Williams-Sonoma, Inc

Vendor Compliance Manual for Domestic Shipment and Domestic Dropship

(Last update: February-2025)

Table Content		Page
	Introduction	02 – 02
Chapter 1	**Social and Environmental Performance**	03 – 09
Chapter 2	**Purchase Order**	10 – 15
Chapter 3	**Product Information, Assembly, and Care**	16 – 37
Chapter 4	**Food**	38 – 50
Chapter 5	**Quality Assurance**	
	A. Product Samples	51 – 53
	B. Product Testing	54 – 79
	C. Softlines Guideline	80 - 140
	D. Product Inspection	141 – 143
	E. Partials	144 – 144
	F. Product Labeling Requirements	145 – 149
	G. Infestation & Pest Prevention	150 – 151
	H. Material Inspections Requirements	152 – 152
Chapter 6	**Product Engineering**	153 – 153
Chapter 7	**Packaging**	
	A. Packaging Specifications	154 – 442
	B. Hazardous Materials	443 – 444
	C. Packaging Testing	445 – 454
	D. Carton Labeling	455 – 465
	E. Palletization and Loading	466 – 468
	F. Ticketing	469 – 479
Chapter 8	**Brand Packaging**	480 – 480
Chapter 9	**Domestic Transportation Routing Guide**	481 – 485
Chapter 10	**Vendor Non-Compliance**	486 – 493
Chapter 11	**Accounts Payable**	494 – 497
Chapter 12	**Global & Franchise**	
	A. Australia	498 – 530
	B. Franchise Global Channel	531 – 598
Chapter 13	**Drop Ship**	599 – 611
	Glossary	612 – 621

Introduction

Welcome to Williams-Sonoma, Inc. (WSI) Vendor Compliance Manual Web Site.

Williams-Sonoma, Inc. is a multi-channel specialty retailer of high-quality products for the home. As we have grown, the quality of our products and our ability to identify new opportunities in the market have facilitated our expansion beyond the kitchen into nearly every area of the home. Additionally, by embracing new technologies and customer- engagement strategies as they emerge, we are able to continually refine our best-in-class approach to multi-channel retailing.

At Williams-Sonoma, we recognize the importance of the role our vendors play in achieving our goal of being the retailer of choice for home products by satisfying customer expectations concerning selection, convenience and value. Our philosophy is to form a long-lasting relationship with our vendors to optimally manage our merchandise supply chain. This shall enable us to respond, in the most cost effective and efficient manner possible, to consumer and market needs by providing the customer with the right merchandise at the right time, place and price.

The purpose of this Vendor Compliance Manual (the “Manual”) is intended to provide a single and up-to-date source of information of our polices and expectations in order to assist our vendors in providing quality products and services to our customers.

This Manual provides an overview of our basic requirements related to merchandise technology, distribution, transportation and accounts payable. This Manual also contains specific information and reference material, with each Chapter covering the details of those applicable requirements. All vendors should carefully review all the requirements set forth in this Manual, in order to commit to adhere to our requirements and ensure compliance of products shipped.

This Manual is not intended to be a comprehensive resource of all applicable regulations. Under the terms of our agreement with you, it is your responsibility as the vendor to ensure that all products comply with all applicable federal, state, and local statutes, rules, and regulations. Moreover, standards and regulations regarding consumer products are continually changing, and Williams-Sonoma expects all of its vendors to remain current on requirements that apply to your products.

If there is any specific question on any section, please contact the individual or specific area of responsibility listed within that section.

CHAPTER 1: SOCIAL AND ENVIRONMENTAL PERFORMANCE

A. Overview: Vendor Expectations and Code of Conduct

At Williams- Sonoma, Inc. (WSI), we are committed to upholding the highest standards of human rights and social and environmental responsibility. This commitment extends to our vendors who manufacture our products.

All our suppliers are expected to sign and comply with our Vendor Code of Conduct (CoC) and corresponding Implementation Standards. These are based on the conventions of the International Labor Organization (ILO) and the UN's Guiding Principles on Business and Human Rights, which lay out specific requirements around Labor Practices, Health and Safety, Environmental Protection, Ethical Conduct, Sub-Contracting, Management Systems and Transparency. Suppliers must always comply with the highest requirement, whether it be the applicable local law or a WSI requirement. They must have a system in place to ensure they are continuously up to date with applicable laws and regulations and WSI requirements.

Vendors must ensure their factories and subcontractors producing goods for WSI comply with the requirements in the Vendor Code of Conduct. Failure to comply may result in loss of business and/or factory disqualification. To ensure that our vendors are acting in accordance with the Code of Conduct and the Implementation Standards, vendors are required to respond to all information requests, provide access to facilities for third-party audits, and proactively work with WSI to improve their social and environmental performance where necessary.

We also ask that all vendors adhere to our responsible sourcing policies, described below, and participate in our raw material surveys upon request. This ensures that our standards and requirements for legally harvested and responsibly sourced materials are met and we can communicate material origins, volumes and other attributes of these materials accurately to our customers and other stakeholders. Our wide assortment of responsibly sourced, quality, durable products is what drives our growth as a company, and we depend on suppliers like you to help us keep those standards high for our customers and our business.

Best practices to ensure compliance:

- Identify the person(s) at your company responsible for Social and Environmental performance who has sufficient authority to ensure your company's Social and Environmental performance efforts are managed properly.
- Submit the most current detailed information of your company and each factory / subcontractor employed to produce merchandise for WSI.

B. Factory Disclosure Requirements

WSI cannot safeguard human rights, working conditions and the environment without knowing the location where our products are made, which means we require accurate, updated factory information for each vendor in our database. This is collected from all vendors as you are set up in our system, and we ask that you notify us whenever a factory is added or removed from WSI production. Please reach out to us at sustainability@wsgc.com to inform us of any changes. WSI may ask you to verify your factory address through official documentation.

We understand that a vendor may consider its factories or manufacturers to be confidential information. However, the factory information provided is only intended to be used for social and environmental compliance related purposes. Upon request we can work with suppliers on additional attestations or agreements to that effect.

WSI considers a factory as the final production facility where WSI merchandise is manufactured, or the final assembly facility if major components are manufactured in multiple locations. Please note that WSI may request your subcontractor information.

C. WSI Factory Audit Program

To ensure that our social and environmental standards are met across the broad vendor base, we rely on annual factory audits for vendors within our audit scope. Our scope takes into consideration risk and the volume of business our vendors do with WSI. Audits will assess the conditions of the factory for the protection of the workers and the environment.

To verify compliance with our CoC, audits are performed by approved third-party audit firms who are trained in-depth on WSI audit standards and protocols. Audits will either be semi-announced (advance notice of an audit within a 3-week audit window) or unannounced (no advance notice given).

Audits comprise of an opening meeting with factory management, factory tour, document review, confidential interviews with employees, and a closing meeting to discuss preliminary audit findings and corrective action needed. Factories are required to provide full access to books and records relating to employment practices, and access to workers for private interviews as requested by the auditors.

WSI believes in a continuous improvement philosophy and our goal is to help suppliers understand the purpose of our requirements and to implement consistent and robust systems that will sustain their social performance. Where audits are conducted, we expect to find non-compliances and will work with you to support factories who are committed to remediation over a reasonable timeframe.

Best practices to ensure factory performance meets the standards of WSI's Factory Audit Program:

- Study the WSI Vendor Code of Conduct, WSI Ethical Production Guidelines, and Document Review checklist (For Audit).
- Conduct internal audits of your factories and subcontractors to identify and address non-compliance issues before a WSI social responsibility audit.
- Communicate WSI's audit expectations with each factory employed to produce merchandise for WSI.
- When violations are identified during the audit, commit to working with the factories to ensure continuous improvement in their level of compliance.
- On a timely basis, submit detailed and pragmatic improvement plans that demonstrate a true and realistic commitment to making progress on each violation.

Questions on WSI's Factory Audit Program can be directed to: sustainability@wsgc.com

Audit Violations & Grading

After an audit, the auditor will send your audit results with a grade rating from A – D based on the number and severity of violations cited and a Corrective Action Plan (CAP) to the factory team listing all the violations noted. The factory is then given 15 days to develop a plan and timeline to address issues raised in the audit and submit back to the auditor. **Any factory with a C or a D grade will need to undergo a follow-up audit, paid for by the factory/vendor, to show they have addressed their violations.** We are committed to working proactively with our factories and understand that these changes take time and investment.

Grade	Definition
A	Industry-leading vendor that consistently goes above and beyond expectations.
B	Strong vendor with minor opportunities for management systems improvements. Demonstrates a commitment to continuous improvement.
C	Significant opportunity to address management systems and oversight. Requires CAP and a follow-up audit within a specific time frame.
D	Critical, systemic issues impacting the majority of the workforce. Time-bound CAP, follow-up audits and business exit if no improvement is shown within a 2-year period.
ZTV	An unacceptable breach of our Code of Conduct. We evaluate next steps according to the severity of the finding and exit as appropriate. See ZTV Guidance.

Zero Tolerance Violations

Zero Tolerance Violations are egregious human rights violations that are unacceptable by our standards. These include (but are not limited to): child labor; forced, bonded, trafficked and prison labor; any form of harassment and abuse; any form of discrimination; no right to bargain collectively or form and join trade unions. If found during an audit, we evaluate next steps according to severity and exit as appropriate.

D Policy

D factories are our poorest performing factories with critical issues affecting a majority of workers. In line with our philosophy of continuous improvement, we will support factories with remediation and provide ample time to improve. However, for factories that show no improvement, we will implement the "D policy" to ensure we are working only with factories that are committed to providing safe and fair workplaces.

Under our D policy, D factories are given 2 years to improve their grade. If no grade improvement is shown, the business relationship with the factory will be terminated and no WSI POs can be placed at that factory. Any factory that is new to WSI production and receives a D grade in their initial audit will require additional approvals. If approved, the factory will have 1 year to improve their grade, otherwise business will be terminated.

D. Forced Labor

Forced labor, trafficking, and modern slavery (referred to collectively herein as "forced labor") are human rights abuses persistent in global supply chains. The ILO's Forced Labor Convention, 1930 (No. 29) defines forced labor as "all work or service which is exacted from any person under the menace of any penalty and for which the said person has not offered himself voluntarily." WSI abides by the UK Modern Slavery Act, the California Transparency in Supply Chains Act, the Modern Slavery Act Australia 2018 and other international regulations which prohibit forced labor.

WSI is committed to preventing all forms of forced labor in its supply chain. All work should be voluntary and not performed under threat of penalty or coercion. All workers irrespective of their nationality, gender and ethnicity should be treated equally and fairly. As part of that commitment, WSI expects suppliers to be aware of these requirements and fully compliant with WSI standards, specific laws and regulations concerning forced labor.

WSI has ZERO TOLERANCE for employment of forced labor and any case found to violate this standard shall result in termination of the business relationship immediately. WSI also expects all suppliers to enforce effective policies and practices that recognize workers' fundamental rights and addresses the risks of forced labor throughout their own operations and in their sub-suppliers/material supply chain.

E. Worker Wellbeing

As the first home retailer to launch the Fair Trade Certified (TM) factory program as well as the Nest Seal of Ethical Handcraft, WSI is proud to lead the industry in pioneering programs that impact workers and deliver value to our supplier partners. Factories participating in our worker wellbeing programs like Fair Trade, Nest, VisionSpring and HERproject have benefited from a more engaged workforce, lower turnover, and healthier, happier employees. Email sustainability@wsgc.com if you are interested in learning more and joining our path to the public goal of 75% of product purchases from suppliers who commit to worker wellbeing programs.

F. Environmental Protection

WSI is committed to reducing our environmental footprint in our own operations, in our supply chain, and in the products we sell. We set a Science-Based Target to reduce carbon emissions in our own operations (scopes 1 & 2) by 50% and in our value chain (scope 3) by 14% by 2030. To achieve this ambitious goal, we need the support and partnership of our new and existing vendors to join us on this journey. WSI may engage vendors to review vendor emissions reduction strategies including implementation status and annual emissions tracking. All vendors and factories are required to comply with all applicable environmental laws and regulations in their country of operation, adopt reasonable measures to mitigate negative operational impacts on the environment, and strive to continuously improve environmental performance. WSI will request information on vendor environmental policies and factory environmental impacts in accordance with the Environmental Protection section of the WSI Implementation Standards. WSI expects all vendors to be transparent and provide true and accurate information for WSI's use.

Vendors and their factories should be able to demonstrate implementation of an Environmental Management System (EMS) and show continuous improvement on performance by completing the Higg Facility Environment Module (FEM) annually. The FEM is designed to measure the environmental performance of a factory and identify areas for improvement. WSI recommends vendors to work with third-parties to verify their responses to the FEM and in some in cases WSI will require verification based on emissions reduction goals. The scores from the yearly FEM will be reviewed and reflected in the WSI Vendor Scorecard. Eventually these scores will become part of the Vendor Scorecard grade and WSI will set scorecard goals for factories to align with WSI's environmental targets.

In addition to compliance with WSI's environmental requirements, we expect vendors and factories to alert WSI of any potential non-compliance to these requirements from their upstream suppliers, and to notify WSI of any inquiries or investigations into environmental concerns within their supply chains as soon as concerns become known.

For questions on vendor requirements for Environmental Protection you may contact: wsienvironment@wsgc.com.

G. Responsible Materials

WSI has established standards and requirements related to the materials in our products to support our goal to reduce our environmental footprint, ensure ethical sourcing practices, and meet the high standards of our customers. Raw materials make up a significant portion of our overall footprint and by selecting certified and responsibly sourced options, we can reduce our environmental impact. WSI will continue to explore and expand our definition of responsibly sourced materials and new materials may be added as necessary.

We developed policies and guidelines for our highest priority materials, outlined below:

Responsible Wood and Paper Policy

All WSI vendors that use solid wood, composite wood, and/or wood veneers in WSI products must comply with the WSI Responsible Wood and Paper Policy, and each year return a signed acknowledgement form that they have read and understood our Responsible Wood and Paper Policy.

The Responsible Wood and Paper Policy details our company's commitment to only source wood and paper from known, legal, and well-managed forests, and our requirement for vendors to share our commitment. Our company's commitment is to not source wood-based products from:

- Unknown sources
- Sources engaged in illegal harvesting or trading
- Sources violating human rights, and/or engaged in the conflict-timber trade
- Forests where high conservation values are threatened
- Forests being converted to plantations or non-forest use
- Forests that contain species that have been genetically modified

To meet regulatory requirements in the United States, Australia, the European Union, and other country regulations, all vendors that produce WSI products using solid wood, composite wood, wood veneers and/or other type of wood materials must provide information about the wood species, wood volumes, and provide chain-of-custody documents to demonstrate the legal origin of the wood. WSI will request information from vendors twice per year. WSI will collect product-level information and vendors will be required to complete product lists with the wood species/material used in each product and provide the quantity of wood used per item. These product lists inform WSI of species level risk, and chain-of-custody documents will be collected for high-risk species. At the end of every year, WSI will collect wood supplier, wood species, total quantity of wood used during the year, and chain-of-custody documents for all wood species/material through an online Wood Survey.

