

# RSG Uniform Program

April 1, 2023 – March 31, 2024



Uniforms help promote Retail Stores Group (RSG) as a valued lottery business, as well as promoting unity throughout the province. The Lotto branded t-shirts promote a more casual and fun attitude, because playing Lotto is fun!

## ALLOTMENTS & VENDOR

BCLC provides a \$200 allotment each fiscal year, starting on April 1st. Any remaining allocation from the previous year will not be carried over. UniFirst continues to provide RSG retailers with uniforms.

## WHAT'S ON THE PROGRAM?

All items available in Men and Women's sizing

### Items

Lotto Blue T-Shirt



Long Sleeve Polo



Cardigan (grey & black)



Short Sleeve Polo



Fleece Vest



Fleece Jacket



Puffer Vest



Long and short sleeve polos available in charcoal & blue. Fleece items and Puffer Vest available in black only.

## SIZING GUIDELINES


Sizes may vary for each piece of clothing. Sizing charts will be available on the website. Please ensure you have the right sizes when you order. If you aren't certain, contact the Customer Service line with any questions.

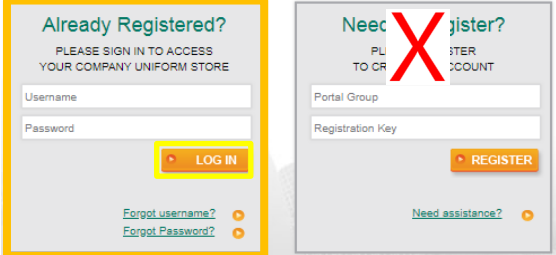


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## LOGIN AND ORDERING

- Login usernames and passwords will not change.
- Visit <https://companystore.unifirst.com>
- To sign in, input your existing Username and Password in the LOG IN box. 
- If you forget your password, click 'Forgot Username?' or 'Forgot Password?' link under the LOG IN button.
- Orders will be delivered to kiosks within 3-4 weeks.
- There is an option available to change shipping address.
- Any purchases made in excess of your yearly \$200 allotment can be paid for by credit card.



## UNIFIRST CUSTOMER SERVICE

- Contact Customer Service and Technical Support by: E-mail at [canada\\_sales@unifirst.com](mailto:canada_sales@unifirst.com) or call toll free to 1-800-263-4342.
- The above contact information is available on the website by clicking on the 'Need Help?' button on the right hand side of the page.
- Customer Service is available Monday – Friday 5:00 am – 2:00 pm (PST). Response times to voice messages and e-mails will be within 24 hours during UniFirst Customer Service hours Mon-Fri 5am-2pm (PST).

## RETURNS

UniFirst stands behind their products. If the items ordered are not delivered correctly or have defects, you will be able to return the items provided they have not been worn, are not soiled or washed. You can return items by following the instructions below:

- UniFirst Customer Service will need to be contacted by phone or e-mail during their Customer Service hours of 5am – 2pm (PST) to receive an RA (Return Authority) and the UniFirst Purolator account number. This RA number must be included with the returned items.
- Credits will be applied back to your account so replacement orders can be made.
- Follow the instructions provided by UniFirst.

