



Frequently Asked Questions

I need help determining my size. What should I do?

If you know the size you regularly wear in tops and bottoms, you may order those sizes. In addition, you may refer to the Fit Guide link on your website or contact Customer Service at 1-800-441-3035 / Hertz@twinhill.com and we will be pleased to assist you.

Will my size information be available on the Twin Hill site?

Yes. Your exclusive Twin Hill account will include a record of all transactions with us, including your size and item purchase history.

How do I view my Order History?

To view your order history, scroll to My Order List and click on View My Order History/Status.

How do I get a tape measure to measure the employee?

You may order tape measures through an approved Hertz/Dollar/Thrifty vendor.

How do I order name badges?

Only the uniform champion or administrator is approved to place name badge orders. Once logged onto Twin Hill, there is a name badge link on the black menu bar. Click the link and you will be directed to the name badge ordering site. The username is your 4-digit location area number. The password is the 4-digit area number followed by your 2-digit state code.

How do I place an order for an employee who does not have an employee id?

All employees should have an employee ID. Please email uniforms@hertz.com with specific questions.

Why doesn't your site work with my browser?

Ordering from our site requires the use of an SSL-compliant browser. We recommend using the latest version of [Google Chrome](#), [Microsoft Edge](#) (preceded by Internet Explorer), [Apple Safari](#) or [Mozilla Firefox](#). If you're using early versions of the browsers listed, we can't guarantee that all our site features will work correctly. You'll need to turn on cookies in your browser preferences too.



I started to place an order on the web and had to leave my computer. Do you save the information I've entered?

If you added items to your cart, the items will remain in your cart until you remove them or submit an order.

As a Uniform Champion or Manager, how do I place orders for additional pieces needed that are not for a specific employee (ex. hats for the entire work group) or for an employee who is not yet due for their annual allotment (ex. due to a shift bid is now working outside instead of inside and needs new pieces due to this)?

If you need to purchase items for these types of reasons you may do so by logging in to the Twin Hill ordering system. As a uniform champion you may have multiple logins (ex. one for your Hertz brand and one for your DTG brand). If for example, you will be ordering pieces for the Hertz brand please log in with your Hertz log in information as this will allow the billing to bill the Hertz location.

Once you are logged on, simply select the brand if relevant, gender, work group and product category. Select the items you wish to purchase and add them to your cart. Once you are ready to check out, note the total for the order, log in to Oracle and create a PO number for the purchase. Use the Oracle PO as your PO number for the order. Click submit and you will receive an order confirmation with the order number.

Please note: In this situation, you will not order on behalf of an employee.

What do I type in the PO Number field?

Only Administrators using Direct Bill as the payment method will be prompted to add a PO Number. The PO number must be an approved Oracle PO. **Please DO NOT enter an invalid number as this can result in your order not being processed.**

Who do I contact internally for uniform questions specific to my location?

Please email uniforms@hertz.com

How do HLE's or licensees order uniforms for their locations?

Licensees are to connect with the Licensee Team at Hertz Corporate. There will be instructions coming soon for ordering for HLE locations.

How many of each piece am I going to get?

Depending on the role of an employee, starter kits will be dispersed with pieces from each collection for rollout or new hires.



Do the current non-uniform wearing employees at my location place orders for the new uniform?

Currently non-uniformed employees will not receive a uniform.

Is maternity available?

Yes, a maternity blouse, maternity pant and a maternity short are available.

My locations are dual counter locations. Which uniform brand do we order?

If your location services Hertz and Dollar and Thrifty, you will wear the Hertz assortment. If you service both Dollar and Thrifty, you may order the Dollar/Thrifty uniform. There is an assortment for Dollar only and one for Thrifty only employees as well.

How do I cancel my order?

Generally, orders are shipped within 48-72 hours for available product. However, if your order has not been processed for shipment, we may be able to adjust or cancel the order. If the web status of your order is IN PROCESS, we are unable to make any adjustments or cancellations. Please contact Customer Service at 1-800-441-3035/ Hertz@twinhill.com. Otherwise, once the order has been delivered, you may return the items according to the instructions on returning items.