Additional due diligence measures may be required for high-risk wood species and/or for wood products from high-risk countries.

The Responsible Raw Material Standard for Wood sets our company's definition for "Responsibly Sourced" wood and paper. The standard details what is responsibly sourced wood and paper through a Good-Better-Best tiered approach. The standard also provides guidance on meeting WSI's traceability requirements and describes how WSI verifies wood sources with its vendors. WSI brands are setting goals for Responsibly Sourced wood and expect vendors to assist in identifying responsible sources according to this standard.

Best practices to ensure compliance with WSI's Responsible Wood and Paper policy:

- Wood product vendors and factories are required to purchase wood that is from a legal origin.
- Wood product vendors and factories are required to collect chain-of-custody documentation including but not limited to certificate of origin, harvest permit, transportation documents, shipping documents, and invoices demonstrating that all wood in WSI products was obtained in compliance with the laws of the country in which it was harvested and transported.
- Chain-of-custody certification (i.e. FSC COC certification) does not exclude vendors from providing chain-of-custody documentation for the wood in WSI products.
- WSI will collect information and chain-of-custody documents on the wood used in its products.
- WSI will assess vendors on their compliance to our Responsible Wood and Paper Policy and provide reports to sourcing managers and merchants.

To return the signed Responsible Wood and Paper Policy acknowledgement form, and for questions on WSI's Responsible Raw Material Standard for Wood, you may contact: wsienvironment@wsgc.com.

Responsible Fiber Procurement Policy

All WSI vendors that use textile fibers in WSI products are required to comply with our Responsible Fiber Procurement Policy and each year return a signed acknowledgement form that they have read and understood the Responsible Fiber Procurement Policy.

The Fiber Procurement Policy addresses sustainability and ethical principles of responsible textile fiber production and procurement.

Best practices to ensure compliance with WSI's Responsible Fiber Procurement Policy:

- Ensure cotton sourced from Uzbekistan are only from Better Cotton or certified to GOTS or OCS
- Identify country of origin for all cotton purchases.
- Maintain accurate records of fiber volume use.
- Maintain records of fiber procurement transactions for WSI products for a minimum of 2 years and provide documents to WSI upon request.
- Monitor and assess forced labor risks in the supply chain to comply with regulations and US trade requirements.

At the end of every year, WSI collects fiber volume information for all its textile products. Vendors will be asked to complete product level spreadsheets on the textile fibers used in each product.

Vendors Making Organic Cotton Certified Products

Vendors making Organic Cotton certified products must:

- Hold a GOTS or OCS Scope Certificate.
- The certified product type being sold to WSI must be referenced under the scope certificate.
- Label GOTS or OCS certified products with appropriate hangtag and/or product packaging and include WSI's GOTS or OCS code.
- Collect GOTS or OCS Transaction Certificates from their upstream supplier for the purchase of the Organic Cotton fibers/fabrics.
- The Transaction Certificates must note the organic cotton fiber complies with the USDA NOP rules.
- Send WSI GOTS or OCS Transaction Certificates for the sale of the certified organic cotton products to WSI.

If a vendor is not certified under an organic cotton standard, but is claiming use of organic cotton, they must provide chain-of-custody evidence (i.e. GOTS or OCS Transaction Certificates) linking themselves to the last certified supplier of organic cotton in their upstream supply chain.

Vendors Making Oeko-Tex Certified Products

Vendors making Oeko-Tex certified products must:

- Hold an Oeko-Tex scope certificate for finished products.
- The certified product type must be referenced under the scope certificate.
- Label Oeko-Tex certified products with appropriate hangtag and/or product packaging and include WSI's Oeko-Tex code.

WSI holds an Oeko-Tex Trademark License that allows our brands to use the Oeko-Tex name and logo in copy. For each season, vendors will need to assist WSI with identifying Oeko-Tex certified products by WSI Brand to ensure WSI is correctly tagging Oeko-Tex certified products in copy.

In addition, the Responsible Raw Material Standard for Textiles sets our company's definition for "Responsibly Sourced" textiles. The standard also provides guidance on traceability requirements for vendors making "Responsibly Sourced" products for WSI and describes how WSI verifies textile material content with our vendors. WSI brands are setting goals for Responsibly Sourced cotton and textiles and expect vendors to assist in helping them achieve their goals.

To return the signed Responsible Fiber Procurement Policy acknowledgement form and for questions regarding Organic cotton, Oeko-Tex certified products, or the Responsible Raw Material Standard for Textiles you may contact: wsienvironment@wsgc.com.

Animal Welfare Policy

WSI is committed to ensuring the ethical and responsible treatment of animals. All WSI vendors that use animal-derived materials in our products are required to comply with our Animal Welfare Policy, and each year return a signed acknowledgement form that they have read and understood the policy.

The Animal Welfare Policy outlines the requirements and expectations that WSI's suppliers should meet. We seek to only use by-products of the food industry and establish traceability of these materials through the adoption of internationally recognized animal welfare standards and certifications. WSI will continue to explore non-animal-derived material alternatives where feasible. In some cases, we may ask certain suppliers, or suppliers of certain materials, to become certified to relevant standards/programs to comply with this policy.

Best practices to ensure compliance with the WSI Animal Welfare Policy:

- Animal-derived materials should only be sourced as a by-product of the food industry.
- Vendors should establish traceability of animal-derived materials to the source of origin and be able to provide chain-of-custody documentation upon request.
- Suppliers of animal-derived materials must be committed to providing the best conditions for animals at all stages of the supply chain.
- Vendors and their suppliers may be required to become certified to relevant animal welfare standards to ensure compliance.
- Maintain accurate records of animal-derived material volumes.
- Animal-derived products from threatened or endangered species are not permitted.
- Products containing fur are not permitted.

To return the signed Animal Welfare Policy acknowledgement form and for questions regarding animal-derived materials you may contact: wsienvironment@wsgc.com.

H. Certifications & Marketing

WSI recognizes a broad range of social and environmental certifications and standards to ensure that our products are ethically and responsibly sourced. For third-party certifications, we regularly collect certification scope certificates, chain-of-custody documents, and transaction certificates from vendors to support all marketing claims. Third-party certifications around our social and environmental commitments enable us to meet our 2030 goal of having 75% of our products represent one or more of our social or environmental initiatives.

Vendor Requirements

- All vendor scope certificates must be valid and include all certified product categories. Vendors are expected to manage certificate renewals and the addition of new product categories. Vendors must provide valid certificates to the Sustainability Team prior to marketing.
- Certain certifications require vendors to submit packaging artwork directly to their Certifying Body. Vendors must work with WSI Brand Packaging and their Certifying Body to negotiate mutually workable artwork, compliant with WSI and certification guidelines.
- In order to market certifications on product packaging or e-commerce, WSI requires that > 50% of a product's primary material, or the threshold set by the certification standard, is certified – whichever is higher.
- Vendors are expected to monitor changes and updates to certifications and ensure compliance with new requirements.

For questions about certification and marketing requirements you may contact: wsienvironment@wsgc.com.

CHAPTER 2: PURCHASE ORDERS

Overview

A Williams-Sonoma, Inc. (WSI) purchase order is the official agreement issued to purchase Vendor merchandise. The WSI purchase order is a legal commitment for the Vendor to supply goods and for WSI to accept such goods. When WSI issues a purchase order, all merchandise shipped is subject to WSI standard terms and conditions as referenced in the Vendor Compliance Manual.

Vendor Shipments will be measured at the SKU level for each purchase order, ensuring 100% fulfilment of each SKU based on original order quantity.

Exceeding or shipping fewer than the quantity would result in penalties (of PO volume) and/or POs returned at the vendor's expense.

A. Purchase Order Distribution

WSI purchase orders are distributed to Vendors by the below method:

- The Vendor will receive a purchase order transmission either via EDI or GT Nexus/Infor email. Purchase orders from GT Nexus will be formatted per the version included below

B. Purchase Order Terms

Below are definitions of the key terms on each WSI / WSSPL purchase order:

1. "Concept" – Defines which WSI / WSSPL Concept is issuing the purchase order.
2. "Channel" – Defines the channel (Retail vs. DTC) for which the purchase order is written. The channel affects ticketing, labeling and packaging. See details in the specific chapters of this manual.
    - "Retail" signifies that merchandise will be distributed through the supply chain to WSI / WSSPL store locations.
    - "DTC" (Direct-To-Customer) signifies that merchandise will be distributed through the supply chain to Catalog or Internet customers.
3. "Ship To Address" – Defines the address that the purchase order will be shipped to.
4. "Ship Window" – Defines the timeframe between the Ship Date and the Cancel Date where goods must be:
    - Delivered to the container yard or consolidated freight station (for FOB terms of sale).
    - Available for WSI / WSSPL pick up at Vendor facility (for USA Collect terms of sale).
5. "ETA Date" – Estimated date that the goods will be received at WSI / WSSPL's Distribution Center based on origin to destination transit time and WSI / WSSPL receipt processing time.
6. "Payment Terms" – Defines the terms under which WSI / WSSPL expects payment for this PO.
7. "Freight Terms Description" – Defines freight terms of sale.
8. "MC/DL" – Defines the "Master Case" and "Distribution Lot" packaging quantities for each SKU on the PO.

- **Distribution Lot (DL) Quantity**: The DL quantity is a Retail only packaging requirement (DL quantities are defaulted to 1 for DTC SKUs). The DL is the quantity of a given SKU that WSI / WSSPL ships to a retail store. In most all cases, this quantity must be packed in a re-shippable inner carton so WSI / WSSPL's distribution centers may efficiently pick and ship the DL quantity to a store without any additional packaging.
- **Master Carton (MC) Quantity**: The MC is the quantity of a given SKU in the outer master carton. For Retail, the master carton may contain one or more DLs. If MC and DL are equal for a Retail PO SKU, there will be no inner cartons necessary. DTC and Retail SKU's can never be mixed in a master carton.

9. "PO Notes" – Consists of a text message detailing any specific instructions regarding the PO.

10. "Lading Port" – Defines where the goods will be shipped from.

11. "Ship Via" – Defines the method of shipment.

12. "Terms and Conditions" – Defines the Terms and Conditions under which every PO must ship. For more information on GT Nexus, click here.

C. On Time Shipping

Below are the criteria for a purchase order to be considered on time (NOTE: extenuating circumstances could be considered for exceptions, but those would be evaluated on a case-by-case basis by the WSI teams.):

US and Global Stock/DC POs:

1. The PO Cancel Date 30 days prior to shipment is used for calculations (i.e. POs pushed out in the last 30 days will be flagged as late).

2. POs must be delivered to the port/consolidator/courier on/before the PO Cancel Date.

3. 100% of each SKU quantity on the PO must ship for the PO to be considered on time.

Dropship/Marketplace POs from international origins:

1. POs must be delivered by the ship window cancel date.

2. On-time is calculated at the SKU level with an expected delivery rate of 100% of the ordered quantities.

Questions?

E-mail Supply Chain Operations at vendorcompliance@wsgc.com

1 2

Williams-Sonoma - Retail

WILLIAMS-SONOMA, INC.

LAST UPDATED DATE	03/24/2007 03:59:00 AM	PAGE:	1 of 1
ORDER NUMBER:	41 12345WSR		
DEPT NUMBER:	70 112		
DEPT NAME:	FC WS COOK'S TOOLS	ENTRY DATE:	02/09/2007 4
BUYER NAME:	Tr COOKSTOOLSCORE	SHIP DATE:	03/19/2007
VENDOR:	[redacted]	CANCEL DATE:	03/24/2007
VENDOR NAME:			
VENDOR ADDRESS:		LADING PORT:	ITGOA 1
		LADING DESCRIPTION:	
LOCATION:	SCC	FREIGHT TERMS DESCRIPTION:	Collect 7
LOCATION ADDRESS:	4770 SOUTHPOINT DR 3 MEMPHIS,TN,38118	CURRENCY CODE:	USD
AGENT NAME:			
PAYMENT TERMS:	NE 6	SHIP VIA	Intermodal 1

9

VENDOR NOTES: PLEASE PRE-TICKET. MARK ALLCARTONS WITH PO# SKU ANDQUANTITY. Okay for sku 9314477 tonot be ticketed.

SKU NUMBER	SKU DESCRIPTION	VPN	ETA DATE 5	UNIT COST	UNIT RETAIL	MC	DL	UNITS ORDERED	TOTAL LINE COST	TOTAL LINE RETAIL
9331547		8652125	03/28/2007	[redacted]	19.99	3	3	852	[redacted]	
9321894		7825524	03/28/2007		4.99	12 8	12	1,260		
9321803		7843790	03/28/2007		19.99	3	3	1,044		
9314477		7746803	03/28/2007		7.99	9	9	1,890		
9314410		7294481	03/28/2007		8.99	9	9	153		
TOTAL FOR ORDER								5,199	26,649.78	60,665.01

By clicking on the Accept link provided in this electronic mail, I represent, warrant, attest and agree that 1
(1) I am authorized to enter into this Purchase Order and
(2) I understand that my acceptance that carries the same legal effect and enforceability as my handwritten signature.

LAST UPDATED DATE	08/11/2016 03:09:00 AM	**Williams-Sonoma - Retail**		**PAGE:**	1 of 1

WILLIAMS-SONOMA, INC.

ORDER NUMBER:	20738956WSR		
DEPT NUMBER:	115		
DEPT NAME:	WS HOUSEWARES	**ENTRY DATE:**	08/10/2016
BUYER NAME:	HOUSEWARES - CORE	**SHIP DATE:**	12/23/2016
VENDOR:	[redacted]	**CANCEL DATE:**	12/27/2016
VENDOR NAME:			
VENDOR ADDRESS:		**LADING PORT:**	USMSN
		LADING DESCRIPTION:	Madison
LOCATION:	OB1	**FREIGHT TERMS DESCRIPTION:**	Collect
LOCATION ADDRESS:	7755 POLK LANE OLIVE BRANCH, MS, 38654, US	**CURRENCY CODE:**	USD
AGENT NAME:	No Agent - Domestic		
PAYMENT TERMS:		**SHIP VIA**	Truck

VENDOR NOTES:

SKU NUMBER	SKU DESCRIPTION	VPN	INVOICE DESCRIPTION	HTS	COUNTRY OF ORIGIN	ETA DATE	UNIT COST	UNIT RETAIL	MC	DL	UNITS ORDERED	TOTAL LINE COST	TOTAL LINE RETAIL
3611613	S/6 MULTI-COLOR POP UP LARGE	NONE	POP UP Sponge SET/6 - wood pulp/cellulose	3924905650	DE	12/31/2016	[redacted]	16.95	25	25	500	[redacted]	
TOTAL FOR ORDER											500		

By clicking on the Accept link provided in this electronic mail, I represent, warrant, attest and agree that
(1) I am authorized to enter into this Purchase Order and
(2) I understand that my acceptance carries the same legal effect and enforceability as my handwritten signature.
(3) In addition to the terms of this Agreement and the purchase order, Vendor agrees to the terms of WSI's/WSSPL's Code of Conduct and the WSI/WSSPL Vendor Compliance Manual.

