

## **Terms and Conditions For Use**

Cintas training programs are intended to assist employers as they strive to improve and maintain workplace health and safety. Federal and provincial statutes and regulations may require that employers conduct specific safety and/or training programs for their employees. Employers are solely responsible for determining which safety and/or training programs the law requires. Cintas's training programs are provided for educational purposes only, and Cintas does not provide recommendations or guidance regarding which safety and/or training programs are required. Cintas shall have no liability to customer or any other person relating to or resulting from the training programs or the information provided in connection with the training programs.

**If a course is canceled or rescheduled with more than 14 days notice there is no fee. Any cancellations or rescheduling with 8-14 days notice will result in a fee of half the course amount. Any cancellations or rescheduling with 7 or less days notice will result in a fee of the full course amount.**

Please carefully read these Terms and Conditions For Use ("Terms and Conditions") before using the website at [account.mycintas.com](https://account.mycintas.com), [trainingcentral.cintas.com](https://trainingcentral.cintas.com), or any other Cintas website we link to these Terms and Conditions (together the "Website") and any Cintas customer account management, or ePayment services and software provided by Cintas or through the Website (collectively, the "Services"). The following Terms and Conditions, together with any documents expressly incorporated by reference, including without limitation, our Privacy Policies referenced herein, govern your access to and use of the Website and the Services. By using the Website or engaging in the Services, you hereby agree to these Terms and Conditions and signify that you have read them fully. If you do not wish to abide by the Terms and Conditions for the Website and the Services, you must discontinue viewing, reading and using the Website and the Services immediately. If you violate any of these Terms and Conditions, your permission to use the Website and the Services automatically terminates. The Website and the Services are intended for the use of corporate or commercial users only, and not for consumers or individuals acting for personal, family, or household reasons.

For users in the US, the Website, the Services and these Terms and Conditions are offered by CINTAS CORPORATION, a Washington corporation. For users in Canada, the Website, the Services, and these Terms and Conditions are offered by CINTAS Canada Limited. CINTAS CORPORATION and CINTAS Canada Limited are together with their respective affiliates, successor and assigns, "Cintas".

**THESE TERMS AND CONDITIONS CONTAIN VERY IMPORTANT INFORMATION REGARDING YOUR RIGHTS AND OBLIGATIONS, AS WELL AS CONDITIONS, LIMITATIONS, AND EXCLUSIONS THAT MIGHT APPLY TO YOU. PLEASE READ THESE TERMS AND CONDITIONS CAREFULLY BEFORE ACCESSING OR USING THE WEBSITE OR UTILIZING THE SERVICES. THESE TERMS AND CONDITIONS REQUIRE THE USE OF MANDATORY ARBITRATION ON AN INDIVIDUAL BASIS TO RESOLVE DISPUTES RATHER THAN JURY TRIALS OR CLASS ACTIONS. BY ACCEPTING THESE TERMS AND CONDITIONS, YOU AGREE TO RESOLVE ANY CLAIM, DISPUTE, OR CONTROVERSY IN**

**ANY WAY ARISING OUT OF OR RELATING TO THE WEBSITE, THE SERVICES, OR THESE TERMS AND CONDITIONS THROUGH BINDING ARBITRATION, UNLESS OTHERWISE PROVIDED BELOW AND YOU AGREE TO WAIVE YOUR RIGHTS TO PARTICIPATE IN A CLASS ACTION SUIT.**

Cintas reserves the right to modify these Terms and Conditions at any time without notice, and by using the Website or the Services subsequent to any modification of these Terms and Conditions, you agree to be bound by the most recent version of these Terms and Conditions. By using the Website or the Services, you agree and consent to receive electronically all communications, agreements, documents, notices and disclosures regarding your Cintas customer account, and your use of the Website and the Services.

