

FREQUENTLY ASKED QUESTIONS:

1. What happens to my allowance balance that I do not use?

Your allowance is managed as a journal entry item. CBP does not give any funds to VF Imagewear until at least 30 days after your order has been shipped to you. VF Imagewear does not receive unused allowance funds. Any amounts remaining in your account at fiscal year end are transferred to other CBP cost centers and repurposed as needed.

2. When is VF Imagewear allowed to ship my orders?

Orders will be shipped only when CBP has funded the contract. This can occur sporadically throughout the fiscal year.

3. I have transferred to another duty station. How do I get my uniforms sent to the new station?

Your uniform coordinator will need to submit a CBP Form 313 to VF for transfer.

4. My duty station has moved to another address. How do we change the address with VF?

The uniform coordinator or Port Director should send an email or call the CBP Uniform Management Center to report the change. They will need to provide the cost center code with old and new address, point of contact, and contact phone number.

5. When placing my order on the web, I notice that my address is incorrect. What do I do?

Do not complete the order. Contact your uniform coordinator.

6. Can I have my uniforms shipped to my home address?

No, CBP only allows VF to ship to your duty station.

7. What is my account number and/or password?

Please call Customer Service at 1-800-448-7969.

8. I need to send back an item for exchange or refund, what do I do?

Complete the return/exchange section of your packing slip completely. Enclosed in all orders is a UPS prepaid return label. Put the packing slip in the box and affix the label to the box. At the bottom of the label is a copy of the tracking number. Pull this off and keep for your records.

9. I returned an item and I did not keep my tracking number, what is my recourse?

Without the tracking information, VF will have to wait until the box is delivered and entered into the computer to be able to help you.

10. What is the return time policy to return or exchange an item?

60 days from ship date unless defective.

11. I have what I believe is a defective item. What should I do?

Generally you have 1 year to return defective items. Please call Customer Service at 1-800-448-7969 to discuss the issue.

12. I just received my order and an item(s) is missing, what should I do?

Please call Customer Service at 1-800-448-7969.

13. I just received my order and I received the wrong item or size, what should I do?

Return the item following the return/exchange directions (see question #8 above). Note on the return/exchange section of your packing slip that you were shipped wrong item or size and notate the correct item or size needed.

14. How can I check my orders / exchanges?

After logging into the website, click on the Order History tab. This will show all activity under your account.