LAST UPDATED DATE	08/01/2016 05:35:00 AM	**Pottery Barn - International**	**PAGE:**	1 of 3
ORDER NUMBER:	20705014PBR	WILLIAMS-SONOMA SINGAPORE PTE. LTD.		
DEPT NUMBER:	217			
DEPT NAME:	PB BEDROOM FURNITURE		**ENTRY DATE:**	04/28/2016
BUYER NAME:	Xinya Ong		**SHIP DATE:**	07/24/2016
VENDOR:			**CANCEL DATE:**	07/31/2016
VENDOR NAME:				
VENDOR ADDRESS:			**LADING PORT:**	VNSGN
			LADING DESCRIPTION:	Ho Chi Minh City
LOCATION:	LIV		**FREIGHT TERMS DESCRIPTION:**	Free On Board
LOCATION ADDRESS:	Ship PO to LOCAL DAMCO CFS en route to MEXICO NOT TO: San Francisco, CA, 94109, US		**CURRENCY CODE:**	USD
AGENT NAME:	WSI Vietnam HCMC			
PAYMENT TERMS:			**SHIP VIA**	Ocean
VENDOR NOTES:	LVP HL16 CORE (4.21 PPO) El.			

SKU NUMBER	SKU DESCRIPTION	VPN	INVOICE DESCRIPTION	HTS	COUNTRY OF ORIGIN	ETA DATE	UNIT COST	UNIT RETAIL	MC	DL	UNITS ORDERED	TOTAL LINE COST	TOTAL LINE RETAIL
8736142	Chloe FBC King Wood Mhgny	None	Wood Bed - FB Component	9403509045	VN	08/10/2016		302.00	1	1	15		
8736316	Chloe Bedside Wood Black	None	Wood Bedside	9403509080	VN	08/10/2016		384.00	1	1	80		
8736332	Chloe Bedside Wood Mahogany	None	Wood Bedside	9403509080	VN	08/10/2016		384.00	1	1	36		
8736357	Chloe Lrg Drssr Wood Mahogany	None	Wood Dresser	9403509080	VN	08/10/2016		1,089.00	1	1	5		
8736399	Chloe Lrg Dresser Wood Black	None	Wood Dresser	9403509080	VN	08/10/2016		1,089.00	1	1	30		
8736654	Chloe R/SL King Wood Black	None	Wood Bed - Side Rails and Slats Component	9403509045	VN	08/10/2016		321.00	1	1	15		
8736670	Chloe FBC King Wood Black	None	Wood Bed - FB Component	9403509045	VN	08/10/2016		294.00	1	1	15		
8736704	Chloe HBC King Wood Black	None	Wood Bed - HB Component	9403509045	VN	08/10/2016		634.00	1	1	15		
8736761	Chloe R/SL Queen Wood Black	None	Wood Bed - Side Rails and Slats Component	9403509045	VN	08/10/2016		290.00	1	1	20		
8736787	Chloe FBC Queen Wood Black	None	Wood Bed - HB Component	9403509045	VN	08/10/2016		240.00	1	1	20		

LAST UPDATED DATE	08/01/2016 05:35:00 AM	**Pottery Barn - International**	**PAGE:**	3 of 3
ORDER NUMBER:	20705014PBR	WILLIAMS-SONOMA SINGAPORE PTE. LTD.		
DEPT NUMBER:	217			
DEPT NAME:	PB BEDROOM FURNITURE		**ENTRY DATE:**	04/28/2016
BUYER NAME:	Xinya Ong		**SHIP DATE:**	07/24/2016
VENDOR:			**CANCEL DATE:**	07/31/2016
VENDOR NAME:				
VENDOR ADDRESS:			**LADING PORT:**	VNSGN
			LADING DESCRIPTION:	Ho Chi Minh City
LOCATION:	LIV		**FREIGHT TERMS DESCRIPTION:**	Free On Board
LOCATION ADDRESS:	Ship PO to LOCAL DAMCO CFS en route to MEXICO NOT TO: San Francisco, CA, 94109, US		**CURRENCY CODE:**	USD
AGENT NAME:	WSI Vietnam HCMC			
PAYMENT TERMS:			**SHIP VIA**	Ocean
VENDOR NOTES:	LVP HL16 CORE (4.21 PPO) El.			

By clicking on the Accept link provided in this electronic mail, I represent, warrant, attest and agree that
(1) I am authorized to enter into this Purchase Order and
(2) I understand that my acceptance carries the same legal effect and enforceability as my handwritten signature.
(3) In addition to the terms of this Agreement and the purchase order, Vendor agrees to the terms of WSI's/WSSPL's Code of Conduct and the WSI/WSSPL Vendor Compliance Manual.

CHAPTER 3: PRODUCT INFORMATION ASSEMBLY AND CARE

A. Color Evaluation Process and Procedures

B. Assembly Instructions Guidelines (all Brands)

C. Pottery Barn

I. Product Information Vendor Fact Sheet for Pottery Barn Vendors

II. Product Information Assembly Instructions and Care Cards for Pottery Barn Vendors

A. Color Evaluation Process and Procedures

Introduction

This manual contains procedures and requirements relevant to color standards and lab dip and bulk color evaluation for Pottery Barn, PB Teen & Pottery Barn Kids, Williams-Sonoma, Williams-Sonoma Home and West Elm.

The goals of this manual are:

- To provide a single, clear document that outlines our processes and expectations regarding color approval.
- To reduce the number of color submits received from the vendor thus reducing time and cost associated with the color approval process.
- To ensure color quality and consistency across all categories within the Pottery Barn Brands

We are confident these goals can be met by partnering with those involved in the color process, and by ensuring adherence to the guidelines as outlined in this document. Updates/addendums to this document may occur in the future to improve our process and product quality.

WSGO/Agent / Vendor / Textile Mill & Yarn Dyer's Color Analyst Requirements

Agents, Vendors, Textile Mill and Yarn Dyers must have trained color specialists who:

- Have a discriminating color eye determined by passing the Farnsworth-Munsell 100 Hue Test with a maximum error score of 16 or less.
- Understand the visual assessment process of Pottery Barn Brands as stated within this manual.
- Understand the use of the spectrophotometer and Color iControl software (or software accompanying their spectrophotometer).
- Practice correct use of the viewing booth (light box) (GretagMacbeth Spectralight III or Judge II), spectrophotometer and conditioning box.
- Practice annual calibration, maintenance and certification for the above-mentioned equipment from an approved service provider.

Color Measurement Equipment, Software and Calibration



Spectrophotometer



Conditioning Box



Viewing Booth/Light Box

Spectrophotometer model: X-rite Color i7

Software: Color iControl Standard Software

Calibration: Spectrophotometer must be calibrated on a monthly basis via Net Profiler

Williams-Sonoma, Inc

Calibration Settings:		
Color Difference	CMC (2:1)	
Specular Component Included	SCI	
UV Component	Calibrated	
Illuminants	Primary: D65	Secondary: INCA
Observer	10°	
Aperature	LAV (whenever possible)	
Calibration	Daily using Black, White & Green Traps	

Conditioning Box: DataColor

Settings: Relative Humidity: 65% +/- 2%

- Temp: 21°C +/-1° or 70° +/- 2°

Viewing Booth (Light Box): Gretag MacBeth: Spectralight III or Judge II

Light Sources

Pottery Barn Main/Pottery Barn Kids/Pottery Barn Teen/Williams-Sonoma/Williams-Sonoma Home Primary: D65: North Sky Daylight (6500K)

Secondary: INCa (Illuminant A) / Incandescent (2856K) / store lighting

West Elm:

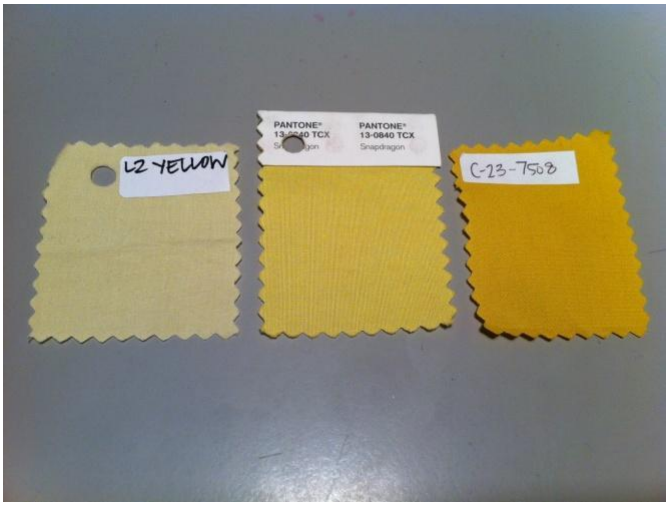
Primary: D65: North Sky Daylight (6500K)

Secondary: Cool White Florescent at 4150

Please follow the above lighting specifications in your particular instrument.

Note: Cool White Fluorescent (CWF) is no longer a light source for all Pottery Barn Brands.

Color Standards



- **WSGO Office/Agent/Vendor/Mill** are responsible for **purchasing their own** Pantone physical color standards that are assigned on Core and Seasonal Color Palettes. Colors on Core palettes should be purchased annually at a minimum. Please refer to "Color Drift" bullet point for explanation if need to replace color standards sooner. Color standards are purchased from Pantone Inc. on a seasonal and/or as needed basis. Pottery Barn Brands are responsible for providing proprietary colors and Scotdic color standards. (Please find attached Pantone Color Policy).
- **Pottery Barn Main/Pottery Barn Kids/Pottery Barn Teen/Williams-Sonoma/Williams-Sonoma Home** purchase .**qtx/.mdb files from Pantone Inc.** on an annual basis. These files are not distributed annually to all WSGO/ Agents. WSGO Office/Agents/Vendors/Mills are required to purchase their own Master Spectral Data files where applicable.
- **Color standards must be stored in a cool, dry, and dark place** as they will degrade over time. Exposure to light can accelerate their rate of degradation. Temperature can also affect color (especially reds and yellows); measure standards only when they've been **appropriately conditioned**, i.e. for a minimum of 10 minutes; 25 minutes for heavy construction fabric
    - Temp: 21°C +/-1° or 70°+/- 2°F
    - Relative Humidity: 65% +/- 2%
- If the color standards are stored in plastic, in order **to prevent yellowing**, the plastic should be free from BTH (a common plasticizer used in the production of polyethylene). U-Line offers BHT free plastic bags.
- Physical color standards should be checked for **color drift** as a part of the regular quality control process using either a spectrophotometer or by visual evaluation. The initial reading that accompanies the original physical color standard should be compared to subsequent readings at regular intervals. If the difference is significant, i.e. **DE CMC > 0.4, then the standard should be replaced**.

Lab Dip / Bulk Preparation & Submit Requirements

All Vendors/Mills MUST communicate any foreseeable issues on the following at the beginning stages of lab dipping to gain clarity and to save time at arriving at a workable solution

1. Color matching
2. Color performance to our color fastness standards
3. Color consistency in bulk

- Vendors/Mills must submit lab dips within 2 weeks after the design specification package is received. The expectation is to approve a lab dip within 2 submissions to San Francisco (SF).
- Vendors/Mills must prepare and submit 3-4 lab dips per round / per fabric, per color/finish.
- All color submissions for Pottery Barn Brands must be submitted on official Pottery Barn Brands Submit Forms. Please check the appropriate box indicating for which Pottery Barn Division color submissions are being submitted.
- Fabric swatch size minimum: 4" x 4" for lab dips; 8" x 8" for bulk.
- Piece-dyed lab dip swatches: must be adhered to submit form by double-sided tape, correct fabric side facing up. No staples, single-sided tape or glue may be used. All pile fabrics must be attached nap down.
- Yarns or threads: Knitdowns are preferred. When unavailable, ensure a minimum 2" x 0.5" thick bundle or skein is attached to the y/d submission form using clear tape.
- Yarn-dyed patterns: Ensure that handlooms are 4" by 4" in size or represent at least 2 repeats in the warp and weft, whichever is greater. This must be attached to the y/d pattern submission form using clear, double-sided tape.
- Printed strike-offs: Ensure that either 2-3 yards or a representation of at least 2 repeats in vertical and horizontal directions is submitted using the printing method that will represent bulk.
- The following **information must be provided on every lab dip or bulk production submit form**, one submit per form:
    - Date
    - Season
    - PD Number & Program Name (e.g. "solid pillow" or "chamois blanket")
    - Agent Office
    - Vendor & Mill
    - Fabrication name
    - Fabric Quality & Content Description
    - Pottery Barn Color Name & Color Number
    - Mill Lab Dip Reference Number

  For bulk:
    - Number of Yards per Lot
    - Mill Dye Lot Number

Please note: If submit forms **are incomplete and/or incorrectly completed, they will be returned** to the vendor for correction and re-submission.

Bulk Production

1st Bulk Production

- **Bulk** production evaluation is performed following the **same processes as lab dips**.
- All **PB Brands** - initial bulk lots are reviewed by WSGO Color Specialist. If the vendor is not managed by a WSGO office then submits come to SF for approval. As a general rule, WSGO Office should review internally prior to sending to SF/NY. Color Managers in SF will determine if the ***1st Bulk Production Dye Lot** can become the ****Production Color Standard** for remainder of production dyeing OR if the digital standard or approved lab dip will remain as the standard. (*For example, if something is wrong with the first bulk or subsequent lots, the approved lab dip will remain the standard until a bulk lot is approved*).
- If using a Pantone standard (or any other standard with a QTX file) **the digital standard will remain the standard through 1st bulk production dye lot** unless a Best Can Do ("BCD") approval is made. The vendor must submit bulk production matching this standard. Once a dyelot is approved this will be the **Production Color Standard** for all subsequent dyelots.
- If using any other type of color standard **the approved lab dip is the standard for 1st bulk production dye lot.** The vendor must submit 1st bulk production matching this standard. Once this dyelot is approved this will be the **Production Color Standard** for all subsequent dyelots.

