



## Frequently Asked Questions

### How do I track my shipment?

For US orders: After logging into the web site, select the Check Order Status link on the top right of your screen. Select the order number you would like to track. Once the order is displayed, select the "Shipped" link of any item on the order. This link will take you directly to the carriers tracking site and provide the tracking status of your order.

For International orders: You may track the progress of your international package(s) through [Borderfree](#). Tracking information is available once your order leaves the U.S. hub. Please have your order number and billing email address ready. Your order number can be found in your Order or Shipping Confirmation Email.

### How do I cancel my order?

For US orders: Generally, orders are shipped within 48-72 hours for available product. However, if your order has not been processed for shipment, we may be able to adjust or cancel the order. If the web status of your order is IN PROCESS, we are unable to make any adjustments or cancellations. Please contact Customer Service at 1-800-441-3035/ [Hertz@twinhill.com](mailto:Hertz@twinhill.com).

For International orders: At this time an international order cannot be changed or canceled after it has been placed. If for any reason you are not completely satisfied with your purchase, you can return the merchandise to us. For more information on how to return an international order, see our section on returns and exchanges.

### How do I check the status of my order?

For US orders: To check the status of your order, go to the Check Order Status page.

For International orders: You can check the status of your order through [Borderfree](#).

### How do I view my Order History?

For US orders: To view your order history, go to the Check Order Status page.

For International orders: You can check your order history through [Borderfree](#).

### How long should I allow for my order to arrive?

For US orders: As a general rule, allow 10-14 business days for your shipment to arrive. If you have a valid email address on file, an automatic email notification will be sent confirming that your shipment is en route with links to tracking information.



For International orders: Arrival times will vary by country, however a minimum of 2-3 weeks should be allowed.

**I need help determining my size. What should I do?**

If you know the size you regularly wear in tops and bottoms, you may order those sizes. In addition, you may refer to the Fit Guide link on your website or contact Customer Service at 1-800-441-3035 / [Hertz@twinhill.com](mailto:Hertz@twinhill.com) and we will be pleased to assist you.

**What about back orders?**

Twin Hill is committed to keeping backorders to a minimum. Generally, backorders are filled within four weeks but can take up to 12 weeks in some cases. Please check the website for the most accurate delivery dates. The good news is that you have a large choice of products in your Career Apparel Program and can choose to wait for the backordered items to arrive, or select another product for immediate delivery.

**What do I type in the PO Number field?**

Only Administrators using Direct Bill as the payment method will be prompted to add a PO Number. The PO number must be an approved Oracle PO.

**What should I do when I get my order?**

Open your order right away and verify that your packing slip matches what you received.

**I received my tailored items and they require some alteration. How can I have them altered?**

The company will reimburse each employee up to \$12.00 per garment for alterations. You may visit your local Men's Wearhouse store or personal tailor to have your tailored garments altered. Men's Wearhouse stores will re-alter any previously altered seam at no additional cost. Any cost per garment above the \$12.00 will be at your expense unless you get it preapproved through your manager. You will need your receipt for reimbursement through Concur.

Alterations should not alter the look or design of the garments. Remember to stay within the uniform guidelines when having garments altered.

**I need to return/exchange a product I just received. What do I do?**

We are happy to accept the product for exchange as long as it has not been worn, laundered, dry-cleaned or altered.



For US: Please see your manager for any returns or exchanges needed. Your manager will need the packing slip so do not discard this paperwork. The return may be initiated online. We recommend that you use a return carrier that provides tracking information and guaranteed delivery (such as UPS or FedEx)

Return the garments to:

Twin Hill Returns  
5630 Renwick  
Houston, TX 77081

For International: You can return an item received in an international order, but exchanges are not possible at this time. Instead, you can return the unwanted item and order a new replacement separately.

Refunds include duties, taxes, and tariffs. Unfortunately, we cannot refund your original international shipping charges.

#### **To return an item shipped internationally**

Returned items must be sent to Borderfree, our partner vendor for international orders, with a Return Merchandise Authorization form.

Contact Twin Hill Customer Service, 1-800-441-3035 / [Hertz@twinhill.com](mailto:Hertz@twinhill.com), to request a Return Merchandise Authorization form. Returns sent without this authorization form may not be accepted.

You will receive an email with the authorization attached for your signature, as well as instructions on packing and sending the items you want to return.

The email will also show the amount of your refund.

#### **What happens next?**

As soon as we receive your package, Borderfree refunds the cost of the returned merchandise to your original method of payment, such as your PayPal account or the credit card used for the order. You will also receive an email to confirm that the return has been completed.

If the refund is applied to your credit card, your credit card company may take up to 10 additional business days to post the refund to your account.

