



Customer Service Agreement

COMPANY NAME: (Customer) Village of Island Lake	LOC. NO.:
ADDRESS: 3720 Greenleaf Ave, Island Lake, IL 60042	ROUTE NO.:
PHONE: 847-526-8764	DATE: Nov 3, 2011
	SIC / NAICS:

The undersigned (the "CUSTOMER") orders from UniFirst Corporation and/or UniFirst Holdings, Inc. d.b.a. UniFirst and/or UniFirst Canada LTD. ("UNIFIRST") the rental service(s) at the prices and upon the conditions outlined:

MERCHANDISE SERVICED

ITEM DESCRIPTION	LOST PROD.	MERCH. BUYOUT	WKS. BTWN DELIV	NO. OF PERSONS	ISSUE PER PERSON	TOTAL NO. CHANGES / PIECES	PRICE PER CHANGE / PIECE	STANDARD / NON-STANDARD*	TOTAL FULL SERVICE	TOTAL VAL-U-LEASE**
3X5 Scraper Mat			2				2.70	Non-Stand.		
3x5 Standard Mat			2				1.54	Standard		
4x6 Standard Mat			2				2.63	Standard		
3x10 Standard Mat			2				3.08	Standard		
4x6 Custom Logo Mat			2				6.90	Standard		
Tork Natural Roll - 884 Sheets			USE				7.04	Standard		
1250 ml Luxury Foam Soap - 1,786 Uses			USE				14.07	Standard		
800 ml Lotion Soap - 533 Uses			USE				2.65	Standard		
								Standard		
								Standard		

* Out-sizes of otherwise standard Merchandise are deemed to be non-standard Merchandise. TOTAL:
 ** Merchandise which is Val-U-Leased is not cleaned by UniFirst.

CHARGE	AMOUNT
Garment preparation per piece (Service Charge)	N/A
Name emblem per piece	N/A
Company emblem per piece	N/A
Embroidery: Wearer name per piece	N/A
Company name per piece	N/A
Garment Maintenance Program	N/A

CHARGE	AMOUNT
Non-stock sizes per piece	N/A
Special Cuts per piece	N/A
Restock/Exchange per piece	N/A
Auto. Wiper Replacement	N/A
Auto. Linen Replacement	N/A
DEFE (SEE DESCRIPTION ON TERMS PAGE)	\$2.00

COMMENTS

36 Month Agreement

New Account Installation Date:
 Existing Account M/D/Y
 Minimum weekly service charge: _____ Payment Terms: C.O.D. Approved Charge

Approved charge CUSTOMER agrees to make payments within 30 days of invoice receipt. A late charge of 1.5% per month (18% annum) for any amount in arrears may be applied. The undersigned agrees to all conditions on Terms page attached and attests to have the authority to execute for the named CUSTOMER, and to approve use of any personalization - including logos or brand identities - that has been requested.

SALES REP: _____ BY: _____ Date _____

ACCEPTED₁₁: _____ Date _____ Print Name and Title _____

1) Charge status contingent upon continuing credit worthiness and may be revoked at UNIFIRST's discretion.
 11 This Agreement is effective only upon acceptance by UniFirst Location Manager.



Customer Service Agreement

COMPANY NAME: (Customer)	LOC. NO.:
ADDRESS:	ROUTE NO.:
	DATE: Oct 21, 2011
PHONE:	SIC / NAICS:

The undersigned (the "CUSTOMER") orders from UniFirst Corporation and/or UniFirst Holdings, Inc. d.b.a. UniFirst and/or UniFirst Canada LTD. ("UNIFIRST") the rental service(s) at the prices and upon the conditions outlined:

MERCHANDISE SERVICED

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								Standard		
								Standard		
								Standard		
								Standard		
								Standard		
								Standard		
								Standard		
								Standard		
								Standard		
								Standard		
TOTAL:										

* Out-sizes of otherwise standard Merchandise are deemed to be non-standard Merchandise.
 ** Merchandise which is Val-U-Leased is not cleaned by UniFirst.

CHARGE	AMOUNT
Garment preparation per piece (Service Charge)	N/A
Name emblem per piece	N/A
Company emblem per piece	N/A
Embroidery: Wearer name per piece	N/A
Company name per piece	N/A
Garment Maintenance Program	N/A

CHARGE	AMOUNT
Non-stock sizes per piece	N/A
Special Cuts per piece	N/A
Restock/Exchange per piece	N/A
Auto. Wiper Replacement	N/A
Auto. Linen Replacement	N/A
DEFE (SEE DESCRIPTION ON TERMS PAGE)	\$2.00

COMMENTS

36 Month Agreement

New Account
 Existing Account
 Minimum weekly service charge: _____

Installation Date:
 Payment Terms: C.O.D. Approved Charge

Approved charge CUSTOMER agrees to make payments within 30 days of invoice receipt. A late charge of 1.5% per month (18% annum) for any amount in arrears may be applied.