Williams-Sonoma, Inc

Subsequent Bulk Lots

- For Williams-Sonoma, Williams-Sonoma Home and West Elm will continue to send to SF/NY for approval using the same process as above, WSGO should review internally prior to sending to SF/NY
- With effect 01 September 2014, Pottery Barn/Pottery Barn Kids/Pottery Barn Teen should review and approve all subsequent bulk lots at WSGO office.

Definitions

- **1st Bulk Production Dye Lot** – This is defined as a fabric lot made in a production environment applying the approved lab dip formula.
- **Production Color Standard (Approved First Bulk)** – This is defined as an approved standard from a first full scale bulk production dye lot that is best matched to the original color standard and is the target for subsequent lot dyeing. Once the first bulk production dye lot has been approved, it becomes the **production color standard**, replacing the lab dip, as the target for all subsequent production dye lots.
- **Shade Sorting** – Mills are responsible for shade sorting before sending any shade bands for color approval. Once the shade bands have been pre-sorted, Mills may send only ONE representative piece per shade for approval. Maximum shades in production per color will vary by color and fabrication.

Shade Bands

- A workable shade band can be established at the beginning of production if it has not already been agreed upon in development (prior to the lab dip approval.)
- As all colors and fabrications vary in production, so are the acceptable shade ranges that Pottery Barn Brands will approve per fabrication.

Core Programs: Vendors should submit a workable shade range on a yearly basis for all **ongoing** core programs.

Re-Orders: For re-orders that have not been in production for at least one year, Vendors/Mills must submit either a new lab dip or a previous bulk reference swatch for re-approval. This is to confirm an updated standard.

Visual Color Assessment: Viewing Booth (Light Box)

- The viewing booth (light box) must be free from ambient light.
- **Light boxes must be empty** and free of other objects. Color reflections from other objects can alter the perception of the viewing.
- **Avoid factors that can alter color perception** such as tinted eyeglass lenses, bright nail polish, bright clothing and extreme size differences between a standard and a color submit.
- All submits must be viewed in the light box, face side up under correct light source
- Center the submit in the light box with the horizontal/vertical direction based on how the fabric will be used in the final product.
- The submit and color standard must be aligned - submit on the left, standard on the right. Example on next page:



- Evaluate the Chroma, Value and Hue of submit against the standard.
- **Do not overlap** the submit and color standard.
- The **submit & standard** should be **opaque**. Fold submit if necessary.
- Evaluate the submit for **color constancy**; all samples must remain constant when the illuminant is changed. In other words, submits must not flare.
- If ***metamerism** occurs because the color standard flares, the color submit should keep its hue or remain "constant" under the two designated light sources. The best way to determine if a submit is flaring is to review the submit by itself under the secondary light source and refer to spectral data, particularly the absolute a and b values. If it is impossible to correct the flare, the color submit should at least flare in the same direction as the standard.
- ***Metamerism definition**: A phenomenon exhibited by a pair of colors that match under one or more sets of real or calculated conditions and do not match when these conditions are changed.

Color Comments

The Color Analyst will comment on the color submit that best matches the standard. The following is the **color terminology** used by the Color Analysts:

- **Hue** terms: redder, yellower, greener, bluer
- **Value** terms: lighter, darker
- **Chroma** terms: brighter, duller
- **Modifiers**: slightly too, too, much too
- **Color Inconstancy** or Flare: Reformulate to control (color) flare in secondary light source.

Examples of comments of how the lab dip appears when compared to the standard if rejected:

- Slightly too light
- Much too dark
- Slightly too red
- Too blue
- Much too yellow
- Too green
- Too bright
- Too dull
- Depth OK - Value (Lightness/Darkness) of the submit is OK
- Hue OK - Hue (Redness/Greenness, Yellowness/Blueness) of the submit is OK

Williams-Sonoma, Inc

Spectrophotometer: Color Measurement Procedures & Tolerances

Before measurement and visual assessment, all fabric swatches are to be conditioned for a minimum of 10 minutes; 25 minutes for heavy construction fabric

- Temp: 21°C +/-1° or 70° +/- 2°F
- Relative humidity 65% +/- 2%
- Yearly calibration by Datacolor
- Fold submit swatch 2-ply for percale or heavier, 4-ply for sheer fabric.
- **Take 2 measurements**. Each measurement must be taken in a different location on the swatch. **Rotate the fabric swatch 90°** between each reading.
- The **2 readings** are automatically **averaged** by the software and stored.
- Submit readings are then reviewed against the visual evaluation.
- **Visual assessment is still to be used for final approval.** Spectrophotometer readings are to be used as a tool for communication and for better understanding color.

Tolerance for Lab Dips & Bulk

- Lab Dips –
    - DEcmc 0.8 / DHcmc 0.5
- Bulk –
    - **Drapes**: DEcmc 0.6 / DHcmc 0.4
    - **Pillows/Throws**: DEcmc 0.8 / DHcmc 0.6
    - Bedding:
        - Solid Quilts: DEcmc 0.8 / DHcmc 0.6
        - Applique: DEcmc 1.5 / DHcmc 1.0
        - Sheets/Duvets: DEcmc 0.8 / DHcmc 0.6
    - Bath:
        - Shower cutains: DEcmc 0.8/ DHcmc 0.6
    - **Table Linens**: DEcmc 0.8 / DHcmc 0.5
    - **Upholstery**: DEcmc 0.6 / DHcmc 0.4
    - **Dining chair fabrics**: DEcmc 0.8 / DHcmc 0.5

Spectrophotometer Limitations

- There are many fabrics that will not be accurately measured by the spectrophotometer due to certain fabrication characteristics. These fabrics should only be evaluated for color visually in the light box.
- Following is a list of fabrics that cannot be accurately measured:
    - Textured fabrics with high pile
    - Yarn dyes/chambrays
    - Prints
    - Heathers
    - Mesh
    - Yarn skeins
- Should there be any question whether or not a fabric can be accurately measured, further discussion should occur between the Agent and a PB Color Specialist.
- **AATCC Gray Scale**: For those without access to a spectrophotometer, a visual color evaluation in a lightbox must occur using this scale. All lab dips must meet a level of 4 out of 5 when compared to the standard in order to be approved for color.

Communication and Follow-up

- Always keep open communication with WSGO Office/Agent/Vendor/Mill and Color Manager
- During early development, the **WSGO Office/Agent/Vendor/Mill must identify any foreseen problems** with the dyeing and finishing process that may alter the color of bulk production as compared to the approved lab dip. Lab dips should be formulated to accurately represent the final color in production including finishing (brushing, peaching, enzyme washing, etc).
- It is the Agent/Vendor/Mill's responsibility to contact the Color Manager immediately if there is any missing information regarding a particular lab dip.
- Always **communicate estimated time of departure (ETD)** upon receipt of the original color standard. Provide regular updates to the Color Manager.
- 1st round of labdips should be sent 2 weeks after receiving the color information. Each subsequent round of labdips should be sent 7-10 days after receiving the color comments.
- It is the WSGO Office/Agent/Vendor/Mill's responsibility to evaluate all color submissions and, if necessary, communicate comments for correction to the mill. When an Agent considers a color submit approvable, it, then, may be sent to the appropriate Pottery Barn Brand for final color approval. (The agent must retain all rejected lab dips in the event a color standard cannot be achieved and the Pottery Barn Brand must select the "best" of all iterations. The Agent should recommend the closet match.) If delays should occur, the Agent must immediately advise revised ETD's to the Color Manager.
- The **WSGO Office/Agent must communicate** with the Vendor/Mills when color comments were not followed based on the previous iteration, i.e. **when no improvement is found**.
- The WSGO Office/Agent/Vendor/Mill must discuss issues regarding problematic colors such as flaring or metamerism.
- **Vendors/Mills must** ensure that appropriate dyestuffs are used to **achieve color constancy**, while meeting colorfastness requirements, by product, as outlined in all Pottery Barn Brands' QA protocols.
- The WSGO Office/Agent/Vendor must ensure the mill has proper technical support from the dyestuff supplier and act as a liaison when necessary.
- If an **alternative means of approving color** (i.e. shade band instead of a lab dip approval) is agreed upon between all parties, then this **agreement must be made prior to a program confirmatio**n.
- WSGO Office/Agents/Vendors/Mills are to cc: appropriate sourcing contacts on all color related emails/ communication only when it impacts delivery. Sourcing Director can provide updated organizational charts for each area.
- WSGO Office/Agents/Vendors/Mills should contact their Color Manager immediately if they are missing color comments after 48 hours of receipt of packages in San Francisco.(Product Development/Color may require an additional 24 hours as there can be a delay with package delivery.)

Records of Color Development

- WSGO Office, Agents, Vendors and Mills MUST keep accurate records of all approved lab dips.
- All **approved and rejected lab dips should remain on file** at the mill and agent offices for **at least one year**. This also **includes dropped programs**, in order to save redundant work, should we re-surface dropped programs. (This happens frequently.)

Williams-Sonoma, Inc

Contacts

Pottery Barn Main

- Piece-dyed solid lab dips and solid bulk (including upholstery 1st bulk): Jennafer Kaiser, (415) 402-3841, jjkaiser@wsgc.com
- All yarn-dyes and prints – handlooms, strike-offs and bulk: Monika Borowska, (415) 402-4282, MBorowska@wsgc.com

Pottery Barn Kids

- Color Manager: Leah Bernstein, 415-402-3936, LBERNSTEIN@wsgc.com

Pottery Barn Teen

- Head Designer: Nicky Bendesky, 415-402-4761, NBENDESKY@wsgc.com

Williams Sonoma

- Williams Sonoma Table Linens Head Design Manager: Lauren Sphar, 415-616-8610, LSPHAR@wsgc.com
- Williams Sonoma Home Textiles Senior Designer: Amanda Benbow, 415-439-8633, ABenbow@wsgc.com
- Williams Sonoma Home All Textiles Designer: Katalin Staveley, 415-733-3156, KSTAVELEY@wsgc.com

West Elm

- Associate Sourcing Manager: Beverly Nedd, 718-473-1886, BNedd@wsgc.com

B. Assembly Instructions Guidelines (all Brands)

Use product illustrations/diagrams in line art format instead of text for product assembly steps to reduce translation and increase visual clarity.

- New vendors or vendors with no Sharepoint access, please click Total Quality – Vendor Sharepoint Access Request before proceeding.

- Please click WSI Assembly Instructions Guide (username: *wsivendor* password: *ownthehome*) and follow AI workflow, and also utilize WSI templates to produce standardized and consistent quality Assembly Instructions

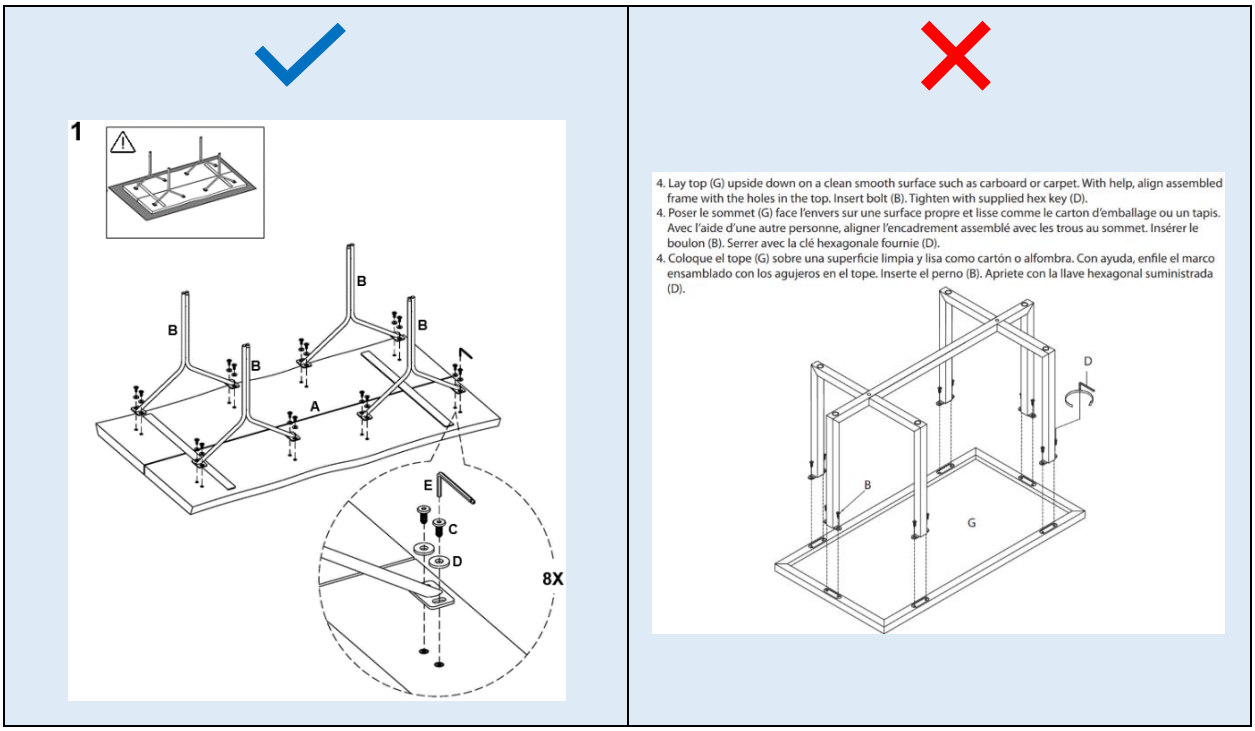


Figure: AI Product Illustration

C. Pottery Barn

I. Product Information Vendor Fact Sheet for Pottery Barn Vendors

Overview

When designated or needed all new Pottery Barn / Pottery Barn Kids / Pottery Barn Teen (PB) Brand products must include accurate and complete Product Information in the form of Vendor Fact Sheets, with a digital color image of the product, to be supplied by the Vendor and approved by a Product Information Specialist.

1. Product Information Requirements
    a. A completed Vendor Fact Sheet template must be sent to the Product Information Specialist once the appropriate Retail.com flag has been triggered.
    b. Vendor Fact Sheets should be fully completed and include all, but not limited to, the following criteria: Color photo of the product, unassembled/assembled/shipping dimensions/weight/carton contents, specific composition of the whole/partial product, colorways, finish, components, and materials.
    c. Vendor Fact Sheet Templates will be furnished to the Vendor and will change, as need dictates. The Vendor is responsible for ensuring all agents are using the appropriate template for the specific products.
    d. The Vendor Fact Sheet Template fields must be completed with detailed and specific responses to the standard questions. When a question does not apply, N/A may substitute for an answer.
    e. Dimensions and weights will be calculated in standard, U.S. measurements.
    f. Any product information that does not conform to the Vendor Fact Sheet Template must be inserted by the Vendor.
    g. Completed Vendor Fact Sheets for all products must be returned to Product Information by no later than 1 business week after Product Approval.