What is the process to cancel an order for a terminated employee?

If the uniform has shipped after the employee has been terminated, just return the box according to the instructions on returning items.

Note: Special orders (uniforms for someone's specific measurements) cannot be returned.

How long should I allow for my order to arrive?

Generally, allow 10-14 business days for your shipment to arrive.

How do I check the status of my order?

To check the status of your order, scroll to My Order List and click on View My Order History/Status.

How do I track my shipment?

After logging into the web site, scroll to My Order List and click on View My Order History/Status. Locate the order number. If the status shows Shipped, a tracking number will be listed. Click on the tracking number to see delivery details.



What should I do when I get my order?

Open your order right away and verify that your packing slip matches what you received. Ensure all pieces fit properly. If an item does not fit or is damaged, DO NOT wear the item. Items must be unused to return/exchange.

How do I know what pieces of the uniforms are for indoor or outdoor?

If you look on the inside label of the garment, it will say Indoor or Outdoor on the label. You must wear indoor pieces indoors and outdoor pieces outdoors. They may not be mixed. Please also refer to the style guides available on the intranet.

I received my tailored items and they require some alteration. How can I have them altered?

The company will reimburse each employee up to \$12.00 per garment for alterations. You may visit your own tailor to have your tailored garments altered. Any cost per garment above the \$12.00 will be at your expense unless you get it preapproved through your manager. You will need your receipt for reimbursement through Concur.

Alterations should not alter the look or design of the garments. Remember to stay within the uniform guidelines when having garments altered.

What about back orders?

Twin Hill is committed to keeping backorders to a minimum. Generally, backorders are filled within four weeks but can take up to 12 weeks in some cases. Please check the website for the most accurate delivery dates. The good news is that you have a large choice of products in your Career Apparel Program which affords you the opportunity to select another product for immediate delivery. In addition, a substitution may be sent if available.

I need to return a product I just received. What do I do?

We are happy to accept the product for credit within 90 days if it has not been worn, laundered, dry-cleaned or altered.

Please see your manager for any returns needed. All returns are to be initiated online. We recommend that you use a return carrier that provides tracking information and guaranteed delivery (such as UPS or FedEx). In addition, please keep a copy of the online return form and your tracking number.

Return the garments to:

Twin Hill Returns
5630 Renwick
Houston, TX 77081



Can I exchange certain pieces of my uniform with another employee?

Exchange of sizes between employees is not recommended if an individual order was placed for you. In order for Twin Hill to track proper sizing of each employee for future orders, all pieces must be returned to Twin Hill and exchanged with the corresponding return form. This will allow for proper size capture and not corrupt an employee's ordering profile. DO NOT wash or wear items requiring an exchange.

I received my order and one of the items appears to be defective. What can I do?

Twin Hill has a 100% guarantee on its quality and workmanship. If you experience any problems with the quality of workmanship on any Twin Hill product, please contact our Customer Service Department. We will quickly repair or replace the damaged merchandise.

To expedite the process, when you are speaking with our Customer Service Department, please have the following information available:

- Order number
- Your name and telephone number
- Reason for the return

Are the grooming standards going to be updated for this uniform program?

Yes, you can find the grooming standards document on the intranet site under Uniforms.

Do we have to dry-clean anything?

The only dry clean item is the tailored jacket. All of the other items can be washed following the washing instructions found on the garments. US locations receive up to a \$50.00 quarterly allowance to cover dry-cleaning of the tailored jacket. You may visit a dry-cleaner of your choice. Reimbursements will be made through Concur.

Is the Allowance for a year?

Annual allotments will renew yearly on the employee's anniversary date.

Note: Winter wear will be renewed every 2 years.

Are shoes being provided by Hertz?

Hertz will not supply shoes. Please refer to the Uniform Field Bulletin for guidance on footwear.

Still have questions or need help?

Contact Customer Service via email Hertz@twinhill.com or call 1-800-441-3035.