



Choosing A Uniform Service?  
Compare Now, Avoid Issues Later.

## Feature

UniFirst  
Alternate  
Supplier

### Is the service agreement clear and simple?

Is it easy to understand, without lots of numbered clauses and confusing legal language?

Yes

### Is there an absolute service guarantee?

Is there language in the contract that allows you to cancel in the event of poor performance? And do they give you a Service Promise which spells out exactly what will be delivered or you don't pay?

Yes

### Does the supplier make the shirts and pants used in their rental programs themselves?

Are special extra-cost features built-in, like banded, stand-up collars on shirts and double-strength seams in pants?

Yes

### Are their garments made and assembled in North America?

Do they rely on skilled workers like UniFirst does at its company owned manufacturing plants?

Yes

### Will the rental garments be cleaned and finished locally?

Are you sure your clothing won't be processed at a remote facility hundreds of miles away?

Yes

### Do you have an open invitation to visit the suppliers' facilities?

Will you be welcomed on a personal tour to meet all the people who'll be working to ensure your service satisfaction?

Yes

### Will you receive an easy-to-read weekly invoice that shows exactly what you're paying for and breaks charges out by product and by individual wearer?

Will everything be clear and understandable so you'll know immediately whether you're getting what you pay for?

Yes

### Can you get size exchanges when you need them?

Can you be sure that unexpected charges won't creep in?

Yes

### Does the supplier have local stockrooms supplementing the most modern central distribution facilities?

Will you be assured of one-week outfitting of new employees in standard garments?

Yes

### Does the supplier professionally press every shirt?

Will all your shirts be individually pressed to give you that sharp, crisp look at no additional charge?

Yes

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### Will clothing be repaired without your having to ask?

Is there an automatic system that ensures you don't have to constantly request repairs?

Yes

### Does the supplier have a formal Goodwill System that calls for one-on-one visits with you to check on service performance?

And will you be asked to actually rate the supplier on your level of satisfaction?

Yes

### Are postage-paid "How Are We Doing" cards provided for direct feedback to the suppliers' executive management?

Can you be assured that Senior Executives will review your feedback, even the CEO if deemed necessary?

Yes

### Is there a dedicated local "Customer Service Representative" ready to take your call anytime there's a problem or question?

And will the supplier guarantee 24-hour action response?

Yes

### Do supplier employees have an opportunity to participate in stock ownership, so they feel an increased responsibility for ensuring your satisfaction?

Are service staff members empowered to take corrective action whenever necessary?

Yes

### Is the Route Representative who'll be visiting you each week paid on a commission basis, where customer satisfaction leads to a personal financial benefit?

Does the average tenure of Route Representatives exceed 9 years, showing a true professional commitment to service?

Yes

### Will the supplier provide you with a catalog and website of clothing and accessories for your convenience?

Are you offered hundreds of direct purchase clothing and accessory options to supplement your rental service program?

Yes

### Is the supplier a respected industry innovator?

Are they a national industry leader that can demonstrate distinguishing characteristics like: Only uniform rental supplier cited by the Environmental Protection Agency with an award of merit? And are they a technology leader in wastewater systems, handling systems, clothing tracking systems, garment monitoring systems and more?

Yes

Are you offered distinctive and proprietary clothing styles like Park Street® executive shirts, Flexwear® image shirts, UniWeave® lightweight shirts, SofTwill® uniform pants, and Armorex FR® protective garments?