2. Product Information Gathering Procedures
    a. Product Information supplies vendor management with Vendor Fact Sheet Templates for all product categories.
    b. On receiving the Product Information Complete flag in Retail.com, the Vendor provides a completed Vendor Fact Sheet for EACH size/version/style of the product.
    c. Each completed Vendor Fact Sheet is to be emailed to the Product Information Specialist with the following information in the Subject line of the email: Product Name, SKU.
    d. Failure to fully complete the requested fields on the Vendor Fact Sheet will result in the Product Specialist returning it to the Vendor until it is completed properly.
    e. From time to time the Vendor Fact Sheet template will not answer all necessary Product Information questions. In these cases, the Product Information Specialist will request supplemental Product Information request. Such requests should be returned completed no more than 10 business days from their receipt.

II. Product Information Assembly Instructions and Care Cards for Pottery Barn Vendors

Overview

When designated or needed all new Pottery Barn / Pottery Barn Kids / Pottery Barn Teen (PB) Brand products must include accurate and complete Assembly Instructions and/or Care Cards with clear illustrations, to be supplied by the Vendor and approved by a Product Information Specialist.

1. Assembly Instruction Requirements
    a. Assembly Instructions/Care Cards must be sent to the PB Product Information Specialist once a final sample of the product is approved by the PB Design team.
    b. Assembly Instructions/Care Cards must include detailed illustrations accompanied by clearly written text in a step-by-step format, making sure each assembly step has both illustrations and supplemental matching text.
    c. All Assembly Instructions/Care Cards will follow PB branding guidelines specific to each brand. Please refer to attached visual examples detailing each divisions branding and visual layout.
    d. All Assembly Instructions/Care Cards will be on assigned paper stock. Please **see Specific Brand Requirements** below for designations.
    e. When specified, Assembly Instructions/Care Cards will be completed with both an English language and French language versions.
    f. Assembly Instructions/Care Cards must be approved by a Product Information Specialist prior to Product Testing.
    g. Any product changes that require an adjustment to the Assembly Instructions/Care Cards must be brought to the attention of the PB Product Specialist for correction.

2. Assembly Instruction Procedures
    a. Vendor supplies PB Product Information Specialist with a completely written and illustrated assembly sheet as designated above in Section 1, Step b.
    b. Instructions/Care Card should accurately reflect the assembly procedure for the product, at the time of its final approval by the PB Design team.
    c. Assembly Instructions/Care Cards will be sent via e-mail in Microsoft WORD format to the PB Product Information Specialist.
    d. Failure to meet PB branding requirements will find the Assembly Instructions/Care Card returned until Vendor is able to supply an example that meets all requirements.
    e. PB Product Information Specialist will proof, edit and request information from Vendor to be sure PB Assembly Instructions/Care Cards are accurate and illustrated in a clear concise manner. Any requests to alter text or illustrations must be supplied by Vendor in a timely manner to not hold up production or shipments.
    f. PB Product Information Specialist will translate Assembly Instructions/Care Cards into a second French Language version if applicable.
    g. PB Product Information Specialist will return two versions to the Vendor; (1) English language version and (1) French language version if applicable.
    h. Vendor will print both the English language and French language version with all illustrations supplied to each version.
    i. Assembly Instructions/Care Cards will be packaged in a flat poly bag either with zipper closure or taped shut. Bag will be attached to any hardware blister pack that is included with product. A red ribbon will be attached for easy recognition.

3. Specific Assembly Instruction/Care Cards requirements by brand
    a. Pottery Barn Kids Assembly Instructions
        - Pottery barn kids title will be lowercase in 18 pt Garamond with 25 point kerning.
        - Title of product will be in a all uppercase 10 pt Futura Book.
        - All headings will be all uppercase 10 pt Futura Book.
        - Headings will include: IMPORTANT SAFETY INSTRUCTIONS, PARTS INCLUDED, HARDWARE ENCLOSED, TOOLS REQUIRED FOR ASSEMBLY, PRE-ASSEMBLY, ASSEMBLY INSTRUCTIONS, CARE INSTRUCTIONS.
        - All text under headings will be in sentence case 10 pt Futura Book.
        - PARTS INCLUDED, HARDWARE ENCLOSED, TOOLS REQUIRED FOR ASSEMBLY, will be laid out in 3 equal columns across the page. The individual points under these headings will have bullet points. Each Part, Hardware or Tool will have 1) the number that is included in packaging 2) a corresponding letter to identify the Part, Hardware or Tool in the attached illustrations.
        - Each piece under the HARDWARE column will have the measurement size of the piece.
        - Each point under the heading PRE-ASSEMBLY will be indented and identified with bullet points.
        - Each step under ASSEMBLY INSTRUCTIONS will be indented and numbered starting with step 1.
        - Each step under ASSEMBLY INSTRUCTIONS will have a matching illustration which clearly shows how the step is to be executed.
        - Every illustration will have all parts labeled clearly for easy identification.
        - Each point under the heading CARE INSTRUCTION will be indented and identified with bullet points.

b. Pottery Barn Assembly Instructions
   - Pottery Barn title will be centered atop the page/card and should measure approximately 0.23” high x 2.7” wide.
   - Name of product will be in all uppercase 10 pt Trade Gothic Light font.
   - All headings will be title case 10 pt Trade Gothic Light font.
   - Headings to be used include: Important Safety Instructions, Parts Included, Hardware Enclosed, Pre-Assembly, Assembly Instructions, Care Instructions, Tools Required For Assembly.
   - All text under headings will be in sentence case 10 pt Trade Gothic Light font.
   - Parts Included, Hardware Enclosed, Tools Required For Assembly, will be laid out in 3 equal columns across the page. The individual points under these headings will be denoted with bullet points.
   - Each Part, Hardware or Tool included will have: 1) the quantity included in packaging and 2) a corresponding letter to identify the Part, Hardware or Tool in the accompanying illustrations.
   - Each piece under the Hardware Enclosed column will also have the measurement size of the piece.
   - Each point under the heading Pre-Assembly will be indented and identified with bullet points.
   - Each step under Assembly Instructions will be indented and numbered starting with step 1.
   - Each step under Assembly Instructions will have a matching illustration, which clearly shows how the step is to be executed (if applicable).
   - All illustrations will have all parts labeled clearly for easy identification.
   - Each point under the heading Care Instructions will be indented and identified with bullet points.
     - Assembly Instructions/Care Card will be printed on white 20 lb. paper stock using black font. When required English language version should be printed on one side with the corresponding French version on the opposite side.

c. Pottery Barn Teen Assembly Instructions
   - Pottery Barn Teen Templates and Parameters for Assembly Instructions/Care Card will be sent to Agents and Vendors at a later date.

POTTERY BARN

GRAYSON CHAIR
Care Instructions

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

Care Instructions:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 800.922.9934

POTTERY BARN

GRAYSON CHAIR
Care Instructions

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

Care Instructions:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 800.922.9934

POTTERY BARN

GRAYSON CHAIR
Care Instructions

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

Care Instructions:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 800.922.9934

POTTERY BARN

GRAYSON CHAIR
Care Instructions

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

Care Instructions:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 800.922.9934

POTTERY BARN

FLOWER PICTURE HANGER
Assembly Instructions

Hardware Included:

- (2) Screws - M4 x 28mm screw
- (2) Drywall Anchors

Note: The provided anchors work only in dry wall. For safe mounting it is essential to use the proper hardware for your wall type. Be sure to consult your local hardware store for the specific hardware if you wall type is not dry wall. Mounting to wood studs is highly recommended.

1. Hold the piece at the desired location on the wall. Using a pencil, make two marks on the wall at the piece's top outside corners. Using a straight edge, like a yardstick, draw a line between the two markers.
2. With its backside facing you, position the piece on the wall so it fits in between the marks made in Step 1. Make marks directly above the keyhole mounts/"D" rings on the line drawn in Step 1.
3. Keep the piece in place. Using a straight edge, mark the location of the center of the keyhole/"D" rings on each side of the piece. These marks should line up under the marks you made in Step 1.
4. Mark the spot where the marks from Step 2 would intersect with the marks from Step 3. You can do this by measuring down from the marks in Step 2 and across to the marks in Step 3. This is where the dry wall anchors will be inserted. You can use a use a carpenter's level or measure up from the floor at each mark to make sure they are level.
5. Use a Phillips screwdriver to insert the dry wall anchors. Do not "push" or drive the anchors into the wall, it is designed to bore into the wall like a drill bit. Slowly turn the anchors clockwise while applying pressure until the flange just touches the wall. Insert screws into the dry wall anchors with Phillips screwdriver until tight.
6. Erase all the marks on the wall.

Mount the product by fastening the base into the dry wall anchors with the enclosed screws. You may need to loosen or tighten the screws to allow the base to fit snugly against the wall.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 800.922.9934

POTTERY BARN

FLOWER PICTURE HANGER
Assembly Instructions

Hardware Included:

- (2) Screws - M4 x 28mm screw
- (2) Drywall Anchors

Note: The provided anchors work only in dry wall. For safe mounting it is essential to use the proper hardware for your wall type. Be sure to consult your local hardware store for the specific hardware if you wall type is not dry wall. Mounting to wood studs is highly recommended.

1. Hold the piece at the desired location on the wall. Using a pencil, make two marks on the wall at the piece's top outside corners. Using a straight edge, like a yardstick, draw a line between the two markers.
2. With its backside facing you, position the piece on the wall so it fits in between the marks made in Step 1. Make marks directly above the keyhole mounts/"D" rings on the line drawn in Step 1.
3. Keep the piece in place. Using a straight edge, mark the location of the center of the keyhole/"D" rings on each side of the piece. These marks should line up under the marks you made in Step 1.
4. Mark the spot where the marks from Step 2 would intersect with the marks from Step 3. You can do this by measuring down from the marks in Step 2 and across to the marks in Step 3. This is where the dry wall anchors will be inserted. You can use a use a carpenter's level or measure up from the floor at each mark to make sure they are level.
5. Use a Phillips screwdriver to insert the dry wall anchors. Do not "push" or drive the anchors into the wall, it is designed to bore into the wall like a drill bit. Slowly turn the anchors clockwise while applying pressure until the flange just touches the wall. Insert screws into the dry wall anchors with Phillips screwdriver until tight.
6. Erase all the marks on the wall.

Mount the product by fastening the base into the dry wall anchors with the enclosed screws. You may need to loosen or tighten the screws to allow the base to fit snugly against the wall.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 800.922.9934

POTTERY BARN

HALEY BENCH
Assembly Instructions

Important Safety Instructions:
- Please read all instructions carefully before assembling.
- For your safety, assembly by two people is recommended.

Parts Included:	Hardware Enclosed:	Tools Required for Assembly (Box 2 of 2):
• (1) Bench Top (A)	• (10) 8mm Lock washers (e)	• (1) Allen wrench, included
• (2) Side Leg (B)	• (10) 8mm Flat washers (f)	
• (1) Center Leg (C)	• (4) 8mm x 50mm Long Allen bolts (g)	
• (2) Stretcher (D)	• (6) 8mm x 30mm Short Allen bolts (h)	

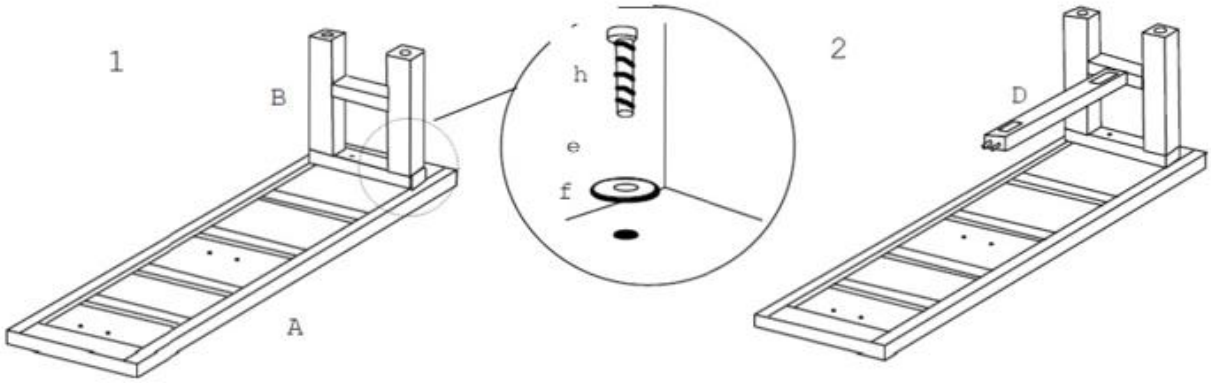
Pre-Assembly:
- Remove all parts and hardware from the box and lay out on a clear workspace, along with any plastic protective packaging. Do not dispose of any contents until assembly is completed to avoid accidentally discarding small parts or hardware.
- Use the parts and hardware lists above to identify and separate each of the pieces included.
- The illustrations provided allow for easier assembly when used in conjunction with the assembly instructions.
- Note: Do not fully tighten all bolts until all parts are in place. Failure to follow these instructions may cause the bolts to misalign during assembly.

