

RETURN PROCEDURE FOR CINTAS CANADA GARMENTS

Are you outside of the US and need to make a return?

Follow these simple steps below. **Please ensure you are keeping a copy of your packing slip for easy access to the information needed.**

1. Securely pack the items in a box .
2. Telephone or email the Customer Service Department at:
800.922.9620 or **customerservice@cintas.com** (Use Subject Line: Canada Returns)
3. If you call the customer service line, the following information will be needed for our specialized returns team to call you back (within 24-48 hours):
 - a. Customer Name/Account number
 - b. Contact name, Phone Number and email address
 - c. Good call back time
 - d. Order number
4. The following information will be needed for our specialized returns team to process:
 - a. Invoice number, order number or account information (found on packing slip)
 - b. Item number of garments being returned
 - c. Quantity
 - d. The address (location of goods)
 - e. Number of Boxes Returning
5. Customer Service will send a shipping label as well as submit a commercial invoice to UPS electronically. No label is created without a commercial invoice.
6. Once items are received back into the Chicago DC, your credit will be issued. Credit will be reduced by \$8 for the shipping costs*.

Cintas Canada Return Policy

Returned merchandise must not be worn, washed or altered (including embroidery). Custom garments may not be returned.

Returned garments over 60 days are subject to the following restocking fees:

DAYS	RESTOCKING FEE %
0 - 60 Days	0%
61 - 75 Days	10%
76 - 90 Days	15%
91 - 180 Days	25%
181 - 365 Days	75%
366+ Days	100%

*If applicable