



Heathrow Security Uniform FAQ

Updated Jan 2016

Q. I've forgotten my password. How do I reset it?

A. Please call the Direct Corporate Clothing (DCC) Helpline on 0121 543 1333 and they will be able to reset your password.

Q. Can I log in through the Hub

A. Yes, you can do this via the Quick links section (left hand-side on the home screen) on the Hub.

Q. How can I see which items I have remaining in my allowance to order for this year?

A. On the DCC homepage, click on the "About You" tab, click 'Select' next to your name and use the entitlement tab above.

Or when you enter the site click 'Start New Order' and click 'Show as list' in the top right of the new window. You cannot check your allowance during your current order so please make a note of how much you are allowed to order.

Q. One of the items that I wish to order is showing out of stock. How long will this take to arrive?

A. Please call the DCC Helpline on 0121 543 1333 and they will be able to assist you. Alternatively check the homepage for details of stock.

Q. My order hasn't arrived yet. How do I check when it will arrive?

A. The standard lead time for stocked items will be 5 working days. After this, you can contact the supplier helpline on 0121 543 1333 in the first instance. Failing a resolution and you need to escalate, please email: uniforms@heathrow.com

Q. I have changed my mind and want to exchange an item for an alternative style, can I do this?

A. No. Unfortunately items cannot be exchanged due to preference changes. Please make sure you are happy with your selection before submitting your order.

Q. I need a size that is larger / smaller than the standard sizes available. How can I order these?

A. Download a copy of the 'Special Measures' form from the DCC homepage. You'll need to complete this and email it to heathrow_enquiries@directcorporate.co.uk and uniforms@heathrow.com (please make sure you send it to both email addresses)

Please ensure you include your mobile number on the form or in the body of the email.

Note: a Special Measures item can take up to 14 weeks to be delivered.

Q. Is there a minimum cost & minimum order?

A. There is no minimum order, however we do ask colleagues to only place orders for items that are needed and are going to be used. DCC get charged for deliveries with value of the order is too low.

Q. Who delivers my uniform order and collects any returns?

A. Currently this is carried out by a company called Yodel. Once your goods are dispatched you will receive a text with your order number which you can then track via their website. Yodel will NOT leave your parcel or deliver it to a neighbour's address. Please make sure you will be in, to be able to receive the delivery, so please make sure you arrange a convenient delivery time.

A company called DPD, carry out the collection of any returns.



Q. Can I return items that do not fit correctly?

A. Yes. You have 30 days from the date of delivery to return an item.

To arrange a return, download the 'Return' form which is found on the DCC homepage.

Complete the form and email it to: heathrow_enquiries@directcorporate.co.uk

Please contact the DCC helpline on 0121 543 1333 for further assistance or guidance with returning items.

Please ensure you read the Returns form/ document carefully before sending it, as it contains conditions around the returns process.

Q. How do I return a damage or faulty item?

A. Contact the DCC helpline on 0121 543 1333 to arrange for the items to be collected. You can also contact uniforms@heathrow.com

Please note that you have 30 days to return faulty items.

Q. Can I change my order for medical or other reasons?

A. Yes please speak to your line manager who can authorise your requirements. They will need to email uniforms@heathrow.com to allow us to claim money back for medical reason.

Q. How do I check my current orders, any orders over entitlement or special requirement order?

A. Login to the website and from the homepage click on the 'About You' section. This will show you what you've ordered throughout the year.

Q. Can I reclaim tax on my uniform?

A. Yes. Please visit www.uniformtaxrebate.com for further guidance and conditions.

Q. When does my entitlement reset?

A. Everyone's entitlement resets in January of each year and runs through to December

Q. Am I able to carry over unused uniform allowance from one year to the next?

A. No. Any unused uniform entitlement not used will be lost at the end of December.

General Information:

We value your feedback and should you have any service or quality concern, please feel free to contact us via email: uniforms@heathrow.com