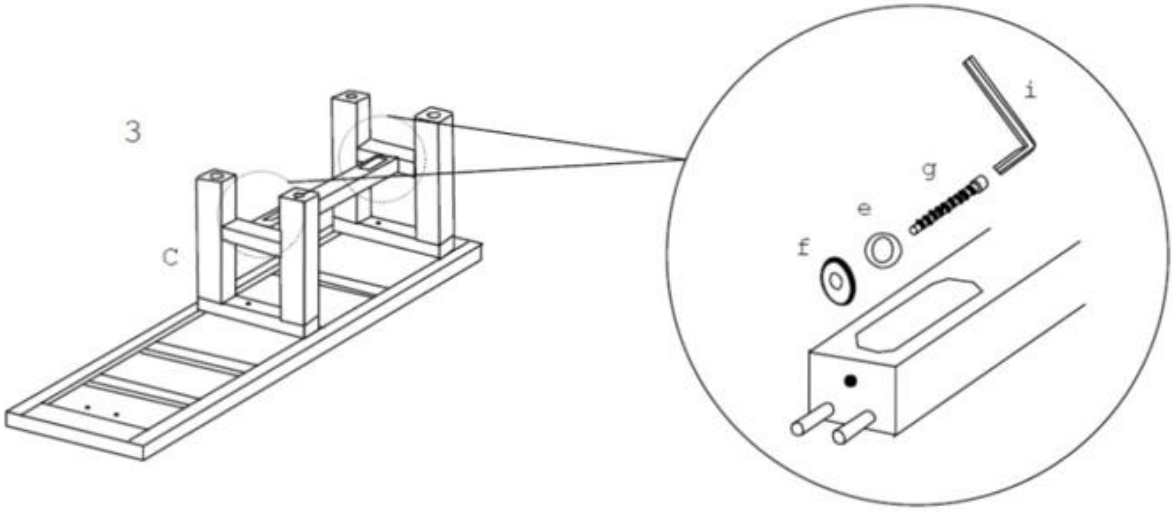
Assembly Instructions:
1. Carefully lay bench top (A) upside down on a carpeted or scratch-free surface (the shipping box provides an ideal work surface). Align the pre-drilled holes from one of the side legs (B) with the pre-drilled holes on the underside of the bench top, making sure the space provided for the stretcher is facing inward. Place a lock washer (e) followed by a flat washer (f) onto a short Allen bolt (h) and attach the side leg to the bench top. Repeat with a second short Allen bolt and washers. Do not fully tighten the bolts.
2. Insert one of the stretchers (D) into the side leg already attached to the bench top, making sure the space for inserting the hardware is facing away from the bench top.
3. Align the pre-drilled holes from the center leg (C) with the pre-drilled holes on the underside of the bench top. Simultaneously, insert the opposite side of the attached stretcher into the center leg and secure the center leg to the bench top using the directions in Step 1. To attach the stretcher to both the side and center legs, place a lock washer (e) followed by a flat washer (f) onto a long Allen bolt (g) and attach as shown in illustration 3. Repeat with a second long Allen bolt and washers. Do not fully tighten the bolts.
4. Repeat steps 1, 2 and 3 for the remaining stretcher and side leg. ONCE ALL PARTS ARE IN PLACE FULLY TIGHTEN ALL BOLTS USED IN ASSEMBLY.

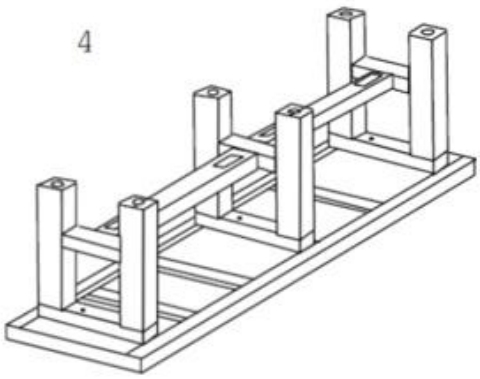
Care Instructions:
- Dust with a clean, soft cloth
- Avoid the use of chemicals and harsh cleaning agents
- Do not stand on the bench

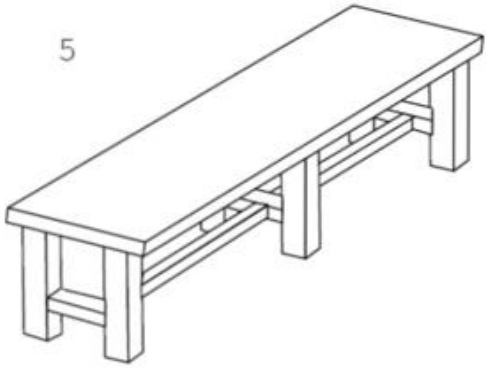
Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 800.922.9934


1
B
A
h
e
f
2
D


3
C
i
g
e
f


4


5

pottery barn kids
GRAYSON CHAIR

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

CARE INSTRUCTIONS:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 1.800.290.8181

pottery barn kids
GRAYSON CHAIR

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

CARE INSTRUCTIONS:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 1.800.290.8181

pottery barn kids
GRAYSON CHAIR

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

CARE INSTRUCTIONS:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 1.800.290.8181

pottery barn kids
GRAYSON CHAIR

Our Grayson chair is upholstered with a rich textured microfiber that has the softness and elegance of the finest natural products and the added benefits of extraordinary durability and easy care.

CARE INSTRUCTIONS:
Keep your furniture looking new by avoiding direct heat and sunlight. Dust lightly and vacuum weekly. Fabric can be spot cleaned with mild soapy water. For more thorough cleaning professional upholstery cleaning is recommended.

Thank you for your purchase

stores | catalog | www.potterybarn.com
USA 1.800.290.8181

pottery barn kids
FLOWER PICTURE HANGER

HARDWARE INCLUDED:
- (2) Screws - M4 x 28mm screw
- (2) Drywall Anchors

Note: The provided anchors work only in dry wall. For safe mounting it is essential to use the proper hardware for your wall type. Be sure to consult your local hardware store for the specific hardware if you wall type is not dry wall. Mounting to wood studs is highly recommended.

1. Hold the piece at the desired location on the wall. Using a pencil, make two marks on the wall at the piece's top outside corners. Using a straight edge, like a yardstick, draw a line between the two markers.
2. With its backside facing you, position the piece on the wall so it fits in between the marks made in Step 1. Make marks directly above the keyhole mounts/"D" rings on the line drawn in Step 1.
3. Keep the piece in place. Using a straight edge, mark the location of the center of the keyhole/"D" rings on each side of the piece. These marks should line up under the marks you made in Step 1.
4. Mark the spot where the marks from Step 2 would intersect with the marks from Step 3. You can do this by measuring down from the marks in Step 2 and across to the marks in Step 3. This is where the dry wall anchors will be inserted. You can use a use a carpenter's level or measure up from the floor at each mark to make sure they are level.
5. Use a Phillips screwdriver to insert the dry wall anchors. Do not "push" or drive the anchors into the wall, it is designed to bore into the wall like a drill bit. Slowly turn the anchors clockwise while applying pressure until the flange just touches the wall. Insert screws into the dry wall anchors with Phillips screwdriver until tight.
6. Erase all the marks on the wall. Mount the product by fastening the base into the dry wall anchors with the enclosed screws. You may need to loosen or tighten the screws to allow the base to fit snugly against the wall.

Thank you for your purchase

stores | catalog | www.potterybarnkids.com
USA 1.800.290.8181

pottery barn kids
FLOWER PICTURE HANGER

HARDWARE INCLUDED:
- (2) Screws - M4 x 28mm screw
- (2) Drywall Anchors

Note: The provided anchors work only in dry wall. For safe mounting it is essential to use the proper hardware for your wall type. Be sure to consult your local hardware store for the specific hardware if you wall type is not dry wall. Mounting to wood studs is highly recommended.

7. Hold the piece at the desired location on the wall. Using a pencil, make two marks on the wall at the piece's top outside corners. Using a straight edge, like a yardstick, draw a line between the two markers.
8. With its backside facing you, position the piece on the wall so it fits in between the marks made in Step 1. Make marks directly above the keyhole mounts/"D" rings on the line drawn in Step 1.
9. Keep the piece in place. Using a straight edge, mark the location of the center of the keyhole/"D" rings on each side of the piece. These marks should line up under the marks you made in Step 1.
10. Mark the spot where the marks from Step 2 would intersect with the marks from Step 3. You can do this by measuring down from the marks in Step 2 and across to the marks in Step 3. This is where the dry wall anchors will be inserted. You can use a use a carpenter's level or measure up from the floor at each mark to make sure they are level.
11. Use a Phillips screwdriver to insert the dry wall anchors. Do not "push" or drive the anchors into the wall, it is designed to bore into the wall like a drill bit. Slowly turn the anchors clockwise while applying pressure until the flange just touches the wall. Insert screws into the dry wall anchors with Phillips screwdriver until tight.
12. Erase all the marks on the wall. Mount the product by fastening the base into the dry wall anchors with the enclosed screws. You may need to loosen or tighten the screws to allow the base to fit snugly against the wall.

Thank you for your purchase

stores | catalog | www.potterybarnkids.com
USA 1.800.290.8181

pottery barn kids
HALEY BENCH

IMPORTANT SAFETY INSTRUCTIONS:
Please read all instructions carefully before assembling.
For your safety, assembly by two people is recommended.

PARTS INCLUDED:
- (1) Bench Top (A)
- (2) Side Leg (B)
- (1) Center Leg (C)
- (2) Stretcher (D)

HARDWARE ENCLOSED:
- (10) 8mm Lock washers (e)
- (10) 8mm Flat washers (f)
- (4) 8mm x 50mm Long Allen bolts (g)
- (6) 8mm x 30mm Short Allen bolts (h)

TOOLS REQUIRED FOR ASSEMBLY:
- (1) Allen wrench, included (i)

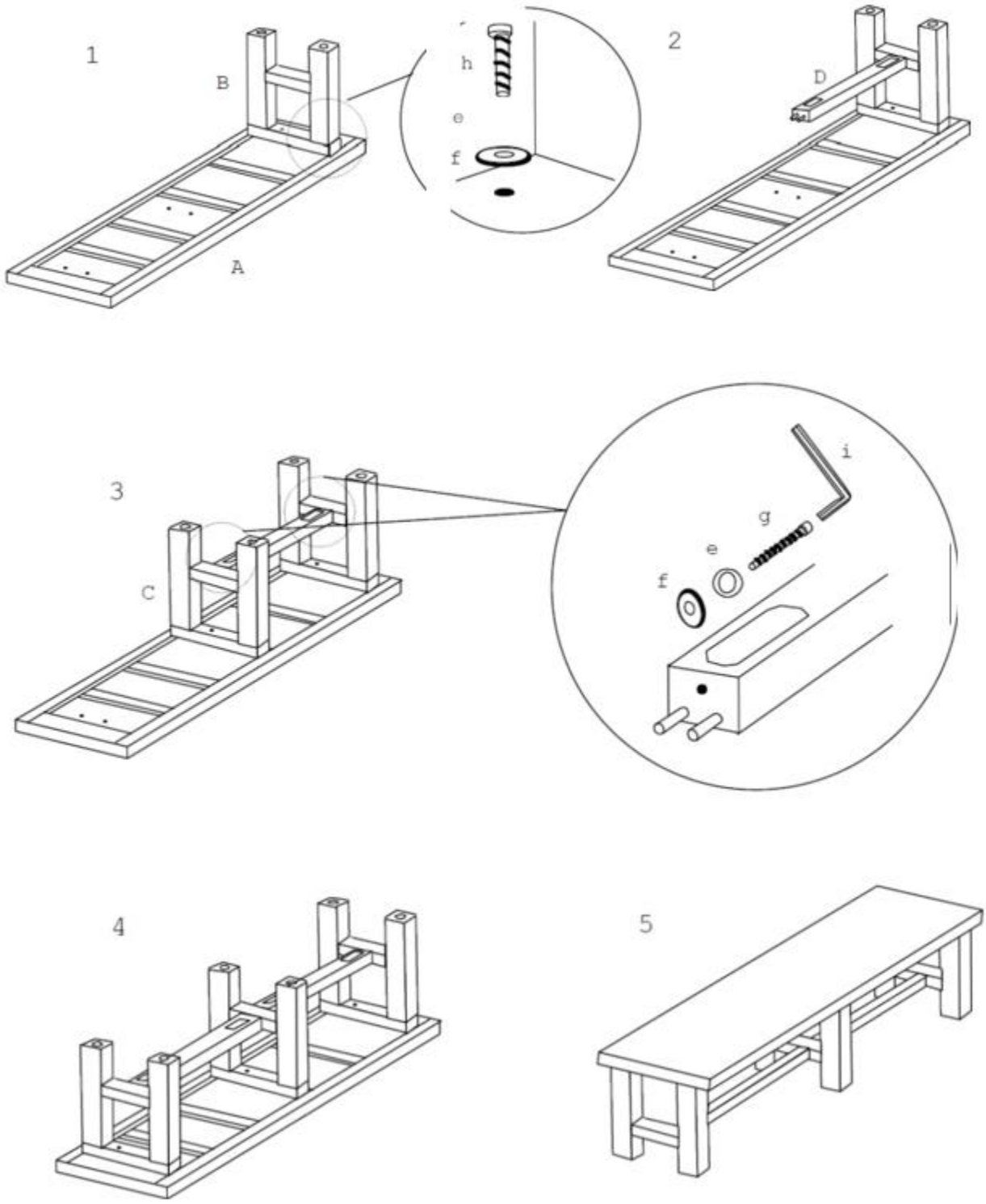
PRE-ASSEMBLY:
- Remove all parts and hardware from the box and lay out on a clear workspace, along with any plastic protective packaging. Do not dispose of any contents until assembly is completed to avoid accidentally discarding small parts or hardware.
- Use the parts and hardware lists above to identify and separate each of the pieces included.
- The illustrations provided allow for easier assembly when used in conjunction with the assembly instructions.
- Note: Do not fully tighten all bolts until all parts are in place. Failure to follow these instructions may cause the bolts to misalign during assembly.
- If using power tools to aid in assembly please use caution. Power tools can damage hardware or split wood.

ASSEMBLY INSTRUCTIONS:
1. Carefully lay bench top (A) upside down on a carpeted or scratch-free surface (the shipping box provides an ideal work surface). Align the pre-drilled holes from one of the side legs (B) with the pre-drilled holes on the underside of the bench top, making sure the space provided for the stretcher is facing inward. Place a lock washer (e) followed by a flat washer (f) onto a short Allen bolt (h) and attach the side leg to the bench top. Repeat with a second short Allen bolt and washers. Do not fully tighten the bolts.
2. Insert one of the stretchers (D) into the side leg already attached to the bench top, making sure the space for inserting the hardware is facing away from the bench top.
3. Align the pre-drilled holes from the center leg (C) with the pre-drilled holes on the underside of the bench top. Simultaneously, insert the opposite side of the attached stretcher into the center leg and secure the center leg to the bench top using the directions in Step 1. To attach the stretcher to both the side and center legs, place a loc k washer (e) followed by a flat washer (f) onto a long Allen bolt (g) and attach as shown in illustration 3. Repeat with a second long Allen bolt and washers. Do not fully tighten the bolts.
4. Repeat steps 1, 2 and 3 for the remaining stretcher and side leg. **ONCE ALL PARTS ARE IN PLACE FULLY TIGHTEN ALL BOLTS USED IN ASSEMBLY.**
5. Grip the bench firmly at each end and turn upright. Check the bench to ensure its stability and that all attachments are secure. Assembly is complete.

CARE INSTRUCTIONS:
- Dust with a clean, soft cloth
- Avoid the use of chemicals and harsh cleaning agents
- Do not stand on the bench

Thank you for your purchase

stores | catalog | www.potterybarnkids.com
USA 1.800.290.8181


1
B
A
h
e
f
2
D
3
C
i
g
e
f
4
5

CHAPTER 4: FOOD

A. Food Vendor Requirements

I. Food Safety Quality Assurance and Certification Documents

The below tables detail food safety and/or certification documents we require from your facility. Please let us know as soon as possible, if these documents are not readily attainable or if you have questions or concerns.