These Terms and Conditions apply to your use of the Website and the Services and are in addition to other agreements and disclosures that may apply to you or your accounts. If, however, there is a conflict between these Terms and Conditions and the terms and conditions of any disclosures or agreements that specifically address the Website or the Services, these Terms and Conditions will control in resolving those inconsistencies. Please note that your use of the Website and the Services is also subject to our privacy policies (“Privacy Policies”), which are incorporated by reference to these Terms and Conditions and which can be found at:

- <https://www.cintas.com/privacy/general-privacy-policy/>

#### Definitions

The following definitions apply in these Terms and Conditions:

- The words “we”, “our”, and “us” mean Cintas.
- The words “you” and “your” mean the individual using the Website or the Services, the account owner, or anyone else with access to the account to perform the transactions or receive the Services covered by these Terms and Conditions, which shall include both the individual with access to the account and the business entity/entities on behalf of which such individual has access to the account. If there is more than one account owner, then these words mean each account owner separately, and all account owners jointly.
- “Business Days” include Monday through Friday. The Federal Reserve Bank holidays, and for Canada, federal or provincial statutory holidays are not included.
- “Designated Account” means the savings, checking or credit account held at a domestic (United States or Canada) financial institution and designated by you for use in conjunction with the Website and/or the Services.

#### Ownership

All content included on this Website is and shall continue to be the property of Cintas and is protected under applicable copyright, patent, trademark, and other proprietary rights. Any copying, redistribution, use or publication by you of any such content or any part of the Website is prohibited, except as expressly permitted in these Terms of Use. Under no circumstances will you acquire any ownership rights or other interest in any content by or through your use of this Website or the Services.

### Information about You

All information we collect on the Website or through the Services is subject to our Privacy Policies, and by using the Website or the Services, you consent to all actions taken by us with respect to your information in compliance with our Privacy Policies.

### Protecting Your Log-In Credentials

In connection with the Website and your use of the Services, you have chosen a personal ID and password which allows you to access the Services ("Log-in Credentials"). You are responsible for keeping your Log-in Credentials confidential and you are responsible for ensuring that you have logged out when your online session is complete to prevent unauthorized persons from using the Website or the Services. You are solely responsible for protecting your Log-In Credentials; for granting access, via your Log-In Credentials to only authorized persons or entities; and for the actions of any person or entity using your Log-In Credentials. Any person or entity using your Log-In Credentials shall be conclusively deemed to have the authority to act on your behalf and we have no responsibility or duty to validate or verify the authority of any such persons or entities. You are responsible for any usage or activities that take place under your Log-in Credentials. We are not responsible for your failure to comply with this clause, or for any delay in shutting down your account after you have reported a breach of security to us. If you give any other person or entity (i) access to your Log-in Credentials, (ii) access to the Website or the Services, including but not limited to, such access as may allow such person or entity to access the Website or the Services through its own Log-in Credentials, or (iii) access to any device you use to access the Website or the Services, you agree that each such person or entity will be acting as your "Agent" and will be bound by this Agreement (and any separate agreement governing your account). We are not responsible for managing your third party relationships and any arrangements between you and an Agent are strictly between you and the other party. We will rely and act on all instructions received using your Log-in Credentials or the Log-in Credentials of your Agent and we are not liable to you if your Agent exceeds the scope of authority granted. Any transaction performed by your Agent using your Log-in Credentials, or the Agent's own Log-in Credentials, even if not specifically intended by you, is considered a transaction authorized by you. Should you decide to revoke any access you have given to an Agent, you must contact us, in which case we may need to block online access to your account until we issue new Log-in Credentials. You agree that any transaction that you would otherwise require to have two or more signatures will not be required to have two signatures when using the Website or the Services. You agree that any signature requirement can be met through the use of electronic signatures and that such electronic signatures shall be legally binding.

### Account Authority

You represent and warrant that you have full transactional authority (i.e. the ability to initiate credits, debits, and withdrawals) on the Designated Account and that the Designated Account has no restrictions limiting such authority (e.g., a fiduciary account where you are the agent or trustee, an account blocked by a court order, an account that is the subject of a garnishment order, etc.). You agree to indemnify and hold Cintas and its service providers harmless (including the payment of reasonable attorneys' fees) from any and all liability to third parties related to the stated authority of the Designated Account or any actions taken by Cintas pursuant to your instructions. When you have entered and transmitted a transfer or payment instruction, you authorize us to reduce the Designated Account accordingly or, if the Designated Account is a credit card, to charge the Designated Account accordingly. If there are insufficient funds in the Designated Account to make the transfer or payments you have authorized, we may either refuse to make the transfer/payment or we may make the transfer/payment and thereby overdraw the Designated Account if permitted by the nature of your Designated Account. In either event, you are

responsible for any non-sufficient funds or overdraft charges that may be imposed. We reserve the right to refuse to honor transfer or payment instructions that reasonably appear to be fraudulent or erroneous. You are responsible for ensuring the accuracy of all information that you provide to us, and we shall not have any liability based on your provision of erroneous information.

