

10 QUESTIONS TO ASK YOUR UNIFORM SUPPLIER

1 DOES YOUR AGREEMENT AUTO-RENEW?

WHY ASK?

Some agreements renew automatically if you miss a narrow cancellation window.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
Renewal and cancellation section

2 HOW ARE PRICE INCREASES HANDLED?

WHY ASK?

A low starting price can change over time if the agreement allows multiple increases or other pricing adjustments.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
Every section that allows price changes

3 WHAT CHARGES ARE NOT INCLUDED IN THE WEEKLY PRICE?

WHY ASK?

Add-on fees for prep, repairs, replacements, delivery, emblems, and environment can increase your total cost.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
All fee and charge language

4 HOW ARE LOST, DAMAGED, OR REPLACED GARMENTS CHARGED?

WHY ASK?

Replacement policies can significantly affect long-term program cost.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
Lost and damaged garment policy

5 HOW ARE SPECIALTY GARMENTS HANDLED?

WHY ASK?

Specialty garments may have different pricing, replacement rules, full buyout, and additional charges.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
Specialty garment section

6 WHAT HAPPENS IF SERVICE ISSUES ARE NOT FIXED? WHAT IS THE REMEDY PERIOD?

WHY ASK?

Every supplier says they fix problems. The agreement tells you what happens if they do not.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
Service remedy or cure section

7 IS THERE A SERVICE GUARANTEE WITH A REFUND?

WHY ASK?

A service guarantee helps you if the program does not perform as promised.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
Any written service guarantee

8 WHO IS RESPONSIBLE FOR COMMUNICATION AND ISSUE RESOLUTION?

WHY ASK?

Who owns problems when the route representative alone cannot resolve them.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
The escalation process or support structure

9 HOW ARE BILLING ISSUES AND CREDITS HANDLED?

WHY ASK?

Billing mistakes happen. How credits are issued and how quickly issues are corrected.

ASK YOUR REP TO HIGHLIGHT ON THE AGREEMENT:
Billing dispute and credit language

10 HOW QUICKLY ARE NEW HIRES ADDED TO THE PROGRAM?

WHY ASK?

New hire delays create real operational problems and can frustrate your team. This is usually not in the agreement.

ASK YOUR REP TO:
Put it in writing in their proposal