FOOD SAFETY QUALITY ASSURANCE DOCUMENTATION

GFSI Certified Vendors
GFSI Certificate and report (SQF, BRC, etc.) [Required]
Food Safety Plan (at a minimum to include risk analysis, preventative controls, and flow diagram with hazard controls identified) [Required]
FDA Registration [Required]
WS Recall plan and 24-hours Contact list [Required] SEE DOCUMENT HERE
Non- GFSI Certified Vendors
FDA registration [Required]
WS Recall plan and 24-hours Contact list [Required] SEE DOCUMENT HERE
Food Safety Plan (at a minimum to include risk analysis, preventative controls, and flow diagram with hazard controls identified) [Required]
WS Food Safety and Quality Assurance (FSQA) Survey [Required] SEE DOCUMENT HERE
Good Manufacturing Practices [Optional]

Facility/Ingredient Certification (AS APPLICABLE)
USDA Organic*
Gluten-Free*
Kosher*
Sustainable Palm Oil Validation
**Certification listings must be current for Williams Sonoma branded products by launch*

II. Williams Sonoma Food Ingredient Quality Standards

Please take note of the William Sonoma Food Ingredient Quality Standards detailing ingredient qualities for product development. SEE DOCUMENT HERE.

III. FDA Bioterrorism Act Food Facility Registration Form (Food Vendors ONLY)

Vendors are required to fill out and return a FDA Bioterrorism Act Food Facility Registration Form. Note the following:

1. Completion of the registration form is required under the Public Health Security and Bioterrorism Preparedness and Response Act (Bioterrorism Act) by all facilities manufacturing, processing, packing or holding food/beverages.

2. A registration number will be issued by the FDA which must be included on the Prior Notice (refer to Chapter 10: Customs Requirements of the International Shipment manual)

3. Forms must be sent to the FDA prior to any import or selling activities to WSI.

4. WSI will not conduct business with those Vendors who are not registered until the FDA issues them a registration number.

5. Please fill out and submit the form electronically at: http://www.fda.gov/Food/GuidanceRegulation/FoodFacilityRegistration/ucm073725.htm

IV. Food Information Sheet

This form can be found in the "Related document" link next to this manual or by clicking here.

V. Product Information Form (PI Form)

This form must be filled out by Vendor and returned to the Product Information Team at wsproductresponse@wsgc.com. The form requests information about the product including accurate ingredients, nutritional information in FDA-required format, any possible allergens associated with the product, whether or not the product is kosher, organic, product care instructions, and additional information. This form can be found in the "Related document" link next to this manual or by clicking here for sweet and savory foods, or by clicking here for perishable foods. Ingredient listing and nutritional information should be in compliance with FDA and CFIA laws and guidance. Please refer to the following websites:

FDA Food Labeling Guide:

https://www.fda.gov/food/guidanceregulation/guidancedocumentsregulatoryinformation/labelingnutrition/ucm2006828.htm

Canadian Food Inspection Agency (CFIA):

http://inspection.gc.ca/food/labelling/food-labelling-for-industry/eng/1383607266489/1383607344939

VI. Anti-dumping Form

Currently vendors who produce certain pasta in Italy are required to submit an Anti-Dumping Form. WSI will contact Agent/Vendor for this product type as required. This form can be found in the "Related document" link next to this manual or by clicking here.

VII. Low Acid Canned/Acidified Foods

Low-acid and acidified foods require the following to be on file with FDA:

1. Food Canning Establishment number and/or
2. Scheduled Process

Copies must be sent to WSI Customs prior to import. For guidance on submitting Form FDA 2541f, or Form FDA 2541g please see: FDA Guidance Form 2541f and 2541g

Low-Acid Canned Foods

A low-acid canned food has the following characteristics:

1. Equilibrium pH value greater than 4.6 and water activity greater than 0.85.
2. Sealed in a hermetic (air-tight) container (i.e., secure against the entry of microorganisms).
3. Receives a heat treatment for the purpose of achieving commercial sterility.
4. Normally stored and distributed under non-refrigerated conditions

Low-acid canned foods are products like green beans, mushrooms, and tuna fish. They are packaged in hermetically sealed containers, have a pH greater than 4.6 and a water activity greater than 0.85.

Acidified foods are low-acid foods to which acid is added to reduce the pH to 4.6 or below.

Acidified Foods

An acidified food is a low-acid food to which acid(s) or acid food(s) are added for the purpose of reducing the pH to a finished equilibrium pH of 4.6 or below. It has a water activity greater than 0.85 and is stored and distributed under non-refrigerated conditions.

All commercial acidified and low-acid canned food processors located in the United States and all processors in other countries who process acidified or low-acid canned food products for export to the United States must register**. Importers, wholesalers, distributors, brokers, etc. are excluded from the requirement to register.** However, they must ensure that processing firms they represent comply with all the applicable regulations.

Some examples of acidified foods are pickles, pimientos, and marinated artichokes. Acidified foods must also have a water activity greater than 0.85 to be included under the regulations.

FDA recommends that you fully inform yourself of the regulations for low-acid canned foods and acidified foods. If you are unsure if the product is low acid or acidified, contact the processing establishment. It has the technical information and should be able to tell you.
http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/AcidifiedLACF/default.htm

Instructions for online processing:
http://www.fda.gov/Food/GuidanceRegulation/FoodFacilityRegistration/AcidifiedLACFRegistration/ucm2007437.htm

Website for FDA forms:
http://www.fda.gov/Food/GuidanceRegulation/FoodFacilityRegistration/AcidifiedLACFRegistration/ucm2007436.htm

VIII. HACCP

HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical (including radiological), and physical hazards from raw material production, procurement and handling, to manufacturing, distribution and consumption of the finished product. (FDA).

Juices and Seafood product require a HACCP plan prior to import. Please see below link for more details.
http://www.fda.gov/Food/GuidanceRegulation/HACCP/default.htm

HACCP (FDA):

- Focuses on identifying and preventing hazards from contaminating food
- Places responsibility for ensuring food safety appropriately on the food manufacturer or distributor

Guidance for Seafood HACCP:
http://www.fda.gov/Food/GuidanceRegulation/HACCP/ucm2006764.htm

Guidance for Juice HACCP:
http://www.fda.gov/Food/GuidanceRegulation/HACCP/ucm2006803.htm

IX. Allergens

Allergens must be clearly indicated in a separate statement following the ingredient list e.g.: “Contains wheat, chestnuts, milk, eggs. This product is prepared and packaged using machines that may come in contact with nuts”

X. Fresh Produce

Please consult the FDA website regarding the use of the word “fresh” in the ingredient list:
http://www.accessdata.fda.gov/scripts/cdrh/cfdocs/cfcfr/cfrsearch.cfm?fr=101.95

XI. Fumigated Products

All foods requiring fumigation (eg: dried lentils) cannot be imported into the U.S. already packaged but in bulk only as by law they must be fumigated and repacked in U.S. territory. Fumigation in any other territory outside the U.S. is not valid.

XII. Recall/Withdrawal

All suppliers of food products are required to have a recall and withdrawal program/procedure in place and must test their program at least annually.

XIII. 3rd Party Certifications

All applicable certifications (Kosher, Gluten-free, etc.) and audit reports must be provided to WSI and resubmitted upon expiration.

XIV. Product Labeling

Vendors must review Chapter 5F: Product Labeling for a general overview of WSI requirements.

All food items entering Canada require mandatory label information to be in bilingual English/French, which include the identity or name of the product, ingredient list, allergen information, and nutrition information.

XV. Best Before Tickets for Food Product

All food products, with the exception of salts, vinegars, honey, sugar/decos, and hard candy, must include a ‘Best Before’ date specifying when a food item expires. This may be a stamp, sticker, impression or ink jet printing produced by Vendor and applied to the outside container of the food product. WS requires a shelf life of at least 6 months for Seasonal Food and at least 18 months for Core Food unless otherwise agreed to with a vendor.

Williams-Sonoma, Inc

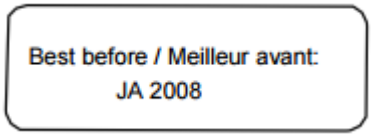
Please see the following guidelines.

Best Before Code & Format:

Each food product must detail Best before End dates per the following format:

Best Before / Meilleur Avant: International Month Symbol + Year

Below is an example of an item expiring in January 2008:



International Month symbol:

The following is a list of international month symbol:

JA – January	AL – April	JL - July	OC – October
FE – February	MA– May	AU - August	NO - November
MR – March	JN – June	SE - September	DE – December

Placement

The Best Before information should usually be placed on the back or the side of the item. It should not be placed on the front of the item. All Vendors must consult their Buyer/Agent to determine the exact location of the Best Before information. The Best Before information is in addition to the WSI price/SKU ticket placed on the product.

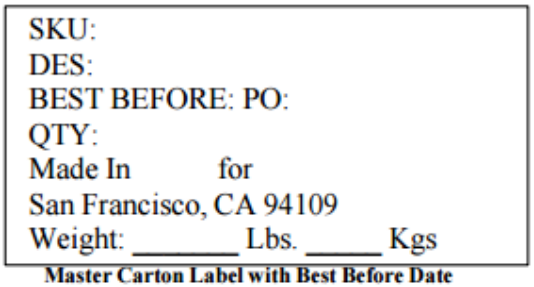
Avery Best Before stickers

WSI requires Best Before tickets (1"x 1.25" in size). These can be ordered either through Fineline's or Avery Dennison's online ticket ordering website. Ordering forms link. Ordering guide link. Product guide link.

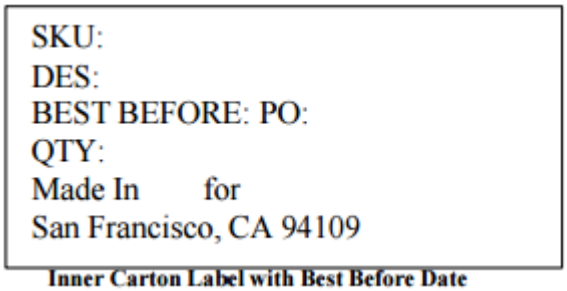
XVI. Carton Labeling

Please refer to Chapter 7D: Carton Labeling for carton labeling direction.

Vendors on EDI will be required to utilize the new UCC128 labeling format.
Best Before Date is required on all master cartons and inner cartons for shelf-life sensitive items, i.e., food product
Vendors should include the Best Before Date on the master carton label or affix a secondary sticker (below the master carton label) with the Best Before Date.



Master Carton Label with Best Before Date



Inner Carton Label with Best Before Date

XVII. Additional Carton Labeling

Please refer to Chapter 7D: Carton Labeling for any additional carton labeling information such as “Cold Room” labels.

XVIII. Samples

Food samples must include the Vendor’s and/or manufacturer’s FDA issued registration number under the Bioterrorism Act on the commercial invoice. Samples from unregistered Vendors will not be accepted by UPS or WSI.

B. Australia Food Requirements (to ship food products directly to Australia)

I. Labeling Requirements

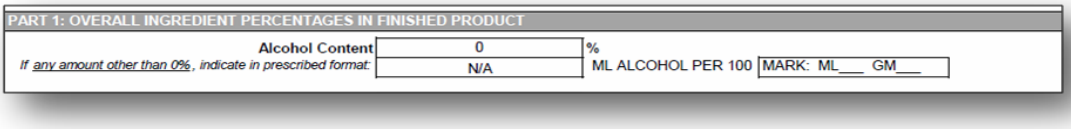
In order for Williams-Sonoma to fulfill the Food Standards Australia New Zealand’s (FSANZ) requirements for the import and sale of food items in Australia, vendors must complete two documents in full for each SKU: The Product Fact Form and the Manufacturer’s Declaration. **Before you begin filling out the Australian paperwork, please check with Elinor Floyd (efloyd1@wsgc.com) to ensure product has been selected for the Australian assortment.**

1. **Product Facts Form: AUS Information**
   This form includes all necessary information to create an Australian cover up label. Please be sure to complete the following:

   a. Vendor Name, Product Name, and SKU



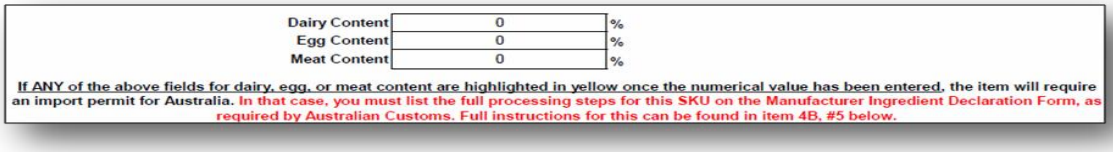
   b. Percentage composition of alcohol



Percentage composition of alcohol in food – labeling requirements

Percentage Composition	Location	Required Format
x > 1.15%	After Ingredient List	Contains x mL alcohol per 100g/mL

   c. Percentage composition of meat, dairy and egg

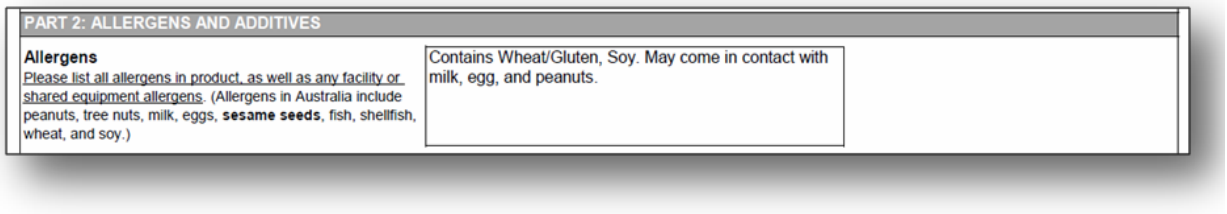


While dairy, meat, and egg are the three primary ingredient categories that may require an import permit, there are other ingredients and/or products that also have specified import requirements. These additional requirements include but are not limited to a) an import permit, b) official export certificates, or c) the inability to import goods into the country. A partial list of risk products and ingredients is included below. Please email Elinor Floyd(efloyd1@wsgc.com) with any questions.

