

Apparel+ Store FAQs

Accessing and Using the Store

- **QUESTION:** How do I log in to the store?
ANSWER: When logging in for the first time, you will enter your email address as your username AND password. After you gain access, you can change your password to something more personal and secure by clicking on "My Account" then on "My Personal Information."
- **QUESTION:** Who can I contact if I need help logging in?
ANSWER: If you are having trouble logging in or need login credentials, please contact our customer service team member, Jonathon Rebmann, at jrebmann@hdsbrands.com or (412) 279-1600 ext.307.
- **QUESTION:** Why do I see two One Hour logos after I chose it as my brand?
ANSWER: After clicking on the One Hour logo on the brand landing page, you will be brought to another screen where you will see two versions of the logo – One Hour Heating & Air Conditioning and One Hour Air Conditioning & Heating. Please choose the logo that matches your franchise.
- **QUESTION:** Can I search for a specific product?
ANSWER: Yes, products can be searched by entering the product SKU or relevant keywords in the search bar at the top of the page or scrolling through its related category. If you are searching for a product you have previously ordered, you can access your Order History through the "My Account" tab at the top of the page. Here, you can reorder any product from your previous orders.
- **QUESTION:** How do I checkout?
ANSWER: Once you have added all items to your cart, click on the shopping cart icon on the top right of the webpage. Here, you can verify the items you wish to purchase and their quantity. Finally, click on the button "Proceed to Checkout" to input your shipping and billing information. For an additional walk-through of this process, [view our PDF Tutorial](#).
- **QUESTION:** Where can I find my completed order or previously ordered items?
ANSWER: Navigate to the top right corner of the webpage and click on the tab labeled "My Account." From here, you can click on "Order History and Details." On this webpage, you will be able to see your previous order, the date the order was placed, where it was sent to, and its current status.

- **QUESTION:** Can I shop at the store if I already have an existing partnership with an outside vendor?

ANSWER: We are excited that the Apparel+ Store will be a competitive option for outside vendors who you've purchased apparel, uniforms, or gifts from in the past. Please check any existing contract you have with current vendors before placing orders on our site.

- **QUESTION:** How to submit an order for Made-to-Order products?

ANSWER: In the top left corner, under the green header, there is a button labeled "Made-to-Order." After clicking on it, you can fill out a form with your specific custom product needs.

Orders & Billing

- **QUESTION:** What payment methods do you accept?
ANSWER: All major credit cards are accepted forms of payment.
- **QUESTION:** Can I change or cancel my order?
ANSWER: Yes, orders can be changed or canceled if requested within 24 hours of placing the order. Please contact our customer service team member, Jonathon Rebmann, to request your change or cancellation at jrebmann@hdsbrands.com or (412) 279-1600 ext.307.
- **QUESTION:** My order has missing or damaged items; who can I contact?
ANSWER: If anything is wrong with your order, please contact our customer service team member, Jonathon Rebmann, at jrebmann@hdsbrands.com or (412) 279-1600 ext.307.
- **QUESTION:** Do you accept returns?
ANSWER: If interested in requesting a return, please contact our customer service team member, Jonathon Rebmann, at jrebmann@hdsbrands.com or (412) 279-1600 ext.307.

Shipping & Delivery

- **QUESTION:** Can I ship my order to a different location?
ANSWER: Yes. When checking out, click on “Add New Address” and enter the new shipping address where you wish your order to be delivered.
- **QUESTION:** How long does it take to process my order, and can I track it?
ANSWER: Ready-to-Ship products will process within a day of the order being placed. However, Made-to-Order products can take 15-20 days. After your order is placed, you will receive a confirmation email with order details. After it is processed and shipped, you will receive a follow-up email with shipping and tracking information.

You can also view the status of your order by clicking on the “My Account” tab at the top of the webpage, then navigating to “Order History.” Here, you will be able to see all your order details and their statuses.