Welcome to Cleveland Clinic Self-Pay Online Apparel Site

Arrow Uniform is proud to serve the Cleveland Clinic as the preferred uniform supplier. We appreciate the opportunity to provide you with image, comfort and quality. Please log in to the company store to shop now at preferred discounted pricing. We value our partnership with Cleveland Clinic and are here to assist with any customer service needs you may have. For assistance with any questions please contact customer service at 800-55-ARROW ext 5445.

If you forgot your username or password email customerservice@arrowuniform.com

Don't have an account?
Use the button below to register and create a new account.

Create an Account
Introducing the New
Cleveland Clinic Employee Purchase Program

Please visit www.ccemployee.arrowuniform.com
then scroll to the bottom of the page and click the “create account” button to start shopping!
credit card purchases only

YOUR WEB ADDRESS:
www.ccemployee.arrowuniform.com

Questions or Concerns?
Call 1-888-33-Arrow
Welcome to Cleveland Clinic Quest Online Apparel

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If you need to be measured for your uniform, please contact Maryann Harrison. Office: 216.351.0369 x maryann.harrison@arrowuniform.com
If you forgot your username or password email customerservice@arrowuniform.com

Don't have an account?
Use the button below to register and create a new account.
Create an Account

Create your own account for personal purchases
Once your set up with a username and password, you’ll get an email with your information, and a link to the site.

Username and Password Notification

(First Name, Last Name)

Welcome to your company store powered by Arrow Uniform. We’ve created a login and password for you use on the site.

Email Address: margaret.martin@arrowuniform.com
Username: SampleSupervisor
Password: 123456

Please contact your administrator, account manager or the Arrow Uniform customer service team if you have any questions.

Customer Service
1-888-33-Arrow
M – F 8am to 5pm
6400 Monroe Blvd.
Taylor, MI 48180

Email Customer Service | Log In To Your Account

You are receiving this email because you requested your username or password or have been set up as a new user by your company administrator.

This should go to
customer.service@arrowuniform.com
WHAT IF I FORGET MY USERNAME/PASSWORD?

USE THE FORGOT PASSWORD LINK ON THE LANDING PAGE, YOUR USERNAME/PASSWORD WILL BE EMAILED TO YOU.

YOU CAN ALSO CONTACT INTERNAL SUPPORT.
The navigation menu on the left will allow you to easily navigate through our categories and related documents.

The Categories can be accessed by clicking on an image.
All of the categories will show up for all users and administrators

- If you don’t see a category or need to add a new category please contact transactional support.
• Measuring Instructions
• Scrub Colors
• Program Catalogs
• Return Authorization Form
PLACING AN ORDER

Step 1 – Select a Category

Click on one of the displayed categories.
PLACING AN ORDER

Step 2 – Select a Sub Category

Click on one of the subcategories
PLACING AN ORDER

Step 3 – Select a Product

Click on one of the products
Select an embroidery option from the drop down menu

Select a color and a size from the drop down menu

Select a quantity, then hit "Add to Cart"
Personalization Required to Proceed

Embroidery options
Hard Programmed
PLACING AN ORDER

If Unsure - View the logo options!

Click Here
To view Approved Logos.

Make sure you pay attention to the color of the logo compared to the garment color!
You can edit or delete from the cart, or check out and proceed.

If you save the cart, you can review it later.
Your address book will store your address, and should be prepopulated for the user.

You can use the address 2 field as an “ATTN: Jim Smith”
Please select a shipping method from the drop down.
Name on Credit Card, Credit Card Type, Credit Card Number, and Expiration Date are all required to proceed.

Check box to accept the terms
✓ Order confirmation will go to the USER and can also go to an assigned ADMIN, via EMAIL.
Search a Date Range

Click on Tracking to see line item tracking detail!
Name,

Thank you again for trusting in Arrow Uniform for your apparel needs. Your order has shipped today. Please reference the information below.

Order Number  219650
Order Date  3/28/2013 3:59:24 PM
Ship Date  4/8/2013
Ship Carrier  UPS
Ship Via
Tracking Number  1Z4185820357460932
Comments

For questions related to your order, please contact our customer service department.

Click Here to Track your Shipment
RETURN AUTHORIZATION

Make sure you open the custom “Cleveland Clinic Form”

Click here to download form
Step 1:
Fill out the Return Authorization form in its entirety and then call, fax or email it to our customer service department.

   Phone: 888-33-ARROW
   Fax: 313-557-0133
   Email: customer.service@arrowuniform.com

Step 2:
Arrow will return this form to you with your RA number by either fax or email.

Step 3:
Place a copy of this form in the package with the merchandise being returned, and send it to:
   Attention: Direct Sales Returns
   Arrow Uniform
   6400 Monroe Blvd.
   Taylor, MI 48180

Keep a copy of the form for your records.
Write the RA number on the outside of the carton. Returns sent without an RA number on the carton will be returned to sender.
Your refund will be in the form of original payment.
CUSTOMER SERVICE

Kay Account Manager
Andrew Spurling
Andrew.Spurling@arrowuniform.com

National Account Administrator
Robin Bonham
1-888-33-ARROW
Customer.service@arrowuniform.com
M – F (7am to 6pm EST)