

Solis Uniform eStore Instructions

Website: <https://www.companycasuals.com/Solis/start.jsp>

ORDERING INSTRUCTIONS – Solis Provided to be completed by Center Director

- On the eStore home page, click on the tab in vertical menu bar titled Order Form/CD Only
- CD provides form for Employee to complete **available to print or email to employee*
- Employee makes two uniform selections (review & select from eStore) > completes the form > provides the form back to CD
- Center Director enters the individual employee uniform selections from the form into e-Store:

Step 1 - Click on item > *review measurements chart* > add the item to the cart > click on the "add to shopping cart" link to the upper right of the product image >

Step 2 - Enter quantities based on size(s) and color(s) and click "update cart" **You can add more items by selecting a category link from the menu on the left*

Step 3 - Click on "submit shopping cart"

Step 4 - Complete the eStore order form that includes employee email address, your center address for shipping and contact information**Include the Solis specific center location code in the "cost center" field*

Step 5 - Click "send" to submit order

ORDERING INSTRUCTIONS – Employee Paid to be completed by employee

- On the home page, click on the style/item image you wish to view and order
- To choose uniform selections from e-Store:

Step 1 - Click on item > *review measurements chart* > add the item to your cart > click on the "add to shopping cart" link to the upper right of the product image

Step 2 - Enter quantities based on size(s) and color(s) and click "update cart" **You can add more items by selecting a category link from the menu on the left*

Step 3 - Click on "submit shopping cart"

Step 4 - Complete the eStore order form that includes your center address for shipping and contact information

Step 5 - Click "send" to submit your order

- A representative from Brown & Bigelow will contact you via phone for credit card information. We accept MC, Visa, American Express and Discover.

****Credit Card information is secure and will not be stored on eStore site***

****Tax and freight are additional charges. Freight is calculated by shipping location.***

CUSTOMER SUPPORT AND RETURN INQUIRIES:

- For questions or help with an item, order or payment please contact customer service team by returning to the home page and clicking the “email” button found in the upper left hand corner. *Customer Service will respond between the hours of 9am-5pmCST.*
- Returns – Request for a return exceptions for defective merchandise or wrong size shipped by the factory, must be submitted via email to theideasgirl1@gmail.com or nballod@brownandbigelow.com. *Email found on home page.*
 - *All other returns will be charged a restocking fee and shipping and handling. Charges will be the responsibility of the employee.***