


Retail Stores Group | April 1, 2020 – March 31, 2021

Uniform Program 2020-2021



BCLC re-sets the Uniform Allotments back to \$200 each fiscal year. This year your allotment will reset on April 1, 2020. **UniFirst** will continue to provide RSG retailers with uniforms.

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 with your credit card.

UniFirst Customer Service:

- Contact Customer Service and Technical Support by: E-mail at 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).



What's on the program?

All items available in Men and Women's sizing

Fleece Vest Fleece Jacket Polo Shirt Long Sleeve



Short Sleeve Button Vest Puffer Vest



Fleece items, Polo and Button shirts available in Black or Grey. Button up vest is available in Black only.

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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.

Delivery, Log In, or Quality Issues:

If you encounter delivery, log in, or quality issues, please contact UniFirst through the Customer Service line or e-mail. Any issues you aren't able to resolve please notify your BCLC Territory Manager.

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.