#### Authorization

You authorize us to withdraw, debit, or charge the funds from the Designated Account in order to complete all of your requested transfers and payments. When you use the Website or the Services to make transfers from credit accounts, you agree that we may take any action required to obtain cash advances on your behalf, including charging your linked credit account without your signature.

#### Payment Delivery

When scheduling payments, you must select a payment date that is no later than the actual due date unless the due date falls on a non-business day. If the actual due date falls on a non-business day, you must select a payment date that is at least one (1) business day before the actual due date; payment instructions received on weekends or holidays will be considered received on the next business day. It is your responsibility to establish your payments in such a manner that your bills will be paid on time and you are responsible for any late payment or finance charges that may be imposed as a result of your failure to transmit payment instructions in accordance with these Terms and Conditions.

#### Copyrights, Trademarks and Other Intellectual Property Notices

The trademarks, logos, and service marks displayed in connection with the Website and the Services including all text, graphics, arrangement, design, format, appearance and other material (the "Material"), are the registered and unregistered trademarks of Cintas, its licensors and/or service providers and protected under both United States, Canadian, and foreign laws. All rights are reserved. Under no circumstances may you use, copy, imitate, alter, modify or change these trademarks. Nothing contained on, in or otherwise connected with the Website or the Services should be construed as granting (by implication or otherwise) any license or right to use any trademark without the express written permission of Cintas, or the third party which has rights to such trademark, as applicable. Unauthorized use of the Website, the Services, or the Material, including reproduction, copying, transmission, distribution, preparation of derivative works, public performance and public display, is prohibited by the Copyright Act of 1976, 17 U.S.C. § 101 et seq., the Canadian Copyright Act, and other laws. Notwithstanding the foregoing, you, as a "viewer" or "user" of the Website, the Services, or the Material, are granted a non-exclusive, non-transferrable, non-sublicenseable, revocable license and right to use and access the Website, the Services, and the Material provided that (a) you limit your use of the Website, the Services, or the Material for personal, informational and/or internal business purposes only as permitted under these Terms and Conditions, and (b) you do not remove, alter, obscure or otherwise eliminate from hard-copy versions the applicable copyright and other notices. Without limiting the generality of the foregoing, you may not decompile, reverse engineer, disassemble, rent, lease, loan, sell, sublicense, or create derivative works from the Website, the Services, and/or the Material. You may not use any network monitoring or discovery software to determine the site architecture, or extract information about usage or users. You may not use any robot, spider, or other automatic or manual device or process to monitor or copy the Website, the Services, and/or the Material without Cintas's prior written permission. All messages, suggestions, ideas, notes concepts, know-how, techniques, data, applications, mail and other information you may send to us through or regarding the Website or the Services shall be considered an uncompensated contribution of intellectual property to us and shall become our exclusive intellectual property. By submitting any such materials to us, you automatically grant (or warrant that the owner of such materials has

expressly granted) to us a perpetual, royalty-free, irrevocable, non-exclusive right and license to use, reproduce, modify, adapt, publish, translate, publicly perform and display, create derivative works from and distribute such materials or incorporate such materials into any form, medium, or technology now know or later developed, and you warrant that all so-called "moral rights" in those materials have been waived, and you warrant that you have the right to make these warranties and transfers of rights.

#### Export Control

You acknowledge that your use of the Website and the Services is subject to the United States and Canadian government export control laws and regulations, which may restrict or prohibit the use, export, re-export, or transfer of the Services and any associated software. You agree that you will not directly or indirectly use, export, re-export, or transfer the Services except in compliance with applicable U.S. and Canadian export laws and regulations. Without limitation, you agree that you will not use the Services in any embargoed or sanctioned country such as Iran, Russia, North Korea, Sudan, and Syria.

