

If you are having problems obtaining your uniform components either in store or online, the Navy Exchange (NEX) has created a "We Care Inbox" intended for Sailors to report uniform availability concerns and to obtain a solution. The email address is [WECARE@NEXWEB.ORG](mailto:WECARE@NEXWEB.ORG).

Information requested for NEX Customer Service Representatives to assist you:

Subject line: Uniform Item of Concern:

- . Name
- . Phone Number (if requesting a phone call)
- . Include the nature of the issue/problem/concern prompting the email inquiry
- . Order Number (if applicable)
- . Item description/name
- . Size (if applicable)
- . Store Location

Please include as much information as possible about your inquiry. The more information you provide, the better and more efficiently the NEX Customer Service Representative will be able to assist you.

Please include your contact information so that the NEX can respond to your request. If you prefer to be contacted by phone please include your phone number.

If you are inquiring about an order you have placed, please include the order number in your email.

If you are inquiring about a specific item, please include the name of the item, to the best of your knowledge, and the size you need, if applicable.

If you are inquiring about item availability at a specific location, please include the store location.

Once your inquiry is received the NEX will research your concern and provide a response within 2 business days.