

## Atlanta Commissioned Officers Association (ACOA) Uniform Store Policies

### BACKGROUND:

#### What is the ACOA Uniform Store?

The [ACOA Uniform Store](#) allows PHS officers to obtain uniform and rank items at reduced rates. The Uniform Store sells items at 50% off Navy NEX prices. There is no actual storefront for the ACOA Uniform Store. ACOA does host uniform pop-up sales at least once a quarter in the Atlanta area. You can attend the pop-ups to donate, swap, and purchase items. **A current stock inventory is posted on the ACOA Store website 48 hours before each pop-up sale and within one week after each pop up sale.** You are welcome to contact the Uniform Store Coordinators to check on item availability at any time.

#### Who are the Uniform Store Coordinators?

**Women's Uniform Store:** [AcoaWomensUniforms@gmail.com](mailto:AcoaWomensUniforms@gmail.com)

**Men's Uniform Store Co-Coordinator:** [AcoaMensUniforms@gmail.com](mailto:AcoaMensUniforms@gmail.com)

*\*\*Please allow 72 hours for an e-mail response.*

### OBTAINING UNIFORM AND RANK ITEMS:

#### How can I make a purchase?

You can purchase uniform items by attending one of our uniform pop-up sales. Pop-up sales are held at least once a quarter. They are typically located on the Corporate Square campus. We encourage Officers to attend these events so that they can try on uniform items.

#### Do I have to attend the uniform pop-up sale to make a purchase?

No, but we strongly encourage you to attend a pop-up sale to try on uniform items. Most of the uniform donations we receive have been worn and tailored and often do not fit as anticipated. You may send someone on your behalf to pick up uniform items, but we do not issue a refund if the items do not fit. The best option is to attend a pop-up and try on items.

#### Can I meet with the coordinators to make a purchase?

Uniform inventory is split among multiple volunteers who use their personal space to store uniform items. It is logistically challenging and time-consuming for them to meet with individual Officers. Instead, we offer convenient uniform pop-up sales throughout the year that all Officers are welcome to attend. *Store coordinators may make an exception at their discretion. Please contact them to discuss your situation.*

#### Will you hold an item for me?

Items can be held at the discretion of the uniform store coordinators due to special circumstances. Please contact the coordinators **via e-mail at least 72 hours (3 days) before the start of a pop-up to request a hold.** Please include the following items in your request:

1. A description of the item (item, size, rank, etc.)
2. Your name and cell number
3. Your estimated time of arrival at the pop-up

*Please note: Once an item is held, it is unavailable to other Officers. Therefore, we ask that you only make hold requests if you know you will attend the pop-up. Please do not request a hold if you are unsure if you can attend.*

#### Can I make a purchase if I reside out of the area?

We do ship rank devices and shoulder boards. These items will be shipped in an \$8.00 USPS padded flat-rate envelope. Payment for the item(s) and shipping must be received via PayPal *before* the item is shipped. We will not ship the item until we have received payment.

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**We no longer ship uniform (i.e. anything with a size) items.** Because our uniform inventory has largely been worn and tailored, and the items often do not fit as anticipated. We do not issue refunds when items do not fit. **If you have an emergency situation, we recommend you purchase the item(s) new through the Navy Exchange or the Coast Guard Exchange (i.e., ODUs only). This will ensure you get your items with a shipping time you select.** We cannot guarantee our items will be shipped as soon as preferred.

*Store coordinators may make an exception at their discretion. Please contact them to discuss your situation.* Please note that no item will be shipped until payment for the item and shipping (\$15-\$20 UPS flat-rate box depending on size) is received.

Where can I view the inventory?

Inventory is available on our [ACOA Uniform Store](#) website.

### **PAYMENTS, RETURNS, AND REFUNDS:**

How do I pay for my items?

Payment is due upon receipt of an item. Purchases can be made using:

- Checks made out to ACOA (through mail or in person)
- Online payments made through PayPal: payment should include shipping costs and a 3% online convenience fee (minimum fee of \$.50) to [atlantacoa@gmail.com](mailto:atlantacoa@gmail.com). In the checkout process, the officer should include a description of their order in the comments field. Once the uniform coordinator has confirmed receipt of payment, the officer may then receive their purchased items.
- Credit and debit cards may be used when a smartphone credit card reader is available.

Can I return an item I purchased?

Returns are generally not accepted. If you need to try on items for sizing, please attend a uniform pop-up sale. Returns will be accepted for defective items within one week. However, you should inspect all items before purchasing. Returns for any other reason will be decided by the uniform coordinators on a case-by-case basis.

### **SWAPPING, BORROWING, AND DONATING UNIFORM AND RANK ITEMS:**

Can I swap uniform components (clothing)?

The ACOA Uniform Store allows equivalent clothing exchanges if available. Please note that items without the original tags listing their size or tailoring beyond policy (e.g. elastics on the hem of ODU pants) will render the item unacceptable for exchange.

Can I swap rank devices?

Yes. The ACOA Uniform Store provides officers the opportunity to swap rank items (devices and boards) that are serviceable, authorized and in like-new condition. Officers may only swap like items; for example, hard shoulder boards for hard shoulder boards (can be different sexes), small rank devices for small rank devices, etc.

When I am swapping shoulder boards, must they match exactly?

Yes. Please make sure that you have MATCHING shoulder boards- same style and both left and right. We can accept mismatched shoulder boards for donations, but not for swapping.

Must I have the frogs (backings) for the rank pins to swap rank devices?

If you are exchanging rank devices, we ask that you make sure that you have the frogs. We do not always have extra frogs on hand to add to devices. Therefore, if you bring in rank devices without frogs for swapping, we may exchange for another device without frogs.

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### What condition should items be in?

Your items should be serviceable, authorized, and in like-new condition.

### Can I borrow items from the Uniform Store?

We do not loan out uniform items.

### How do I make my donations?

Donations can be made at uniform pop-up sales (preferred), in person, and via shipping. For in-person drop-offs and shipping, please email the coordinators to discuss logistics.

### Are my donations to the Uniform Store tax deductible?

No. Donations are not tax deductible because ACOA does not have tax deduction status.

## HOSTING A POP-UP EVENT:

### How do I host a uniform pop-up sale for my event?

We'd love to partner with you! If you would like to host a uniform pop-up sale for your event, please do the following:

1. **Identify a date, time, and location** for the uniform pop-up sale. We recommend hosting the event in a central location for approximately 1-1.5 hours. Please note that we cannot host pop-up sales on federally owned property.
2. **Contact the Men's & Women's Uniform Store Coordinators** at least 6 weeks in advance to confirm their availability.
3. **Reserve a space for the sale.** Please note that we are not allowed to host pop-up sales on federally owned property. Please reserve the space for 2 hours before the event through 1 hour after the event. The room you reserve will need to have a large conference room table (or similar space) to display uniforms. One additional small table will be needed for check-out.
4. **Develop an advertisement** for the event that we can share with your event participants and/or ACOA membership. Please share the advertisement with the Uniform Store Coordinators.
5. **Advertise your event!** We can also advertise the event on our ACOA listserv if the pop-up is open to all Officers.

The ACOA Uniform Store Coordinators will need approximately 1.5 hours to setup in the space prior to the sale. Please contact them with any questions you have!