#### Accessing Online Services From Outside the United States or Canada

The Website and the Services described herein are only offered in jurisdictions where they may be legally offered. Not all of the Services are available in all countries and you understand that the Website and the Services are intended for customers based in the United States and Canada only. You also understand that Cintas is based in the United States and that Cintas accepts only U.S. and Canadian currency. We do not make any representations that any content or use of the Website or the Services is appropriate or available for use in locations outside of the United States and Canada, and accessing the Website or the Services from territories where any content or use of the Website or the Services is illegal is prohibited. If you choose to access the Website or the Services from locations outside the United States or Canada, you do so at your own risk and you are responsible for compliance with local laws.

#### No Illegal Use

You may only use the Website and the Services for lawful purposes. You agree not to use the Website or the Services to conduct any business or activity or solicit the performance of any activity prohibited by law or any contractual provision by which you are bound. You agree to comply with all applicable laws, rules and regulations in connection with the Website and the Services. You certify that you are eighteen (18) years of age or older or otherwise able to lawfully enter into contracts under applicable law.

#### Limitation of Liability

The Website, the Services, and the Material may contain inaccuracies and typographical or other errors. To the fullest extent permitted by law, Cintas makes no representations about the accuracy, reliability, completeness, or timeliness of the Website, the Services, and the Material and about the results to be obtained from using the Website, the Services, and the Material. Use of the Website, the Services, and the Material and any information contained therein is at your own risk. The Website, the Services, and the Material may or may not be periodically updated or revised at any time. These Terms and Conditions shall apply with equal force to any and all such updates or revisions.

CINTAS DOES NOT WARRANT THAT THE WEBSITE AND THE SERVICES WILL OPERATE ERROR-FREE OR THAT THE WEBSITE, THE SERVICES, AND THEIR SERVERS ARE FREE OF COMPUTER VIRUSES AND OTHER HARMFUL GOODS OR COMPUTER CODE THAT MAY BE TRANSFERRED TO YOUR COMPUTER WHEN DOWNLOADED. IF YOUR USE OF THE WEBSITE, THE SERVICES, AND THE MATERIAL RESULTS IN THE NEED FOR

SERVICING OR REPLACEMENT OF EQUIPMENT OR DATA, CINTAS IS NOT RESPONSIBLE FOR THOSE COSTS. THE WEBSITE, THE SERVICES, AND THE MATERIAL ARE PROVIDED ON AN 'AS IS' BASIS WITHOUT ANY WARRANTIES OR REPRESENTATIONS OF ANY KIND. CINTAS, TO THE FULLEST EXTENT PERMITTED BY LAW, DISCLAIMS ALL WARRANTIES AND REPRESENTATIONS, EXPRESS, IMPLIED AND/OR STATUTORY, INCLUDING WITHOUT LIMITATION IMPLIED WARRANTIES OR REPRESENTATIONS OF MERCHANTABILITY, NON-INFRINGEMENT OF THIRD PARTIES' RIGHTS, AND FITNESS FOR A PARTICULAR PURPOSE. CINTAS MAKES NO WARRANTIES OR REPRESENTATIONS ABOUT THE ACCURACY, RELIABILITY, COMPLETENESS OR TIMELINESS OF THE WEBSITE, THE SERVICES, AND THE MATERIAL, INCLUDING, BUT NOT LIMITED TO, THE CONTENT, SOFTWARE TEXT, GRAPHICS, AND LINKS. YOU SPECIFICALLY ACKNOWLEDGE AND AGREE THAT CINTAS IS NOT LIABLE FOR ANY DEFAMATORY, OFFENSIVE OR ILLEGAL CONDUCT OF ANY USER. IF YOU ARE DISSATISFIED WITH THE WEBSITE, THE SERVICES, AND THE MATERIAL, OR WITH ANY OF THESE TERMS AND CONDITIONS, YOUR SOLE REMEDY IS TO DISCONTINUE USING THE WEBSITE AND THE SERVICES. CINTAS MAKES NO WARRANTY THAT THE USE OF THE WEBSITE, THE SERVICES, OR THE MATERIAL OR CONTENTS OF THE WEBSITE, THE SERVICES, OR THE MATERIAL WILL NOT ALSO INFRINGE UPON THE RIGHTS OF THIRD PARTIES NEITHER OWNED BY NOR AFFILIATED WITH CINTAS.

