1. What is Uniform Discount Return Policy?

If you are not completely satisfied with any merchandise you have ordered, you may return it within 30 days of receipt for a refund or exchange, no questions asked.

All items must be in their original condition with their original packaging.

Original shipping/processing charges are not refundable.

Exchange items will not be subject to a restocking charge. Customer will be responsible for shipping charges.

Clothing showing visible wear is not returnable unless it is defective. Worn or washed items are not returnable. If the returned items have been determined that there is visible wear, washed or worn, the items will be returned to customer at their expense. A minimum $10.00 restock charge will be applied to customer credit card on file.

Footwear showing visible wear is not returnable unless they are defective. If the footwear is returned and has been determined that there is visible wear, the footwear will be returned to customer at their expense. A minimum $10.00 restock charge will be applied to customer credit card on file.

All shipping/processing charges associated with returns are the responsibility of the customer. You will be credited for ground shipping only if the product was damaged or defective, or if the wrong item was shipped. Please include the postal receipt in your return package.

Please allow 72 hours to process your return.

2. What if my item is defective, broken or needs repair?

UniformDiscount.com partners with reputable manufacturers who stand by their products. However, on rare occasions, a product can have a defect that was undetected by the manufacturer or that becomes apparent during use. If a product you've purchased from Uniform Discount has a manufacturing defect, please contact us at support@uniformdiscount.com

3. How do I return or exchange an item?

Click the Printable Product Return Form located on the Return Policy Link. Follow instructions. As simple as that.

No need to contact us.

4. What happens if an item is missing?

It is the customer's responsibility to notify Uniform Discount within 5 days of receiving package if item(s) are missing. After 5 days, the shipment will be considered shipped in full and the customer’s responsibility. All packages are electronically weighed. We will determine if an item is missing by the electronic weight at the time of shipment. If the weight matches the product shipped, then the items will be considered shipped complete.

5. How does Uniform Discount Deliver product?

Uniform Discount ships using UPS, FedEx, and USPS. The total shipping charge will encompass a shipping and handling fee. We provide tracking to all customers once order has been shipped through an email notification. If the customer disputes delivery, Uniform Discount will provide proper delivery tracking information. If the delivery tracking states delivery was made to the shipping address provided by the customer, customer will accept the tracking as final proof of delivery, even in the event that the customer did not sign for the package.

6. When does Uniform Discount ship my order?

We may require 24-48 hours to process your order before shipping. If order is placed on weekend, please allow an additional 24-48 to process your order before shipping. Please see Shipping Policy for additional shipping information.

7. What if package is delivered to an incorrect address?

The customer is responsible for providing the correct shipping address information. If the package was shipped to an incorrect address provided by the customer, the customer takes full responsibility to retrieve the package and he/she will be responsible for the full cost of the items shipped.

8. Can an order be canceled?

Once order has been processed, the order cannot be canceled. Customer must accept delivery and follow return procedure. If the package is refused, the customer is subject to a 30% restock charge.

9. Does Uniform Discount charge a restocking fee?

Exchanged items will not incur a restocking fee.

Returned items for refunds will receive a 25% restock fee.

Refused merchandise: 30% restocking charge applies.

Customer is responsible for shipping charges for returned merchandise to our warehouse due to an incorrect address or zip code. Customer will be charged a 20% restock fee in addition to the shipping charges. If free shipping coupon was used, then the free shipping coupon code will be negated. Customer will be responsible for appropriate shipping cost to delivery address and return shipping fees to our warehouse.

Customer is responsible for shipping charges.
10. What is Uniform Discount's Pricing and Promotion?

All coupon codes are good for the sale only. Coupon promotions cannot be used with any other coupons or offers. Only one code can be used per purchase. Coupon promotions cannot be used on existing or previous orders. No rain check will be offered.

Customer authorizes UniformDiscount.com to charge a credit card for any restocking or shipping fees associated with customer orders. All of our products on our website have a price for sale. There are no products on our site that are free or for sale for zero dollars. On very rare occasions, a product may show a zero (0) price. This may be an error caused by system updates. In the event this occurs and the customer chooses to purchase this product, the customer will be responsible and will be charged for the normal price of the product, even though the invoice reads zero dollars for the product. If the purchase was made in error, then a return can be made for a full refund.

11. What are the terms regarding Gift Certificates?

Once a customer purchases a Gift Certificate, a Gift Certificate code will be e-mailed to the customer. Sometimes this code may be in your spam or junk mail. Gift Certificates are non-refundable, exchangeable and cannot be canceled. If you cannot find the code, please call us at 800-469-1033.

12. Do orders sometimes not ship complete?

Our goal is ship all customers' orders complete and timely. Orders ship complete 98% of the time, however there may be an occasion when the items may be on a backorder status. In this situation your order may not ship on normal delivery times. It may take additional time to ship customer orders. This usually does not exceed 30 days. We do not guarantee shipping time. Shipping time is only an approximation.

13. Are custom made products returnable?

No, if the item indicates custom made, monogrammed or embroidered, the item cannot be returned, exchanged or refunded. It is a final sale.

14. Can Uniform Discount Change Terms and Conditions?

Terms and Conditions are subject to change without notice.

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OFFICE OF THE
GENERAL COUNSEL
MUSC/MUHA

- APPROVED AS TO FORM -

By: [Signature]

Date: 3-24-14

http://uniformdiscount.com/Terms-and-Conditions.html