

Store Dress Code Frequently Asked Questions

Our TCS logo wear is the official store dress code of The Container Store and is available in the Dress Code section of our Logo Shop.

To ensure we always communicate a brand appropriate appearance and message to our customers, the dress code applies to all of our employees who work in our store during the hours the store is open for business.



What is approved dress code during store business hours?

- Clean, crisp, black only TCS logo wear (no T-shirts) worn tucked in or un-tucked as directed on each garment's page in the Logo Shop
- Black, dark blue, grey, khaki or white pants in a crisp fabric and classic, ankle-length or longer style
- Black, dark blue, grey, khaki or white denim jeans in a classic, ankle-length or longer style
- Denim blue, dark blue, black, grey, khaki or white skirts in a crisp fabric and classic style (knee-length or longer)
- Plain white, grey or black T-shirt, turtleneck or button down under a TCS sweater, cardigan or a black, TCS collared shirt
- Closed-toe and closed-heel shoes, including classic brown or black, low-heeled leather boots. (No fur or shearling trim, high-heel or over-the-knee boots). Women may tuck their jeans or pants into their boots.
- Salesfloor Organizer that always looks clean and crisp
- Name tags worn on the top left side of your shirt above the TCS logo, with your service pin beside it (if applicable), and only one button on the top right side



What is approved dress code during Merchandise Processing?

The dress code for Merchandise Processing is dependent on the shift for which you are scheduled. If you are working Merchandise Processing while the store is closed, you are required to wear TCS logo wear, but it can be any color found in our Logo Shop, and you may wear khaki or denim shorts. If you are working Merchandise Processing while the store is open, you must be in store dress code.

What is approved dress code for pregnant employees?

Pregnant employees should wear our TCS logo wear until they no longer fit. After that, pregnant employees should wear a black button-down or crew neck maternity shirt with their nametag and button as directed above.



No capri pants

What is not part of approved dress code?

- Non-TCS branded shirts, sweaters, fleece, etc.
- Cargo, capri, pedal pusher, carpenter or extreme wide-leg, flared-style pants
- Pants or skirts in darker shades of khaki or brown
- Long-sleeve shirt beneath a short-sleeve shirt
- Shoes that expose your toes or heels
- Non-TCS insignia or buttons, carrying your personal cell phone, chewing gum or having food on the salesfloor when the store is open for business



No brown pants

What do I do once my logo wear begins to fade or appear worn?

- If you find your TCS logo wear is becoming dingy or the colors are fading, it's time to spruce up your wardrobe.
- To order new TCS logo wear, just visit our Logo Shop located on our Intranet, and place your order online.

What can be carried in my Salesfloor Organizer?

The Salesfloor Organizer features pockets to keep all of your "tools" handy — a pen, a notepad and a tape measure.



No cargo pants

If my store has a proximity card system, where do I place my card?

- If the store utilizes a proximity card system to gain entrance to the break room and stockroom, access cards must be kept in your pant pocket, in your Salesfloor Organizer pocket or on a retractable badge reel clipped onto a belt loop.
- Do not wear your access cards around your neck or clip it to the front of your logo wear.

Are water bottles allowed on the salesfloor?

TCS water bottles, labeled with your name, are allowed under the counter at the register or Custom Design Center if you are scheduled as a Register Sales Person or elfa Designer.



No layering shirts

How do I access our Logo Shop from my home computer?

- If you are on a personal computer and would like to access our Logo Shop, go to containerstoregear.com.
- If you are a returning customer enter your email address and password to log in.
- If you are a new customer, you can create an account. Contact the Resource Center at ext. 6690 if you need help logging in.

What forms of payment can be used in the Logo Shop?

Credit card or payroll deduction

Once I place an order from our Logo Shop, how long will it take for me to receive the shipment?

10 to 12 business days

If I have questions while ordering logo wear online, who do I contact?

You can reach out to Image Solutions at 888.756.9898

If I have feedback on logo wear items found online, who do I contact?

You can reach out to Image Solutions at 888.756.9898 or to Kelley Schadt in the Marketing Department at ext. 6646 or kmschadt@containerstore.com.

What is the Logo Shop return policy?

- Only items that are defective or have different measurements than the sizing chart on the site can be returned. To return an item, you simply call Image Solutions, our Logo Shop vendor, via the phone number listed in the Logo Shop — 888.756.9898.
- Please do not return an item because (1) you chose the wrong quantity, (2) you chose the wrong color or (3) you decided that you didn't want a certain item once it arrived.
- Be sure and carefully review the details listed on each garment's page, as well as the sizing chart — measuring as needed to ensure a nice fit. NOTE: If an item is not true to size or is not a traditional fit, it will be stated as such on the garment page.
- Since our TCS logo wear is specifically created for us when we order it, it is not returnable unless there is a defect.

Who is Image Solutions and what is their service promise to The Container Store?

- Image Solutions is our Logo Shop inventory management vendor and manages our ongoing inventory needs to ensure the right TCS logo wear options are always in stock and that our selection stays robust, fresh and updated — working side by side with our Marketing team.
- Image Solutions provides comprehensive and fully customized uniform management services, but what really sets them apart is their personalized customer service, commitment to team member satisfaction and passion for giving back to those in need. These values have earned Image Solutions numerous awards including "Vendor of the Year" from Brinker International and a place on Inc. 500's list of the fastest growing companies.
- Image Solutions proudly works with customers across a wide variety of industries including restaurants, grocery stores, hotels and more. They strive to exceed each customer's expectations with their personalized support and cutting-edge technologies.