#### Indemnification

You agree to indemnify, defend and hold Cintas and its affiliates, officers, directors, employees, consultants, agents, other service providers and licensors harmless from any and all third party claims, actions, liability, damages and/or costs (including but not limited to reasonable attorneys' fees) arising from (a) a third party claim, action or allegation of infringement, misuse or misappropriation based on information, data, files or other materials submitted by you to or through the Website or the Services; (b) any fraud, manipulation or other breach of these Terms and Conditions by you, your employees or agents; (c) any third party claim, action or allegation brought against Cintas arising out of or relating to a dispute with you over the terms and conditions of an agreement or related to the purchase or sale of any goods or services; (d) your violation of any law or rights of a third party; or (e) use of the Website or the Services or use of your Designated Account by your employees, agents, or any third party. Cintas reserves the rights, at its own expense, to assume the exclusive defense and control of any matter otherwise subject to indemnification by you, in which event you will cooperate with Cintas in asserting any available defenses. You agree not to settle any action or claims on Cintas's behalf without the prior written consent of Cintas.

#### Limitation of Time to File Claims

SUBJECT TO APPLICABLE LAW, ANY CAUSE OF ACTION OR CLAIM YOU MAY HAVE ARISING OUT OF OR RELATING TO THESE TERMS AND CONDITIONS, THE WEBSITE, OR THE SERVICES MUST BE COMMENCED WITHIN ONE (1) YEAR AFTER THE CAUSE OF ACTION ACCRUES, OTHERWISE, SUCH CAUSE OF ACTION OR CLAIM IS PERMANENTLY BARRED.

#### Disclaimer of Damages

YOU EXPRESSLY UNDERSTAND AND AGREE THAT IN NO EVENT SHALL CINTAS, ITS OFFICERS, EMPLOYEES, CONTRACTORS, SUBCONTRACTORS, AGENTS, AFFILIATES, SUBSIDIARIES, SUCCESSORS OR ASSIGNS BE LIABLE FOR ANY DIRECT, INDIRECT, INCIDENTAL, SPECIAL, CONSEQUENTIAL OR EXEMPLARY DAMAGES, INCLUDING WITHOUT LIMITATION DAMAGES FOR LOSS OF PROFITS, GOODWILL, USE, DATA OR OTHER INTANGIBLE LOSSES RESULTING FROM (i) THE USE OR INABILITY TO USE THE

WEBSITE, THE SERVICES, OR THE MATERIAL; (ii) THE COST OF PROCUREMENT OF SUBSTITUTE GOODS OR SERVICES RESULTING FROM ANY GOODS, DATA, INFORMATION OR SERVICES PURCHASED OR OBTAINED OR MESSAGES RECEIVED OR TRANSACTIONS ENTERED INTO THROUGH OR FROM THE WEBSITE, THE SERVICES, OR THE MATERIALS; (iii) UNAUTHORIZED ACCESS TO OR ALTERATION OF YOUR TRANSMISSIONS, DATA, HARD-DRIVE OR SERVER; (iv) STATEMENTS OR CONDUCT OF ANY THIRD PARTIES ON THE WEBSITE, THE SERVICES, OR THE MATERIAL; OR ANY OTHER MATTER RELATING TO THE WEBSITE, THE SERVICES, OR THE MATERIAL, WHETHER BASED ON WARRANTY, CONTRACT, TORT, OR ANY OTHER LEGAL OR EQUITABLE THEORY, AND WHETHER OR NOT CINTAS IS OR HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. Some jurisdictions do not allow the exclusion of certain warranties or the limitation or exclusion of liability for incidental or consequential damages and accordingly some of the foregoing may not apply to you.

#### Information Provided by Third Parties; Links to Other Sites

The Website and the Services may contain information, statistics, and other content independently provided by third parties. Cintas makes no representation or warranty regarding the accuracy, completeness, or applicability of any of this content obtained from third party sources, and does not endorse or in any way advocate use of any of this information. Many of the entities, groups, organizations, commissions, services and businesses referenced on the Website and the Services have their own websites that contain their own Legal Notices and Disclaimers. Cintas is not responsible for such third party Legal Notices and Disclaimers, and you should review them carefully before using any third party site. The Website and the Services may contain links to third party websites. These links are provided solely as a convenience to you and do not represent an endorsement by Cintas of either the contents on such third party websites or the owners/operators of such websites. Cintas is not responsible for the content of linked third party sites and does not make any representations regarding the content or accuracy of materials on such third party websites. If you decide to access linked third party websites, you do so at your own risk and Cintas shall not be a party to any contract entered into by you and any third party. and thereby does not in any way guarantee the performance of any third party under any contract. You hereby release Cintas and its affiliates from any damages that you incur, and agree not to assert any claims against Cintas, arising from your use of these third party websites, products or services, or the breach of any third party contract.

