



DPSCS Correctional Officer Uniform Return/Exchange Policy

Tactical Polo Shirts

Tactical polo shirts featuring embroidery are **not eligible for return**, unless:

- There is a manufacturing/fabric defect.
- The name is misspelled due to an MCE error. Note: if the name is misspelled due to a customer error, the shirt is not eligible for return.

Name Tape

Refer to the following guidelines regarding Name Tape spelling errors:

- **MCE spelling error:** If MCE is responsible for a spelling error, MCE will pick-up, repair and return corrected Name Tape to customer at no charge.
- **Customer spelling error:** If customer is responsible for a spelling error, Customer should re-order the Name Tape using Item #109EMBTAPE00 with the proper spelling. The updated Name Tape will be delivered to customer for application.

Size Exchanges

All size exchanges are accepted for Class A pants, Class A shirts and BDU pants. *No size exchanges are accepted for long & short sleeve tactical polo shirts.*

To make an exchange, contact MCE Customer Service with size information, along with Officer's name/rank for Class A shirts. Any price difference for the size change will be invoiced separately and will reference the original PO.

Returns

MCE accepts returns for employees that are no longer working for DPSCS with a 10% re-stocking fee of the original purchase price. This applies to all DPSCS Correctional Officer Uniform apparel items, *with the exception of long & short sleeve polo shirts.*

For questions regarding any other DPSCS apparel products, please contact MCE Customer Service at 410-540-5454.