The undersigned agrees to all conditions on Terms page attached and attests to have the authority to execute for the named CUSTOMER, and to approve use of any personalization - including logos or brand identities - that has been requested.

SALES REP: _____

BY: _____ Date

ACCEPTED: _____
Location Manager Date

Print Name and Title

† Charge status contingent upon continuing credit worthiness and may be revoked at UNIFIRST's discretion.
 †† This Agreement is effective only upon acceptance by UniFirst Location Manager.

Service Agreement Terms

REQUIREMENTS SUPPLIED. The Customer orders from UniFirst Corp. (together with its subsidiaries, "UniFirst") rental and related services for all of Customer's requirements for garments and other items ("Merchandise") of the type listed on the previous page(s), at the prices and upon the terms and conditions outlined. Additional Merchandise requested by Customer, verbally or in writing, will also be covered by this Agreement. All rental Merchandise supplied to Customer remains the property of UniFirst. Customer warrants that it is not subject to, and that this Agreement does not interfere or conflict with, any existing agreement for the supply of the Merchandise or services covered.

PERFORMANCE GUARANTEE. UNIFIRST GUARANTEES TO DELIVER HIGH QUALITY SERVICE AT ALL TIMES. All items of Merchandise cleaned, finished, inspected, repaired and delivered by UniFirst will meet or exceed its quality standards, or non-conforming items will be replaced by the next scheduled delivery day at no cost to Customer. Items of rental Merchandise requiring replacement due to normal wear and tear will be replaced at no cost to Customer, save for any applicable personalization and set-up charges.

Customer expressly waives the right to terminate this Agreement during the initial term or any extension thereof for deficiencies in services and/or quality of Merchandise unless: (1) complaints are first made in writing to UniFirst which set forth the precise nature of any deficiencies; (2) UniFirst is afforded at least sixty (60) days to correct any deficiencies complained of; and (3) UniFirst fails to correct those deficiencies complained of within sixty (60) days. In the event Customer complies with the foregoing and UniFirst fails to correct such deficiencies, Customer may terminate this Agreement by written notice to UniFirst; providing that all previous balances due UniFirst have been paid in full and that all other conditions to terminate have been satisfied. Any delay or interruption of the service provided for in this Agreement, by reason of acts of God, fires, explosions, strikes or other industrial disturbances, or any other cause not within the control of UniFirst, shall not be deemed a breach or violation of this Agreement.

TERM AND RENEWAL. This Agreement is effective when signed by both the Customer and UniFirst Location Manager and continues in effect for 60 months (260 revenue weeks) after installation of Merchandise (for new customers) or of any renewal date. This Agreement will be renewed automatically and continuously for multiple successive 60 month periods unless Customer or UniFirst gives written notice of non-renewal to the other at least 90 days prior to the next expiration date.

PRICES AND PAYMENTS. All charges are based upon the total Merchandise covered by this Agreement and may change as the amount of such Merchandise is increased or decreased. Customer agrees to pay the additional service-related charges listed on the front page(s) of this Agreement. Charges relating to an individual leaving Customer's employ can be terminated by giving notice to UniFirst and by returning or paying for any Merchandise issued to that individual. Any Merchandise payments required, pursuant to this Agreement, will be at UniFirst's list replacement price(s) then in effect.

Each year, either upon the anniversary date of this Agreement or such other date as UniFirst may determine appropriate, the prices then in effect will be increased by the greater of the annual percent increase in the Consumer Price Index - All Urban Consumers, Series ID: CUUR0000SAG, other goods and services or by 5%. Additional price increases and other charges may be imposed by separate written notice or by notation on Customer's invoice. Customer may, however, decline such additional increases or charges by notifying UniFirst in writing within ten days after receipt of such notice or notation.

Prices are based on fifty-two weeks of service per year. Customer agrees to pay all charges on receipt of invoice or, if a pre-approved charge customer, per standard terms. A late charge of 1 1/2% per month (18% per year) will be added to all amounts not paid within thirty days of invoice. If Customer fails to make timely payment, UniFirst, may at any time and in its sole discretion, terminate this Agreement by giving written notice to Customer, whether or not UniFirst has previously strictly enforced Customer's obligation to make timely payments. Customer agrees to pay, and will pay, all applicable sales, use, personal property and other taxes and assessments arising out of this Agreement. Customer agrees to a minimum weekly service charge as indicated.

