

Clothing Orders FAQs and Instructions

Order store uniforms from Image Solutions (<http://www.discounttireattire.com/>).
You can also find this link on the [KC Orders page](#).

Login details:

Store Login (for masks, gaiters, and new hire tee orders):

Username: Location store code (Ex: **AZP001**)

Password: Four zeros, followed by your 4-digit site number (Ex: **00001003**)

Employee Login (for uniform orders):

Username: Employee ID (Ex: **124456**)

Password: Tire + @ + Employee ID (Ex: **Tire@124456**)

Q How do I change my password?

A We are unable to change passwords. Use the specified login details.

Q How long should a NEW employee wait before ordering uniform items?

A Per company policy, a new hire employee should wait 30 days before placing an order for their embroidered uniforms.

Q What is an employee provided each year for uniforms?

A Please reach out to your Regional Office Manager to discuss.

Q How does an employee pay for product?

A An employee can use payroll deduction up to \$250 per year for clothing. If there are additional charges, a personal credit card can be used.

Q How do I change or cancel an order?

A You can cancel your order up to 24 hours. The edit window for personalized, custom name embroidery items is 24 hours after your order is placed. Please reach out to DTAttireSupport@imageinc.com.

Q Who do I contact if I have an issue with my order?

A Please reach out to DTAttireSupport@imageinc.com

Q Are replacement items allowed if they become torn, worn etc.?

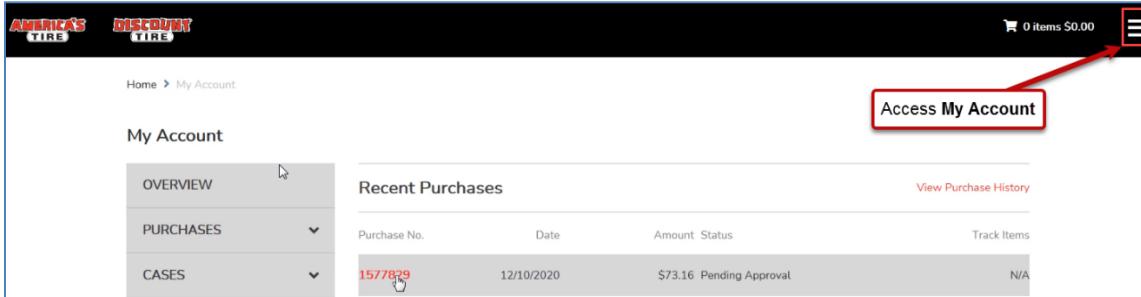
A Please complete the [clothing questionnaire](#) and select "Issue with clothing order." You will be contacted if it is approved or not.

Q When can I expect my order? How long will it take?

A Product will ship out in 10-12 business days (includes Custom name and bundling to stores). Shipping lead time is 1-3 days depending on facility.

Q How do I track my order?

A . Please use the My Account feature on the website.

**Q How much is shipping?**

A FedEx Ground shipping is paid for by Discount Tire, at no cost to employees.

Q What is my budget limit?

A Your budget available will show at the top right of the screen when you log in. If you have further questions about your budget, please contact your Regional Office.

Q What if I exceed my budget?

A Your order will first use your remaining pieces or dollars. Any additional charge required to pay for the order may be paid for with Credit Card or Payroll Deduct. Select which option you would like to use in the "Payment Method" section of check out

Q Can we do custom name embroideries? For example, nicknames?

A If your nickname is not already approved, it will go through an approval process. Contact Kayla Lininger if you have questions.

Q Who can I contact if I have more questions?

A Please send a Help Desk request to support@discounttire.com with Brand & Service Question in the subject line, or reach out to Kayla.Lininger@discounttire.com with additional questions.

If you have issues with Image Solutions, please call Image Solutions Customer Service at 888-756-9898 7:00 AM – 5:00 PM PST Mon-Fri., or e-mail dtattiresupport@imageinc.com.