

ALTERATIONS

If you are in need of alterations for your garments, please follow the process below.

- Call Lion Uniform Group Customer Service to request an "ALTERATIONS CERTIFICATE"
International 001-937-873-4798 or Domestic - 1-866-548-8438
- Certificates will be issued within 5 business days and either mailed or emailed to you based on your preference.
- Once you receive the certificate, you must have approved alterations completed within 45 days of the request and at an approved alterations shop. A list of approved alteration locations is listed on the Lion Uniform Group e-store.
- When picking up the altered garments, you MUST sign the Alteration Certificate to verify alterations have been completed.
- The approved alterations shop will submit the signed certificate to Lion Uniform Group for payment. You will not need to pay any out-of-pocket money for the alterations as long as they are completed within the guidelines below.
- You may not exceed a total cost of \$56.00 for your alterations. Anything above the approved amount will be at your own expense. The cost for each type of approved alteration is as follows:
 - Hem pants - \$16.00
 - Hem skirt - \$16.00
 - Alter sleeve length - \$14.00
 - Take seam in or out (jacket) - \$14.00
 - Take waist/seat seam in or out (pants or skirt) - \$10.00

PLEASE NOTE: Once garments are altered, they are no longer returnable.



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EXCHANGES RETURNS

Exchanges

If the pieces you ordered do not fit properly and you would like to exchange an item for a different size, you must do so within 45 days of receipt. For the ensemble shipment, you may only exchange the same item for a different size. If you would like to purchase additional items or optional pieces, you may do so when the optional ordering window is open.

Any garment that does not meet your expectations of quality, fit or performance may be returned, once authorized, within 45 days, including defective custom merchandise.

The following items are non-returnable:

- Worn, washed or altered garments
- Custom-manufactured special orders

For domestic-based employees:

Return and exchange instructions are included with your shipment. You must contact Lion Uniform Group for authorization prior to returning merchandise. If you have questions or need additional information, please contact us at 800-921-1317.

For employees based in international cities:

If a return or exchange is needed, please complete the Return Goods Authorization form included with your shipment and return the merchandise AND the form to your Station Manager. Station Managers will be provided detailed instructions for how to process your return or exchange. If you have questions or need additional information, please contact us at 001-937-873-4299.



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