Items that have been worn, altered, laundered or dry cleaned will not be accepted for return. All acceptable garments returned will be processed for credit.

**Please note:** Neither Men's Wearhouse nor Moore's stores carry stock of Twin Hill product and therefore cannot process returns or exchanges of Twin Hill merchandise.

#### **I received my order and one of the items appears to be defective. What can I do?**

Twin Hill has a 100% guarantee on its quality and workmanship. If you experience any problems with the quality of workmanship of any Twin Hill product, please contact our Customer Service Department. We will quickly repair or replace the damaged merchandise.



To expedite the process, when you are speaking with our Customer Service Department, please have the following information available:

- Order number
- Your name and telephone number
- Reason for the return

**My tailored items need to be pressed. Will Men's Wearhouse or Moore's provide this service for me? What is the cost?**

Twin Hill is pleased to offer you a significant value in that you may take your Twin Hill labeled jackets, shirts or tailored pants to any Men's Wearhouse or Moore's store and your Twin Hill tailored products will be professionally pressed at no charge. Stores are open seven days per week. Phone 1-800-776-7848 or log on to [www.menswearhouse.com](http://www.menswearhouse.com) or [www.mooreclothing.com](http://www.mooreclothing.com) to locate the store nearest you.

**Where do I find the Men's Wearhouse or Moore's store nearest me?**

Phone 1-800-776-7848 or log onto [www.menswearhouse.com](http://www.menswearhouse.com) or [www.mooreclothing.com](http://www.mooreclothing.com) and click on Store Locator.

**Why doesn't your site work with my browser?**

Ordering from our site requires the use of an SSL-compliant browser. We recommend using the latest version of [Google Chrome](#), [Microsoft Edge](#) (preceded by Internet Explorer), [Apple Safari](#) or [Mozilla Firefox](#). If you're using early versions of the browsers listed, we can't guarantee that all our site features will work correctly. You'll need to turn on cookies in your browser preferences too.

**I started to place an order on the web and had to leave my computer. Do you save the information I've entered?**

If you added items to your cart, the items will remain in your cart until you remove them or submit an order.

**Will my size information be available on the Twin Hill site?**

Yes. Your exclusive Twin Hill account will include a record of all transactions with us, including your size and item purchase history.

**Are the grooming standards going to be updated for this uniform program?**

Yes, you can find the grooming standards document on the intranet site under Uniforms.



### **Do we have to dry-clean anything?**

The only dry clean item is the tailored jacket. All of the other items can be washed following the washing instructions found on the garments. US locations receive up to a \$50.00 quarterly allowance to cover dry-cleaning of the tailored jacket. You may visit a dry-cleaner of your choice. Reimbursements will be made through Concur.

### **Who do I contact internally for uniform questions specific to my location?**

Please email [uniforms@hertz.com](mailto:uniforms@hertz.com)

### **What is the process to cancel an order for a terminated employee?**

If the uniform has shipped after the employee has been terminated, just return the box according to the instructions on returning items.

Note however, special orders (uniforms for someone's specific measurements) cannot be returned.

### **How do I order name badges?**

Only the uniform champion or administrator is approved to place name badge orders. Once logged on, there is a name badge link on the black menu bar. Click the link and you will be directed to the name badge ordering site.

### **Can I exchange certain pieces of my uniform with another employee?**

Exchange of sizes between employees is not recommended if an individual order was placed for you. In order for Twin Hill to track proper sizing of each employee for future orders, all pieces must be returned to TwinHill and exchanged with the corresponding return form. This will allow for proper size capture and not corrupt an employee's ordering profile.

### **How do I know what pieces of the uniforms are for indoor or outdoor?**

If you look on the inside label of the garment, it will say Indoor or Outdoor on the label. You must wear indoor pieces indoors and outdoor pieces outdoors. They may not be mixed.

### **How do HLE's or licensees order uniforms for their locations?**

Licensees are to connect with the Licensee Team at Hertz Corporate. There will be instructions coming soon for ordering for HLE locations.



**How do I place an order for an employee who does not have an employee id?**

All employees should have an employee ID. Please email [uniforms@hertz.com](mailto:uniforms@hertz.com) with specific questions

**Is the Allowance for a year?**

Annual allotments will renew yearly.

**How many of each piece am I going to get?**

Depending on the role of an employee, starter kits will be dispersed with pieces from each collection for rollout.

**Do the current non-uniform wearing employees at my location place orders for the new uniform?**

Currently non-uniformed employees will not receive a uniform.

**Is maternity available?**

Yes, a maternity blouse, maternity pant and a maternity short are available.

