AIRLINES

- Returns General Guidelines
- How to log in to Uniform Xpress Manager
- How to create a return request and obtain your Return Merchant Authorization (RMA) number



> Returns - General Guidelines

Ensure your return is completed in a timely manner – within 45 days of original shipment. AS Flight Attendants will follow the number of days specified in their contract.

Any returned uniform pieces must be in original condition and packaging with all labels attached. Uniform pieces must be unworn, unlaundered or un-soiled. Please note special order or altered items are not eligible for a return.

Ensure you record your tracking number for order return tracking purposes.



All returns require a Return Merchant Authorization (RMA) number. Once completed the RMA page must be printed and included in your return package. You may also indicate your RMA number on the Return Slip included in your shipment.

Upon arrival at Unisync's Service Center – all returns are subject to a Quality Assurance check.

Return Approved – once approved your profile will be credited. You are ready to re-order!

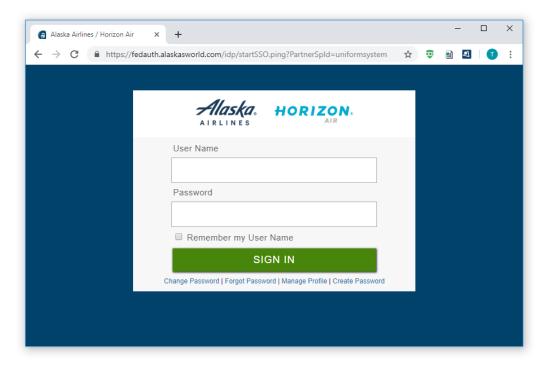
Return Not Approved – you will receive an email advising you that your RMA failed to meet our Quality Assurance standards and that you are not eligible for a credit. Please contact Unisync Customer Service within 14 days.





How to log in

Uniform Xpress Manager



From your web browser, go to:

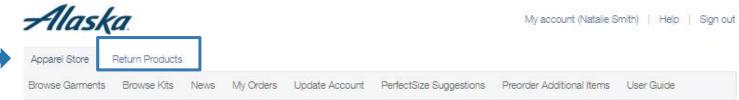
- aag.unisync.store or
- Alaska's World > Employee Resources > Uniform Subsite

Use your @alaskaair.com or @horizonair.com com email and password to log in.



> Return Products

Once you have successfully logged in select the **Return Products** menu option.



Tip: If you change your mind, you have 48 hours to change your order by going to My Orders.



Flight Attendant Pant Kit

The Flight Attendant Pant Rollout Kit allows you to select 5 Shirts, 1 Sweater Shell, 1 Blazer, 2 Pants, 1 Outerwear, and accessories as indicated.

Description	Qty	Size	
Women's Blazer, Grey	1	v	P/8
Women's Short Sleeve Shirt, Blue	0 ~	- ~	P/L
Women's Long Sleeve Shirt, Blue	0 ~	×	P/L
Women's Zip Cardigan, Navy	1	- v	P/L
Women's Knit Sweater Shell, Melange	1	v	P/L
Women's Classic Pants, Navy	0 ~		P/08/27
Women's Modern Pants, Navy	0 ~		P/12/27
Women's Trench Coat, Ink	0 ~	- v	P/8
Women's Arctic Parka, Charcoal	0 ~	_ v	
Flight Attendant Wing, Alaska	2	1sz ×	
Women's Scarf	1	v	
Women's Narrow Belt, Navy	1	v	2XL
Bib Apron, Navy	2	1sz v	



> Return Products

The Return Product page will display your previous order history. Please note, your return request is specific to a previous order.

Please note: Items may only be returned 45 days from the date of shipment. AS Flight Attendants will follow the number of days specified in their contract.

Please select the appropriate order to create your return request.

Once selected, the applicable order will be highlighted.



Alaska

Employee

Workgroup

Request Date

Apparel Store Return Products

Smith, Natalie (AS40510)

Alaska CSA

9/30/2019

Browse Garments Browse Kits News My Orders Update Account PerfectSize Suggestions Preorder Items

Return Merchant Authorization (RMA)

My account (Natalie Smith) | Help | Sign out

Preferred Name

Please select an order for return.

	ID	Order Date	Ship Date	Ship	Item	Description		
4	4 - ID: 1031859							
	1031859	9/22/2019 11:09 AM	9/22/2019 12:44 PM	1	308111-P/2XS	Women's Short Sleeve Shirt, Blue, P/2XS		
	4 - ID: 1030123							
	1030123	9/4/2019 1:02 PM	9/22/2019 12:44 PM	1	110002-P/XS/U	Women's Classic Pants, Navy, P/XS/U		

ID	Order Date	Ship Date	Ship	Item	Description	
▲ - ID: 1031859						
1031859	9/22/2019 11:09 AM	9/22/2019 12:44 PM	1	308111-P/2XS	Women's Short Sleeve Shirt, Blue, P/2XS	
▲ - ID: 1030123						
1030123	9/4/2019 1:02 PM	9/22/2019 12:44 PM	1	110002-P/XS/U	Women's Classic Pants, Navy, P/XS/U	

> Return Products

Apparel Store Return Products

Return Request Return Instructions

Return Merchant Authorization (RMA)

The Return Product page will display uniform items which are eligible for a return.