DEFE CHARGE. Customer's invoices may include a DEFE CHARGE, that may vary for different customers, to cover all or only portions of certain expenses including:

D = DELIVERY, or expenses associated with the actual delivery of services and products to customers' places of business, primarily Route Sales Representative commissions, management salaries, vehicle depreciation, equipment maintenance, insurance, road use charges and local access fees.

E = ENVIRONMENTAL, or expenses (past, present and future) UniFirst absorbs related to wastewater testing, purification, effluent control, solids disposal, supplies and equipment for pollution controls and energy conservation and overall regulatory compliance.

F = FUEL, or the gas, diesel fuel, oil and lubricant expenses associated with keeping UniFirst's fleet vehicles on the road and servicing its customers.

E = ENERGY, primarily the natural gas UniFirst uses to run boilers and gas dryers, plus other local utility charges.

MERCHANDISE. Customer acknowledges that the Merchandise supplied, including but not limited to floor care and facility services products, is for general occupational use and, except as expressly specified below, affords no special user protections. If the Merchandise supplied is designated as flame resistant ("FR"), it is intended only to prevent the ignition and burning of fabric away from the point of high heat impingement and to be self-extinguishing upon removal of the ignition source. FR garments will not provide significant protection from burns in the immediate area of high heat contact, due to thermal transfer through the fabric and/or destruction of the fabric in the area of such exposure. FR garments are designed for continuous wear as only a secondary level of protection. Primary protection is still required for work activities where direct or significant exposure to heat or open flame is likely to occur.

If the Merchandise supplied is visibility wear, it is intended to provide improved conspicuity of the wearer under daylight conditions and when illuminated by a light source of sufficient candlepower at night. It is Customer's responsibility to determine the level of conspicuity needed by wearers under specific work conditions. Further, Customer agrees that the garments alone do not ensure conspicuity of the wearer and that additional safety precautions may be necessary. The garments supplied satisfied particular Class I, Class II or Class III ANSI/SEA standards only when they were new and unused and only if so labeled. Customer acknowledges that usage and laundering of visibility Merchandise will adversely affect its conspicuity.

Customer agrees to notify all employees that the Merchandise is for general occupational use and, except for FR or visibility garments, affords no special wearer protections. Customer further agrees to notify all employees who will be wearing FR or visibility garments that such garments provide only limited protection as set forth herein and only under certain conditions. In addition, Customer acknowledges that (1) UniFirst has not reviewed or analyzed Customer's facilities or operations, the environment or conditions in which the Merchandise will be used or Customer's intended use of the Merchandise, (2) UniFirst does not have any obligation to advise, and has not advised, Customer concerning the fitness or suitability of the Merchandise for Customer's intended use, (3) UniFirst makes no representation, warranty or covenant regarding the performance of the Merchandise (including without limitation FR and visibility garments), and (4) UniFirst shall in no way be responsible or liable for any injury or harm suffered by any Customer employees while wearing or using any Merchandise. Customer agrees to indemnify and hold harmless UniFirst and its employees and agents from and against all claims, injuries or damages to any person or property resulting from Customer's or Customer's employee use of the Merchandise, whether or not such claims, injuries or damages arise from any alleged defects in the Merchandise.

Customer agrees not to contaminate any Merchandise with asbestos, heavy metals, solvents, inks or other hazardous or toxic substances ("contaminants"). Customer agrees to pay UniFirst for all Merchandise that is lost, stolen, damaged or abused beyond repair.

If any Merchandise supplied hereunder is Merchandise that (1) UniFirst does not stock for whatever reason (including due to style, color, size or brand), (2) consists of non-UniFirst manufactured or customized FR garments, or (3) consists of garments that have been permanently personalized (in all cases known as "Non-Standard Merchandise"), then, upon the discontinuance of any service hereunder at any time for any reason, including expiration, termination, or cancellation of this Agreement, with or without cause, deletion of any Non-Standard Merchandise from Customer's service program, or due to employee reductions (in each case a "Discontinuance of Service"), Customer will purchase at the time of such Discontinuance of Service all affected Non-Standard Merchandise items then in UniFirst's inventory (in-service, shelf, as well as any manufacturer's supplies ordered for Customer's use), paying for same the replacement charges then in effect.

As a condition to the termination of this Agreement, for whatever reason, Customer will return to UniFirst all standard Merchandise in good and usable condition or pay for same at the replacement charges then in effect.