**My locations are dual counter locations. Which uniform brand do we order?**

If your location services Hertz and Dollar and Thrifty, a Tri-brand assortment is available. If you service both Dollar and Thrifty, you may order the Dollar/Thrifty uniform. There is an assortment for Dollar only and one for Thrifty only employees as well.

**As a Uniform Champion or Manager how do I place orders for additional pieces needed that are not for a specific employee (ex. hats for the entire work group) or are for an employee who is not yet due for their annual allotment (ex. due to a shift bid is now working outside instead of inside and needs new pieces due to this)?**

If you need to purchase items for these types of reasons you may do so by logging in to the Twin Hill ordering system using YOUR proper log in information. As a uniform champion you may have multiple logins (ex. one for your Hertz brand and one for your DTG brand). If you will be ordering pieces for the Hertz brand please log in with your Hertz log in information as this will allow the billing to bill the Hertz location, etc.

Once you are logged in properly simply select the items you wish to purchase (add them to your cart), get the total for the order, log in to Oracle and create a PO number for the purchase, go back to the Twin Hill ordering system and enter the proper PO number and then submit your order.



### **How do I get a tape measure to measure the employee?**

You may order tape measures through Oracle.

### **Are shoes being provided by Hertz?**

Hertz will not supply shoes.

### **How to place an international order**

1. Choose your shipping destination and preferred currency (or click the flag in the top right corner of the website). All our prices will automatically be converted into your chosen currency.
2. Shop our website as you normally would — you can shop on one website or all five for the same order. If you can't add an item to your shopping bag, that item isn't available for international shipping to the destination you've selected.
3. When you're ready to buy your selections, go to checkout (or click the Checkout button in the top right corner of the website).

You can enter your billing, shipping, and payment information on the page that opens, which is managed by Borderfree, our partner vendor. You can use Visa or MasterCard for any international order, and PayPal for orders in select currency. Borderfree calculates and displays a guaranteed order total, including all shipping costs and any applicable duties and taxes, which you can review before you complete your order. What happens next? After payment is approved for your order, we ship it to Borderfree's international shipping hub. From there, Borderfree ships the order to your chosen destination. You receive three emails during this time: when your order is received, when it has been approved, and when it has been shipped.

### **International Order Cancellation**

At this time an international order cannot be changed or canceled after it has been placed. If for any reason you are not completely satisfied with your purchase, you can return the merchandise to us. For more information on how to return an international order, see our section on returns and exchanges.

### **About exchange rates, duties and taxes**

Your order total is guaranteed at the exchange rate set when your order is placed. International taxes, tariffs, and value-added tax (VAT) are calculated into your final order total during checkout and can be viewed under the heading, "Duties & Taxes."

**Foreign exchange rates:** These rates are determined by Borderfree. They're based on interbank rates of exchange, which correspond with the average aggregate exchange rates applied in an e-commerce transaction.

We update those exchange rates daily. If exchange rates are updated while you're shopping, a message appears to let you know.



**Duty, customs tariffs, taxes, and VAT:** These amounts are set by the destination country, and are determined and guaranteed by Borderfree during checkout.

The amounts are determined based on:

- The merchandise's country of origin or manufacture
- The merchandise classification, using a system adopted by the countries that Borderfree supports

For more information, contact [Borderfree](#).

### **International Return and Exchanges**

You can return an item received in an international order, but exchanges are not possible at this time. Instead, you can return the unwanted item and order a new replacement separately.

Refunds include duties, taxes, and tariffs. Unfortunately, we cannot refund your original international shipping charges.

### **To return an item shipped internationally**

Returned items must be sent to Borderfree, our partner vendor for international orders, with a Return Merchandise Authorization form.

Contact us to request a Return Merchandise Authorization form. Returns sent without this authorization form may not be accepted.

You receive an email with the authorization attached for your signature, as well as instructions on packing and sending the items you want to return.

The email also shows the amount of your refund.

NOTE: We cannot accept international returns in any of our stores.

#### What happens next?

As soon as we receive your package, Borderfree refunds the cost of the returned merchandise to your original method of payment, such as your PayPal account or the credit card used for the order. You also receive an email to confirm that the return has been completed.

If the refund is applied to your credit card, your credit card company may take up to 10 additional business days to post the refund to your account.

### **Track International Order**

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**What currencies does Borderfree support?**

Currently, Borderfree supports billing in over 60 global currencies, with more being added on an ongoing basis. View and select from a list of our supported currencies. Once you confirm your preferences, you will be able to see products priced in your selected currency.

**Still have questions or need help?**

Contact Customer Service via email [Hertz@twinhill.com](mailto:Hertz@twinhill.com) or call 1-800-441-3035.