#### Linking to This Website

You may provide links to the Website and/or Service provided that: (i) you link only to the front page of the Website, <http://account.mycintas.com>; (ii) you do not remove, alter, obscure or in any way eliminate the copyright notice, or other notices on the Website or the Services; and (iii) you discontinue providing a link to the Website and/or the Services if instructed to do so by Cintas or one of its representatives.

#### Use of Images

Images of people or places displayed on the Website, the Services, and the Material are either the property of, or used with permission, or under license by Cintas. The use of these images by you, or anyone else authorized by you, is prohibited. Any unauthorized use of the images may violate copyright laws, trademark laws, the laws of privacy and publicity, and communications regulations and statutes.

#### Miscellaneous

Cintas makes no claim that the Website, the Services, or the Material or content found on them is appropriate or may be legally viewed or downloaded outside of the United States or Canada. If

you access the Website, the Services, or the Material from outside of the United States or Canada, you do so at your own risk and are responsible for compliance with the law of your jurisdiction.

The laws of the State of Delaware shall govern the validity and interpretation of these Terms and Conditions and the performance by the parties of their respective duties and obligations under these Terms and Conditions, without regard to conflicts of laws principles.

If any provision of these Terms and Conditions shall be determined to be unlawful, void, or for any reason unenforceable, then the applicable provision shall be deemed severable from these Terms and Conditions and shall not affect the validity and enforceability of any remaining provisions.

This is the entire agreement between you, the user of the Website, the Services, and/or the Material, and Cintas relating to the subject matter herein, and shall not be modified except in a writing signed by both parties. Notwithstanding anything in these Terms and Conditions to the contrary, Cintas, at its sole discretion and from time to time, shall have the right to update these Terms and Conditions by posting such updated Terms and Conditions to the Website. Your use of the Websites and/or the Services subsequent to such update shall constitute your acceptance and consent to be bound by such updated Terms and Conditions.

These Terms and Conditions shall inure to the benefit of all successors and assigns of Cintas.

#### Delay or Suspension of Service

Without limiting any other provision of these Terms and Conditions, if we or any service provider reasonably believes that your conduct in using the Website or the Services constitutes a "Threatening Condition" (including but not limited to, violation of these Terms and Conditions, violation of any applicable laws, rules, regulations or industry standards, or otherwise poses a threat to any system, equipment, process, intellectual property, or the reputation of us or any service provider, or any other user or third party, we or any such service provider may provide you with a notice to cease the Threatening Condition. If, in the reasonable and good faith determination of us or any service provider, the Threatening Condition poses an imminent or actual threat (including regulatory investigation, inquiry or penalty) to us or any service provider or its systems, equipment, processes, or intellectual property, you agree that we or any other service provider may suspend any and all use of the Website or the Services without notice.

#### Waiver

We may waive any term or provision of these Terms and Conditions at any time or from time to time. We will not be deemed to have waived any of our rights or remedies with regard to these Terms and Conditions, unless our waiver is in writing and signed by an authorized officer of Cintas. No delay or omission on our part in exercising any rights or remedies will operate as a waiver of those rights or remedies or any other rights or remedies. A waiver on one occasion will not be construed as a bar or waiver of any rights or remedies on future occasions.

#### Arbitration and Class Action Waiver

YOU ARE AGREEING TO GIVE UP ANY RIGHTS TO LITIGATE CLAIMS IN A COURT OR BEFORE A JURY, OR TO PARTICIPATE IN A CLASS ACTION OR REPRESENTATIVE ACTION WITH RESPECT TO A CLAIM. OTHER RIGHTS THAT YOU WOULD HAVE IF YOU WENT TO COURT MAY ALSO BE UNAVAILABLE OR MAY BE LIMITED IN ARBITRATION.

