


PRINTING TOP TO TOP


Placing your Order

- 1**


You should now see the products available to you, shown by category. You can either click on the image related to the category you would like to order or select from the menu on the left.


- 2**


Once you have selected the category you want to order from you will be shown all products available to you within that category. The allocation bar shows you at a glance what allocation is remaining for this each.


- 3**


Choose the quantity you require and select add to basket. You will notice the allocation bar will change to take into account the order you are placing and will show you how this impacts your allocation. If there are more items you need just continue shopping.


- 4**

Once you have finished selecting the product you need, click on the basket icon at the top of the page. You will be able to view your basket to check your order and make any changes. Click checkout.


- 5**

You will now see the checkout screen which summarises the details of your order and the delivery address. Please place order and you will be provided with an order number which you should keep for your records.



What do I do if I no longer need the item or it doesn't fit me?

If you receive a uniform item that you either no longer need it or it doesn't fit, please make sure you return it.

Why?

By returning the item, you will be credited back your allocation of this product which will allow you to order a replacement.

What happens when I don't return unwanted uniform items?

The system will show you have received the item and deduct it from your overall allowance, stopping you from ordering more of this item until your next allocation is due.

What do I need to do?

When your uniform is delivered, you will find a delivery/returns note enclosed in the parcel. All you need to do is repackage the item, complete and enclose the returns note so your individual allocation can be credited back and hand to your Manager to post back to Dimensions. Returns can take 5-7 days to process and show as a return on your order history.

What if the item has been worn, can I still return it?

Yes, speak with your Manager who can also return worn out items so they can be securely and environmentally disposed.

You can play your part in supporting uniform processes:

- Be Positive**

 - Ask for help if you need it.
 - Help us to continue to develop your range by taking opportunities to take part in trials.
 - Make use of the great website developed for you.
- Be Brilliant**

 - Return unwanted items to Dimensions.
 - Review your next allocation date and try to manage your uniform allocation.
 - Work with us to deliver a great uniform service.
- Be Part of it**

 - Place your own order online - it's easy!
 - Wear your uniform with pride.
 - Take responsibility for your uniform - look after it.
 - Follow the wash instructions to ensure longevity of the garment.

Help is here

Should you require any assistance with placing your order online or have any stock queries, please contact the Dimensions Customer Service Team on 01332 497118 or email royalmail@dimensions.co.uk

Should you have any queries regarding your order being held for authorisation please contact the appropriate Demand Challenge Team on the details below:

northassets@royalmail.com
midlandsassets@royalmail.com
southassets@royalmail.com