



Easy Returns

STEP 1

Call Customer Service at **1-800-578-9023** and request a Return Authorization Number.

STEP 2

Write RA number on the outside of your packaging.

STEP 3

Send package to:
Workwear Outfitters
Attn: Returns
4000 Hwy 51 North
Ste. A
Covington, TN
38019

STEP 4

Credit is processed 2-3 days after your return is scanned in at the distribution center.

FAQ's About Returns and Ordering

What if I order the wrong size garment? ServiceWear will gladly take back garments that haven't been worn, washed, or embroidered. If we sent you an incorrect size and can verify our mistake in the order system, we will pay the cost of shipping and will email you a shipping label. If you ordered the wrong size, you are responsible for shipping costs on items eligible for return. Please always include your email address when ordering so that we can send a confirmation verifying what you ordered. This will eliminate any potential confusion. You can avoid potential sizing issues if you will utilize your fit sets that AC Transit purchased for employees at each division. It is important and the responsibility of new employees to try on garments to make sure they fit properly.

What if a product is damaged or becomes damaged within the first month? We stand behind our product. Customer Service will replace defective goods, for example, waistband splits, poor embroidery, or if an inseam comes unraveled. ServiceWear Apparel will cover shipping cost and credit your account for the damaged product.

What if I forget my password? *Call Customer Service at 1-800-578-9023 and ask them to reset your password. Customer Service is available from 6:00 a.m. to 3:00 p.m. Pacific Time.*

What are considered stock garments versus nonstock garments? Your website and Uniform Guide shows stock garments and stocked sizes per garment. Stock product should take 14 business days or less. Specialty items, accessories, and any size outside of listed stocked sizes (including added length) can take 6 to 8 weeks for delivery.

How will I know if the product is on backorder? *The available date is listed on the shopping cart page under description. This is the date garments will be available for customization, which takes place shortly before shipping.*