OBLIGATIONS AND REMEDIES. If Customer breaches or terminates this Agreement before the expiration date for any reason (other than for UniFirst's failure under the performance guarantee described above), Customer will pay UniFirst, as liquidated damages and not as a penalty (the parties acknowledging that actual damages would be difficult to calculate with reasonable certainty) an amount equal to 50 percent of the average weekly amounts invoiced in the preceding 26 weeks, multiplied by the number of weeks remaining in the current term. These damages will be in addition to all other obligations or amounts owed by Customer to UniFirst, including the return of standard Merchandise or payment of replacement charges, and the purchase of any non-standard merchandise items as set forth herein.

All disputes of whatever kind between Customer and UniFirst based upon past, present or future acts, whether known or unknown, and arising out of or relating to the negotiation, formation or performance of this Agreement shall be resolved exclusively by final and binding arbitration. The arbitration shall be conducted in the capital city of the state where Customer has its principle place of business (or some other location mutually agreed to by Customer and UniFirst) pursuant to the Expedited Procedures of the Commercial Arbitration Rules of the American Arbitration Association and shall be governed by the Federal Arbitration Act. Customer acknowledges that, with respect to all such disputes, it has voluntarily and knowingly waived any right it may have to a jury trial or to participate in a class action or class litigation as a representative of any other persons or as a member of any class of persons, or to consolidate its claims with those of any other persons or class of persons. If this prohibition against class litigation is ruled to be unenforceable for any reason in any proceeding, then the prohibition against class litigation shall be void and of no force and effect in that proceeding. This paragraph is governed by New York law (exclusive of choice of law). The arbitrators shall award to the substantially prevailing party, if any, as determined by the arbitrators, all of its costs and fees. "Costs and fees" are defined as all reasonable pre-award expenses of the arbitration, including the arbitrators' fees, administrative costs, travel expenses, out-of-pocket expenses, such as copying and telephone expenses, court costs, witness fees, and attorneys' fees.

MISCELLANEOUS. The parties agree that this Agreement represents the entire agreement between them. UniFirst may, in its sole discretion, assign this Agreement. Customer may not assign this Agreement without the prior written consent of UniFirst. Customer agrees that in the event it sells or transfers its business, it will require the purchaser or transferee to assume all obligations and responsibilities under this Agreement. Neither party will be liable for any incidental, consequential, or punitive damages. In the event any portion of this Agreement is held by a court of competent jurisdiction or by a duly appointed arbitrator to be unenforceable, the balance will remain in effect. All written notices provided to UniFirst must be sent by certified mail to the attention of the Location Manager. In Texas and certain other locations, UniFirst's business is conducted by, and the term "UniFirst" as used herein, means UniFirst Holdings, Inc. dba UniFirst.

Customer Initials: _____ Date: _____ (I have read and understand all of the above Service Agreement Terms.)

Village of Island Lake
 Unifirst / Cintas cost comparison

Item	Qty	Unifirst		Cintas		Cintas	
		Proposal	extended	current	extended	Proposal	extended
t-shirts	48	-	-	0.47	22.51	0.25	12.00
pants	42	-	-	0.32	13.57	0.23	9.66
Weekly total					36.08		21.66

Item	Qty	Unifirst		Cintas		Cintas	
		Proposal	extended	current	extended	Proposal	extended
3x5S	2	2.70	5.40	3.16	6.32	2.25	4.50
3x5	5	1.54	7.70	3.85	19.25	3.00	15.00
4x6	3	2.63	7.89	7.77	23.30	5.00	15.00
4x8	0	-	-	8.36	-	6.00	-
3x10	12	3.08	36.96	7.97	95.63	6.00	72.00
4x6 logo	2	6.90	13.80	9.70	19.40	6.25	12.50
towels	6	7.04	42.24	9.00	54.00	8.00	48.00
Soap	8	1.76	14.08	6.41	51.30	2.25	18.00
S/C	1	2.00	2.00	14.45	14.45	5.95	5.95
Biweekly total			130.07		283.66		190.95

Depending on quantities the biweekly savings will fluctuate on usage and seasonal matt coverage. Based on the above quantities I project a yearly savings of \$1,582.88 on top off the updated proposal from Cintas.

Unifirst had not provided a quote for uniforms as I only looked at matt service.