ANY CLAIM, DISPUTE OR CONTROVERSY (WHETHER IN CONTRACT, TORT OR OTHERWISE, WHETHER PRE-EXISTING, PRESENT OR FUTURE, AND INCLUDING

STATUTORY, CONSUMER PROTECTION, COMMON LAW, INTENTIONAL TORT, INJUNCTIVE AND EQUITABLE CLAIMS) BETWEEN YOU AND US ARISING FROM OR RELATING IN ANY WAY TO THESE TERMS AND CONDITIONS, THE WEBSITE, OR THE SERVICES WILL BE RESOLVED EXCLUSIVELY AND FINALLY BY BINDING ARBITRATION.

The arbitration will be administered in Cincinnati, Ohio by the American Arbitration Association (“AAA”) in accordance with the Consumer Arbitration Rules (the “AAA Rules”) then in effect. (The AAA Rules are available at [www.adr.org/active-rules](http://www.adr.org/active-rules) or by calling the AAA at 1-800-778-7879.) The Federal Arbitration Act will govern the interpretation and enforcement of this section. The arbitrator will have exclusive authority to resolve any dispute relating to arbitrability and/or enforceability of this arbitration provision, including any unconscionability challenge or any other challenge that the arbitration provision or the agreement is void, voidable, or otherwise invalid. The arbitrator will be empowered to grant whatever relief would be available in court under law or in equity. Any award of the arbitrator(s) will be final and binding on each of the parties, and may be entered as a judgment in any court of competent jurisdiction. If you prevail on any claim that affords the prevailing party attorneys' fees, the arbitrator may award reasonable fees to you under the standards for fee shifting provided by law.

You agree to an arbitration on an individual basis. In any dispute, YOU WILL NOT BE ENTITLED TO JOIN OR CONSOLIDATE CLAIMS BY OR AGAINST OTHER USERS IN COURT OR IN ARBITRATION OR OTHERWISE PARTICIPATE IN ANY CLAIM AS A CLASS REPRESENTATIVE, CLASS MEMBER, OR IN A PRIVATE ATTORNEY GENERAL CAPACITY. The arbitral tribunal may not consolidate more than one person's claims, and may not otherwise preside over any form of a representative or class proceeding. The arbitral tribunal has no power to consider the enforceability of this class arbitration waiver and any challenge to the class arbitration waiver shall be litigated solely and exclusively in a court located in Hamilton County, Ohio and the parties hereby waive objection to venue or jurisdiction of such courts. If any provision of this arbitration agreement is found unenforceable, the unenforceable provision will be severed and the remaining arbitration terms will be enforced.

#### Term and Termination

We may terminate all or part of these Terms and Conditions and your use of the Website and the Services for any reason and at any time with or without prior notice as the law requires. You agree that you will immediately stop using the Website and the Services upon our request. You may voluntarily terminate your access to the Website and Services and withdraw your consent to these Terms and Conditions by notifying us in writing of your intent to do so. If you terminate your access and/or withdraw your consent to these Terms and Conditions, you will no longer have access to the Website or the Services.

#### Accessibility

If you are experiencing issues using the Website or the Services due to a disability or impairment, please contact us at [Accessibility@cintas.com](mailto:Accessibility@cintas.com). We are committed to making the Website and the Services accessible to individuals of all abilities, including those with special access needs such as the visually and hearing impaired, as well as those with limited dexterity and cognitive disabilities.

#### Privacy

To use the Website and the Services, you might be required to provide valid payment and billing information. We use best efforts to protect your personally-identifiable information and privacy. We may contact other companies for a variety of reasons, such as fulfilling orders, assisting with promotions and providing technical service for the Website or our other websites. These

companies may have access to personal information if they need it to do their work. However, we will generally obligate these companies to use any personal information only for the purpose of performing their work. We reserve the right to use or disclose any information as needed to satisfy any law, regulation or legal request, to fulfill your needs, or to cooperate in any law enforcement or similar investigation. Finally, we may also share aggregated or anonymized information that does not directly identify you. Please review our Privacy Policies, which also govern your use of the Website and the Services, and which are explicitly incorporated into these Terms and Conditions by reference.

#### Contact Information

If you have any feedback, comments, requests for technical support, or questions regarding these Terms and Conditions please contact us at [Privacy@Cintas.com](mailto:Privacy@Cintas.com) or 1-844-378-7411.