

- Fill out the Return Authorization form in its entirety and then call, fax or email it to our customer service department.
- Phone: 888-88-ARROW
- Fax: 313-297-5091
- Email: customer.service@arrowuniform.com

**Step 2:**

- Arrow will return this form to you with your RO number by either fax or email.

**Step 3:**

- Place a copy of this form in the package with the merchandise being returned, and send it to:
- Attention: Direct Sales Returns
- Arrow Uniform
- 6400 Monroe Blvd.
- Taylor, MI 48180
- Keep a copy of the form for your records.
- Write the RO number on the outside of the carton. Returns sent without an RO number on the carton will be returned to sender.
- Your refund will be in the form of original payment.

Click [here](#) to download our Return Authorization form!

Click here to download form

## RETURN AUTHORIZATION REQUEST FORM

Arrow Uniform Satisfaction Guarantee	INSTRUCTIONS																																																																													
<p>Every garment from Arrow Uniform is guaranteed to meet your satisfaction. If for any reason you are not satisfied with your order, return it within 30 days and we will issue you a refund.*</p> <p style="text-align: center; font-size: small;">FOR ADMINISTRATIVE USE ONLY</p> <p>RA#: _____ Issue Date: _____ Date Received: _____  <small>Use copies to date from the way back database</small></p> <p style="text-align: center; font-size: small;">STEP 1 Complete Contact/Purchase Information</p> <p>Order #: _____ PO: _____ Date: _____</p> <p>Account #: _____</p> <p>Customer/Company Name: _____</p> <p>Submitted by: <input type="checkbox"/> Sales <input type="checkbox"/> Retail <input type="checkbox"/> Other <input type="checkbox"/> Other</p> <p>Client: _____ State: _____ ZIP: _____</p> <p>City: _____ Email: _____</p> <p>Phone: _____</p> <p style="font-size: x-small;">If applicable, please provide the credit card details used on the original order:</p> <p><input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> American Express <input type="checkbox"/> Other</p> <p>Card #: _____</p> <p>Name on Card: _____</p>	<ol style="list-style-type: none"> <li>1. Call or complete this form in its entirety. Email completed form to <a href="mailto:customer.service@arrowuniform.com">customer.service@arrowuniform.com</a> or fax to 313.299.5091.</li> <li>2. Arrow Uniform will return this form with your RA# indicated in the administrative section.</li> <li>3. Place a copy of this form in the package with the merchandise being returned, and write the RA# on the outside of the box.</li> <li>4. Your refund will be in the form of original payment. If you used a credit card, please provide the information on the original card.</li> <li>5.* The following items are not eligible for refund: <ul style="list-style-type: none"> <li>- Custom modified</li> <li>- Personalized (embroidered, silk-screened, etc.)</li> <li>- Custom manufactured garments</li> <li>- Garments that have been worn, laundered or dry cleaned</li> </ul> </li> <li>6. With exception to defective garments or order fulfillment errors, all returns are subject to a 20% restocking fee.</li> </ol>																																																																													
STEP 2 List the Item(s) you are returning and the reason for the return																																																																														
<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 10%;">STYLE</th> <th style="width: 40%;">ITEM DESCRIPTION</th> <th style="width: 10%;">COLOR</th> <th style="width: 10%;">SIZE</th> <th style="width: 10%;">QTY</th> <th style="width: 15%;">REASON FOR RETURN</th> <th style="width: 15%;">REFUND</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>		STYLE	ITEM DESCRIPTION	COLOR	SIZE	QTY	REASON FOR RETURN	REFUND																																																																						
STYLE	ITEM DESCRIPTION	COLOR	SIZE	QTY	REASON FOR RETURN	REFUND																																																																								
<p style="font-size: x-small;">Faster processing of this return.</p> <p>Print Name: _____</p> <p>Signature: _____</p> <p>Date: _____</p>																																																																														
<p style="font-size: x-small;">For questions regarding your return, please call 1.888.33.ARROW</p> <p style="font-size: x-small;">Monday - Friday 9am - 6pm EST</p> <p style="font-size: x-small;"><a href="mailto:customer.service@arrowuniform.com">customer.service@arrowuniform.com</a></p> <p style="font-size: x-small;">Fax 313.299.5091</p>																																																																														

Mail all returns to: Arrow Uniform, Attn: Returns, 6400 Monroe Blvd, Taylor, MI 48180

# RETURN AUTHORIZATION

## Step 1:

Fill out the Return Authorization form in its entirety and then call, fax or email it to our customer service department.

Phone: 888-33-ARROW

Fax: 313-557-0133

Email: [customer.service@arrowuniform.com](mailto:customer.service@arrowuniform.com)

## Step 2:

Arrow will return this form to you with your RA number by either fax or email.

## Step 3:

Place a copy of this form in the package with the merchandise being returned, and send it to:

Attention: Direct Sales Returns

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6400 Monroe Blvd.

Taylor, MI 48180

Keep a copy of the form for your records.

Write the RA number on the outside of the carton. Returns sent without an RA number on the carton will be returned to sender.

Your refund will be in the form of original payment.

# CUSTOMER SERVICE

## Key Account Manager

Robin Bonham

O (313) 299-5337

C (313) 600-2242

[Robin.Bonham@arrowuniform.com](mailto:Robin.Bonham@arrowuniform.com)

## Customer Service?

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