UniFirst

Customer Service Agreement

DIVISION
LOCATION NUMBER
ROUTE NO.

Customer	Date
Address, *Street*	SIC
City *State* *Zip Code*	Phone

The undersigned (the "CUSTOMER") orders from UniFirst Corporation &/or UniFirst Holdings, L.P. dba UniFirst (the "COMPANY"), the rental service(s) at the prices and upon the conditions outlined below:

NO. of PERSONS	ITEM DESCRIPTION	ISSUE/CHANGES	WEEKLY CHARGE Per PERSON Per WEEK	TOTAL

Deposit per Change	Personalization Charge per Garment	Set-up Charge per Garment	Environment Charge per Week	

New Account ☐ **Existing Account** ☐ **Installation Date:**

All merchandise is the property of the COMPANY. All full service merchandise will be cleaned and repaired by the COMPANY. Any merchandise that requires replacement due to normal wear will be replaced by the COMPANY at no charge to the CUSTOMER, other than for applicable personalization and set up fees.

Additional personnel, merchandise and/or quantities may be added to this agreement upon written or oral request of the CUSTOMER at the prices then in effect. The weekly service charge for any individual leaving the CUSTOMER's employment and/or vacating a position requiring standard uniforms will be terminated once all garments issued to that individual, or the then current replacement cost of same, have been returned to the COMPANY.

CUSTOMER acknowledges that the items furnished by the COMPANY are for general purposes and are not for use in areas of flammability risk or where contact with ignition sources is possible. CUSTOMER agrees to indemnify and hold harmless the COMPANY of and from any injury or damage to person or property resulting from use of the items furnished, including claims allegedly arising from defects.

CUSTOMER agrees not to introduce any hazardous or toxic substances onto or into COMPANY's merchandise and assumes full liability in the event any such introduction occurs. In the event of merchandise being lost, stolen, abused, or destroyed by fire, acid, paint, neglect or otherwise, the CUSTOMER will be required to pay for same at the replacement costs then in effect.

The COMPANY guarantees to deliver quality service at all times. Any material deficiencies which are communicated to the COMPANY in writing via certified mail and which are not corrected within thirty days of COMPANY'S receipt of deficiency notice are cause for termination of this agreement. If deficiencies have not been resolved, notice of termination must be sent to the COMPANY via certified mail within ten days after the end of the thirty day period. Termination will be effective thirty days from date of notice, providing all outstanding balances have been paid in full and all standard merchandise issued to CUSTOMER has been returned in good and usable condition or paid for at the replacement costs then in effect.

This agreement is effective as of the date of execution above and shall remain in effect from the date of installation for a period of sixty months (260 revenue weeks). The agreement shall be automatically renewed for successive like periods unless the COMPANY is notified to the contrary, in writing, by certified mail sixty days in advance of the expiration of the then current term. Upon each anniversary date of this agreement, the prices then in effect will be increased by the annual percent increase in the Consumer Price Index (CPI-U) or by a minimum of 4%. Additional price increases and other charges may be imposed by separate written notice or by notation on CUSTOMERS invoice. CUSTOMER may, however, decline such additional increases or charges by notifying COMPANY in writing within ten days after receipt of such notice or notation.

For each term of this agreement, a minimum weekly charge of 75% of the initial weekly invoice amount will be in effect unless there is a major layoff (more than 50% of all employees using the COMPANY's service) or a prolonged work stoppage (affecting all employees using the COMPANY's service for a period in excess of five weeks). If merchandise in use by the CUSTOMER is non-standard (i.e., not normally stocked) or if non-removable identification has been added, upon discontinuance of service -- whether that be the result of individual wearer reductions or termination of the agreement for any reason -- the CUSTOMER agrees to purchase all such merchandise at the replacement costs then in effect. If CUSTOMER fails to make any payment for merchandise or services delivered and this failure to pay continues for sixty days after receipt of COMPANY'S invoice, COMPANY may unilaterally terminate this agreement upon thirty days written notice to CUSTOMER.

This writing, and any addendums hereto, represents the entire agreement between the parties. The CUSTOMER certifies that the COMPANY is in no way infringing upon any existing agreements between the CUSTOMER and any other rental service company. In the event of service termination prior to expiration of this agreement, other than for failure of the COMPANY to perform under its guarantee, the CUSTOMER agrees to (a) purchase the standard merchandise issued to them at the replacement costs then in effect and (b) to pay 25% of applicable rental charges for the remainder of the term, which amounts the COMPANY and the CUSTOMER agree constitute liquidated damages and not a penalty. CUSTOMER is responsible for all sales, use and/or personal property taxes payable hereunder. COMPANY may, at its discretion, assign this agreement, but CUSTOMER may not assign this agreement to another party without the prior written consent of the COMPANY. Should CUSTOMER sell its business, the purchaser must assume all obligations under this agreement or CUSTOMER must settle its commitments to the COMPANY per the service termination stipulations above.

Any disputes arising under this agreement shall be resolved by binding arbitration and not by lawsuit. The arbitration shall be conducted in the capital city of the state where the CUSTOMER is located (or at some other location agreed to by the parties) and under the Commercial Arbitration Rules of the American Arbitration Association. In Texas and certain other locations, the COMPANY'S business is conducted by, and the term "COMPANY" as used herein, means UniFirst Holdings, LP dba UniFirst.

Check One Box

TERMS OF PAYMENT

☐ **C.O.D.**

☐ **CHARGE***

Approved charge customer agrees to make payments within 30 days of invoice receipt. A late charge of 1½% per month (18% per annum) for any amount in arrears may be applied.

The undersigned attests to have the authority to execute for the named customer:

By: _____
Signature Date

Accepted By†: _____
Location Manager Date

_____
Print Name & Title

_____
Sales Rep

* Charge status contingent upon continuing credit worthiness and may be revoked at Company's discretion.

† This Agreement is effective only upon acceptance by UniFirst Location Manager.

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