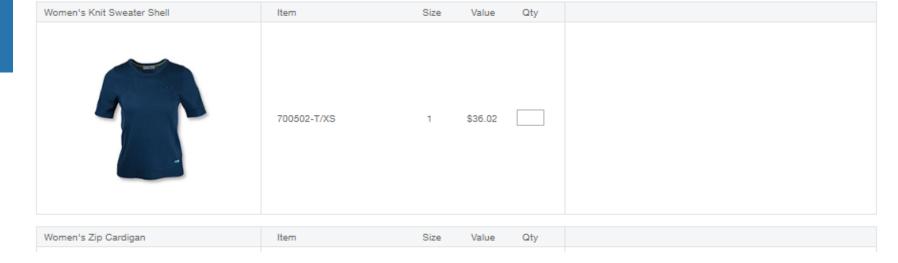
Please note: Items may only be returned 45 days from the date of shipment. AS Flight Attendants will follow the number of days specified in their contract.

Employee Smith, Natalie (AS40510)

Workgroup Alaska First Officer

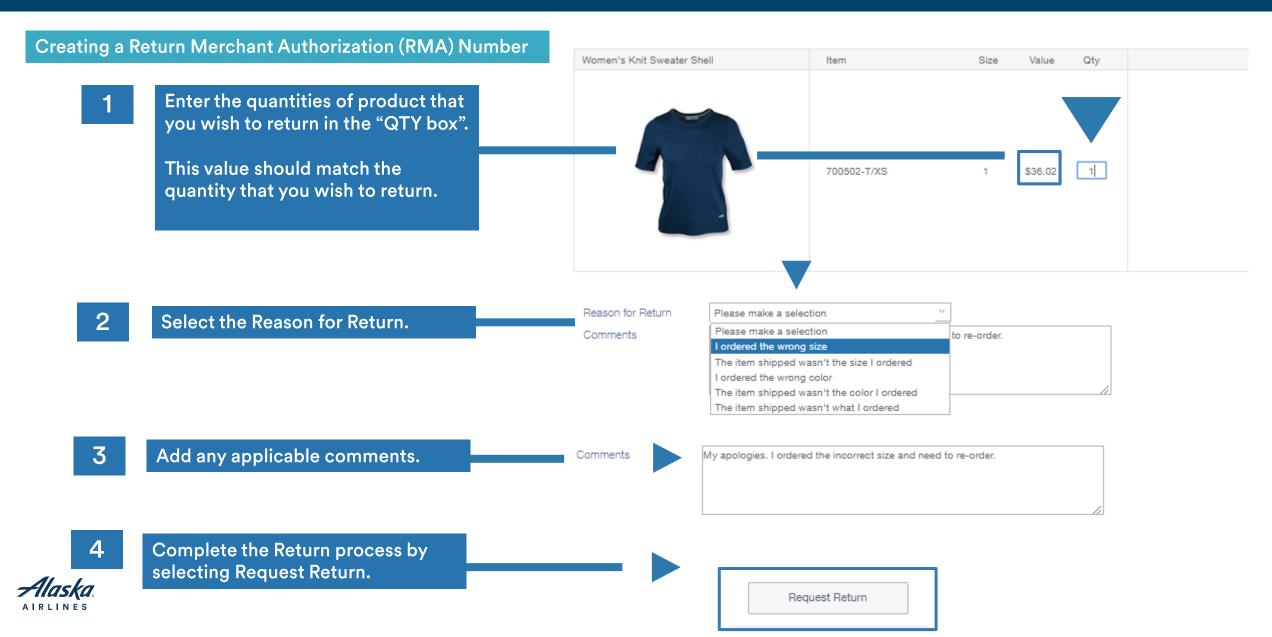
Request Date 9/12/2019

Please check your return request carefully. Once you click Request Return, your request will be submitted.





> Return Products - continued



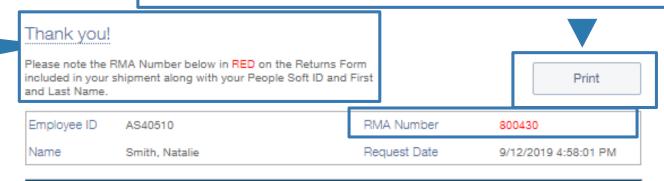
> Return Merchant Authorization (RMA)

Your return request has been submitted successfully.

Please print this page and include with your return shipment OR indicate your RMA number on Section A of the Return Slip included in your shipment.

Your return is approved when all pieces are returned and inspected by a member of our returns team.

Return Merchant Authorization



Qty	Item	Description	Unit	Extended
1	700502-T/XS	Women's Knit Sweater Shell, Melange, T/XS	36	36

Reason for Return:

Point Value of Return

36

I ordered the wrong size

My apologies.

Lordered the incorrect size and need to re-order.

Once your uniform is received and inspected, the amount noted above, less any applicable deductions for returns, will be credited to your account.



>> Return Checklist

□ Create a return online or by calling Customer Service – obtain your Return Merchant Authorization number (RMA)
 □ Print the Return Merchant Authorization (RMA) page or indicate your RMA number on the Return Slip included in your shipment
 □ Complete the return shipment label (included in your shipment)
 □ Drop off your return package at an acceptable FedEx Office or FedEx Authorized Ship Center. Ensure your return is addressed to:

Unisync Nevada Service Center – Returns 1055 American Pacific Dr – Suite 100 Henderson, Nevada, 89074

- ☐ Take note of any tracking information
- ☐ Monitor your Uniform Xpress Manager profile (My Orders) for a credit





Need Help?

If you need help, or technical support please contact Unisync Customer Service

TEL: 1-833-525-2752 (5ALASKA)

E-MAIL: alaskaservice@unisyncgroup.com