Village of Island Lake
 Unifirst / Cintas cost comparison

Item	Qty	Unifirst		Cintas		Cintas	
		Proposal	extended	current	extended	Proposal	extended
t-shirts	48	-	-	0.47	22.51	0.25	12.00
pants	42	-	-	0.32	13.57	0.23	9.66
Weekly total					36.08		21.66

Item	Qty	Unifirst		Cintas		Cintas	
		Proposal	extended	current	extended	Proposal	extended
3x5S	2	2.70	5.40	3.16	6.32	2.25	4.50
3x5	8	1.54	12.32	3.85	30.80	3.00	24.00
4x6	3	2.63	7.89	7.77	23.30	5.00	15.00
4x8	0	-	-	8.36	-	6.00	-
3x10	23	3.08	70.84	7.97	183.29	6.00	138.00
4x6 logo	2	6.90	13.80	9.70	19.40	6.25	12.50
towels	6	7.04	42.24	9.00	54.00	8.00	48.00
Soap	8	1.76	14.08	6.41	51.30	2.25	18.00
S/C	1	2.00	2.00	14.45	14.45	5.95	5.95
Biweekly total			168.57		382.87		265.95

Depending on quantities the biweekly savings will fluctuate on usage and seasonal matt coverage. Based on the above quantities I project a yearly savings of \$2,531.88 on top off the updated proposal from Cintas.

Unifirst had not provided a quote for uniforms as I only looked at matt service.

Addendum A
GARMENT ITEMS

Item #	Description	Quantity	Current Pricing	Current Total	Proposed Price	Proposed Total
69526	High Visibility T-Shirt	48	\$0.469	\$22.51	\$0.25	\$12.00
894	Cintas Jean Pants	42	\$0.323	\$13.57	\$0.23	\$9.66

FACILITY SERVICES ITEMS

Item #	Description	Quantity	Current Pricing	Current Total	Proposed Price	Proposed Total
9025	Center Pull Paper Hand Towles	1	\$9.00	\$9.00	\$8.00	\$8.00
2160	Red Shop Towels	150	\$0.088	\$13.20	\$0.08	\$12.00
2160	Red Shop Towel Replacement	15	\$0.25	\$3.75	\$0.25	\$3.75
9025	Center Pull Paper Hand Towles	3	\$9.00	\$27.00	\$2.25	\$6.75
2477	3X5 Scraper Mat (EOW)	2	\$3.162	\$3.16	\$2.25	\$2.25
84330	3X5 Grey Mat (EOW)	8	\$3.85	\$15.40	\$3.00	\$12.00
84430	4X6 Grey Mat (EOW)	3	\$7.767	\$11.65	\$5.00	\$7.50
84530	4X8 Grey Mat (EOW)	3	\$8.361	\$12.54	\$6.00	\$9.00
84030	3X10 Grey Mat (EOW)	23	\$7.969	\$91.64	\$6.00	\$69.00
84401	4X6 Logo Mat (EOW)	2	\$9.702	\$9.70	\$6.25	\$6.25
106	Service Charge (EOW)	1	\$14.95	\$7.48	\$9.95	\$4.98
106	Service Charge	1	\$14.45	\$14.45	\$5.95	\$5.95
106	Service Charge	1	\$14.45	\$14.45	\$5.95	\$5.95

Current Invoice Total	\$246.99
Proposed Invoice Total	\$163.04
Weekly Savings	\$83.96
Annual Savings	\$4,365.69
Cost Savings as a %	34%

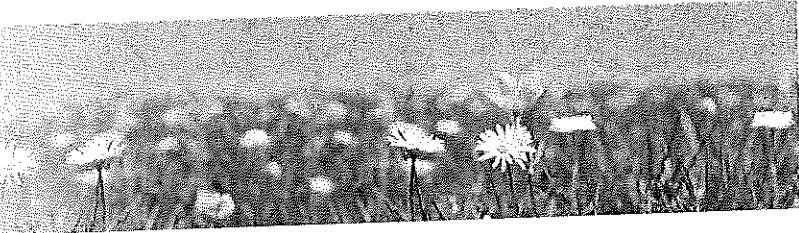
Accepted By: _____

Date: _____

Received By: _____

Date: _____

Village of Island Lake
A community of friendly people



UniFirst Rental Items:

Product	Unit Price
3x5 Scraper Mat	\$ 2.70
3x5 Standard Mat	\$ 1.54
4x6 Standard Mat	\$ 2.63
3x10 Standard Mat	\$ 3.08
4x6 Custom Logo Mat	\$ 6.90
Tork Natural Roll – 844 Sheets	\$ 7.04
1250 ml Luxury Foam Soap – 1,786 Uses	\$ 14.07
800 ml Lotion Soap – 533 Uses	\$ 2.65
Delivery Energy Fuel Environment	\$ 2.00

*** Based on a 3 year agreement
†*** Only one 5 percent Increase per year

For your benefit UniFirst is pleased to provide free portion controlled dispensers that are marked with the EcoLogo label for your hygiene products as well as free installation. UniFirst will also provide free handles and frames for your mop products.