Ingredient	Customs Requirement
Chicken, Lamb, Pork, Beef [1]	Meat < 5%, no permit required Meat > 5%, permit required Additional export certification may be needed
Egg	Egg < 10%, no permit required Egg > 10%, permit required Egg >/= 20%, not allowed in Australia
Dairy	Dairy by dry weight < 10%, no permit required Dairy by dry weight >/= 10%, permit required [2] Additional export certification may be needed
Popcorn	Popping corn for human consumption requires an import permit
Peppercorns	Pink peppercorns require an import permit
Lentils	Some varieties of lentils may require an import permit

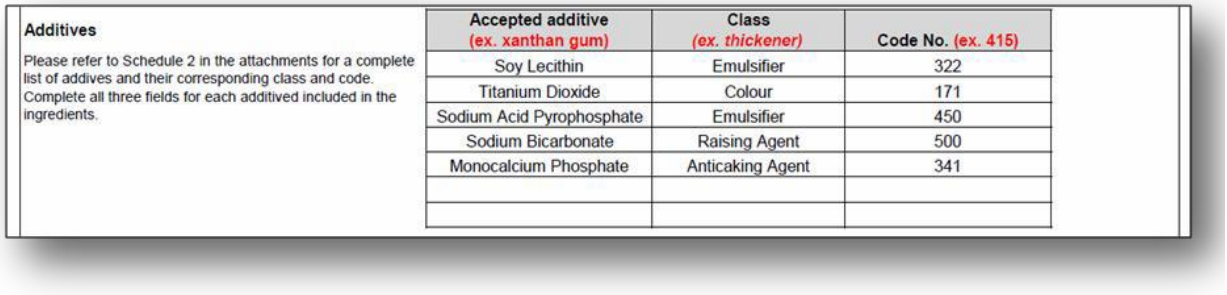
1. *Beef coming from the US has satisfactory BSE risk. This may differ for beef from other countries.*
2. *Solid chocolate with dairy sub-ingredients may be exempt from this requirement.*

Allergens- Allergen list, including facility allergens: Please note Australia specific allergen listing requirements here: https://www.foodstandards.gov.au/business/labelling/allergen-labelling



PART 2: ALLERGENS AND ADDITIVES	
Allergens Please list all allergens in product, as well as any facility or shared equipment allergens. (Allergens in Australia include peanuts, tree nuts, milk, eggs, **sesame seeds**, fish, shellfish, wheat, and soy.)	Contains Wheat/Gluten, Soy. May come in contact with milk, egg, and peanuts.

Additives with their corresponding classes and codes



Additives	Accepted additive (ex. xanthan gum)	Class (ex. thickener)	Code No. (ex. 415)
Please refer to Schedule 2 in the attachments for a complete list of addives and their corresponding class and code. Complete all three fields for each additived included in the ingredients.	Soy Lecithin	Emulsifier	322
	Titanium Dioxide	Colour	171
	Sodium Acid Pyrophosphate	Emulsifier	450
	Sodium Bicarbonate	Raising Agent	500
	Monocalcium Phosphate	Anticaking Agent	341

Helpful References

Standard 1.3.1 (http://www.comlaw.gov.au/Details/F2013C00984) of the Food Standards Code provides detailed information about permitted additives for food products in Australia. It includes five schedules:

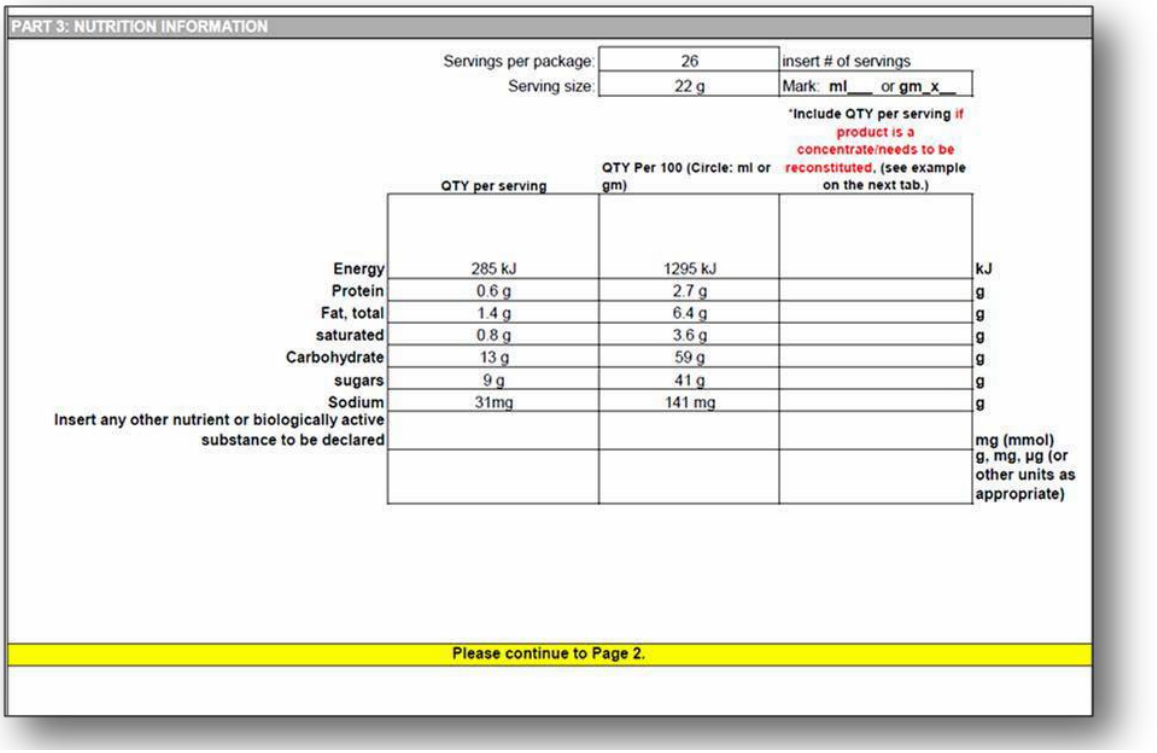
- Schedule 1 Complete list of accepted additives with their corresponding class and code.
- Schedules 2 and 3 Complete list of permitted additives with their corresponding class and code. * These additives are permitted provided that they are in accordance with general manufacturing practices (GMP)

specified in Schedule 1.

- Schedule 4 Colors permitted to maximum levels expressed in mg/kg or mg/L; except where expressly prohibited in Schedule 1.
- Schedule 5 Describes the technological functions performed by food additives

For full regulations by FSANZ, please refer to their website here.
http://www.foodstandards.gov.au/Pages/default.aspx

d. Nutrition Information – for a standard serving size and for a 100g/ml serving size



PART 3: NUTRITION INFORMATION

Servings per package:		26	insert # of servings	
Serving size:		22 g	Mark: ml___ or gm_x__	
	QTY per serving	QTY Per 100 (Circle: ml or gm)	*Include QTY per serving if product is a concentrate/needs to be reconstituted. (see example on the next tab.)	
Energy	285 kJ	1295 kJ		kJ
Protein	0.6 g	2.7 g		g
Fat, total	1.4 g	6.4 g		g
saturated	0.8 g	3.6 g		g
Carbohydrate	13 g	59 g		g
sugars	9 g	41 g		g
Sodium	31mg	141 mg		g
Insert any other nutrient or biologically active substance to be declared				mg (mmol) g, mg, µg (or other units as appropriate)

Please continue to Page 2.

- Please note:
  - Energy must be provided in **kilojoules**, not nutritional calories.
  - Please include quantities if product needs to be reconstituted (i.e. soup starter, or other types of concentrates)
    - *Extra detail is required in the Nutrition Facts for Olive Oil: trans-fat, monounsaturated fat, and polyunsaturated fat amounts per serving and per 100ml must be included for Australia*

2. Manufacturer Ingredient Declaration

a. This information must be on the manufacturer's company letterhead and signed by a company representative.
b. The Manufacturer Declaration in its entirety will only be used for customs purposes, and only characterizing ingredients will be used for the Australian label.
c. Williams-Sonoma understands that the ingredient composition is proprietary information and this will be treated as strictly confidential.

Below are definitions of the key items on the Declaration:

1. Company letterhead
2. Product Name, SKU, & Lot Code (Lot Code & Expiration Date are to be included on declaration

based on the PO# being shipped)

3. Statement that the end of use of the food product is for Human Consumption
4. If product contains meat, egg, or dairy, state percentage total in the product
5. US Ingredient List
6. Australian Ingredient List, including all sub-ingredients & proper additive classes and codes
    a. List ingredients in order of ingoing weight – from highest to lowest
    b. Include sub-components of an ingredient
        - **IF** the ingredient with sub-components makes up 5% or more of the total product
        - **ALWAYS** when there are sub-ingredients that are considered allergens (i.e. soy lecithin or milk solids in chocolate), regardless of main ingredient %
    c. Include additives
    d. Ingredient Percentages Breakdown – this is an absolute requirement for Australian customs. They will need all ingredients composing the product to be listed and percentages must amount to 100%. Declarations must be submitted for products comprised of 100% of one ingredient as well (for example – olive oil, honey, salt).
7. Full processing steps **ONLY** if the product requires a permit. **Items to include**:
    a. Country of origin of meat/dairy/egg ingredient(s)
    b. Country/countries of processing and heat treatment(s) of the meat/dairy/egg product
    c. Type of product (Example: Beef stock, pork pieces, butter, egg white powder, etc.)
    d. Manufacturer's flow chart outlining the production process. This must include the basic steps in the manufacture of the product (in order of occurrence) as well as any key processing steps.
    e. Please provide the heat treatment* applied to the product
        - Note: please ensure you provide the core temperature* reached and the time it was maintained during production.
    f. Packaging details, (e.g. Can, retort pouch, vacuum bag, hermetically sealed container etc.), including times and temperatures applied to the packaging.
        - The core temperature refers to the temperature achieved in the center of the product during cooking or sterilization. This is usually determined during the sterilization process by inserting a probe into the center of a test sample. In order for permit applications to be considered by AUS customs, overseas manufacturers must be able to measure the core temperature achieved in the product as well as the amount of time the core temperature was maintained.
8. Signature by company representative and dated within the last 6 months prior to export.

3. Cover-Up Labels

a. All food products going to Australia will need cover up labels ordered from the below printer once you receive a Purchase Order:

    Essence Printing, Inc.
    270 Oyster Point Boulevard
    South San Francisco, CA 94080 650.952.2476
    www.essenceprinting.com

b. Please use this link to access your account:
http://marcomcentral.app.pti.com/essenceprinting/wsi
    - User ID: WSI (vendor#) [ex…WSI1234]
    - Password: wsivendor (password will need to be updated once logged in for the first time)
    - Search by SKU # & place order
    - Detailed instructions shown on homepage of website, after login.

c. Cover up labels should be applied over the US Nutritional Panel and Ingredients making sure the Lot Code/Best By Date/ Country of Origin are not covered.

II. Custom Requirements

1. **Basic Requirements (Mandatory for all shipments)**
    a. Manufacturer Declaration
    b. Lot Code- When prompted by WSI Customs vendor adds lot codes to final Mfg. Declaration.
    c. Producer Code - WSI Customs provides Producer code and Shipment ID number to the vendor and vendor adds to final Mfg. Declaration
    d. Shipment Identifier number- WSI Customs provides Producer code and Shipment ID number to the vendor and vendor adds to final Mfg. Declaration

    (May be required)

    a. Permit
    b. Processing Steps of product

2. **Three Step Process**
    a. STEP 1:
        i. Vendor's product is chosen for international assortment
        ii. Vendor is asked for preliminary manufacturer declaration
    b. STEP 2:
        i. WSI Global Team evaluates all manufacturer declarations
        ii. If a permit is required WSI Global Team will contact vendor for additional info
    c. STEP 3:
        i. Once product is ready to ship, WSI Customs will provide shipment ID # and Producer code to vendor
        ii. Vendor add shipment ID#, Producer code & lot codes on original mfg. declaration and sends back to WSI Customs

III. Foreign Supplier Verification Program

All foreign suppliers of food products must adhere to the FDA's Foreign Supplier Verification Program by providing all applicable documents, such as the sites Food Safety/HACCP Plan, Risk Assessments, and 3rd party and/or government audit reports for each product.

IV. Purchase Orders

1. Purchase Orders for International will be distributed in the same GTNexus process.
2. All international PO's will be written from the Williams-Sonoma Singapore office. See examples below.
    a. Australia PO's will have the header "Williams-Sonoma Singapore, Pte Ltd"
    b. Company Owned: Australia = **SYD**
    c. Each additional location WSI opens will have different code (e.g. Kuwait = ALS, Mexico = Liverpool, South Korea=HYU)
3. Vendors must identify location using "**Location" on the purchase order**.
    a. PO Header "Singapore" does NOT indicate which international location the PO is designated
4. **Ship-to locations and processes are different for franchise and Australia**.
5. Please contact the buyer listed on the PO or WSI Transportation teams to get detailed shipping instructions. Please always indicate location (e.g. Australia).

SAMPLE PO (Australia):

LAST UPDATED DATE	07/04/2013 12:30:00 PM	Williams-Sonoma - Australia	PAGE:	1 of 1
ORDER NUMBER:	30001376WSR	WILLIAMS-SONOMA SINGAPORE PTE. LTD.		
DEPT NUMBER:	108			
DEPT NAME:	WS SAVORY FOOD		ENTRY DATE:	06/07/2013
BUYER NAME:	Chong		SHIP DATE:	07/15/2013
VENDOR:	2702		CANCEL DATE:	07/22/2013
VENDOR NAME:	AUSTRALIAN BUSH SPICES			
VENDOR ADDRESS:	42 MARTINS LANE WEST KNOCKROW		LADING PORT:	AUSYD
			LADING DESCRIPTION:	Sydney
LOCATION:	SYD		FREIGHT TERMS DESCRIPTION:	Free On Board
LOCATION ADDRESS:	23 Wonderland Drive Eastern Creek, 2766, AU		CURRENCY CODE:	USD
AGENT NAME:	No Agent - Foreign			
PAYMENT TERMS:	30 Due Wire Transfer		SHIP VIA	Truck
VENDOR NOTES:	AUS FA13 CORE			

SKU NUMBER	SKU DESCRIPTION	VPN	INVOICE DESCRIPTION	HTS	COUNTRY OF ORIGIN	ETA DATE	UNIT COST	UNIT RETAIL	MC	DL	UNITS ORDERED	TOTAL LINE COST
50000001	Australian Bush Spice - Seafood	None				07/25/2013	5.90	9.95	1	12	24	141.60
50000010	Australian Bush Spice - Green Salad	None				07/25/2013	5.90	9.95	1	12	24	141.60
50000020	Australian Bush Spice - Red Meat	None				07/25/2013	5.90	9.95	1	12	24	141.60
50000030	Australian Bush Spice - White Meat	None				07/25/2013	5.90	9.95	1	12	24	141.60
TOTAL FOR ORDER											96	566.40

By clicking on the Accept link provided in this electronic mail, I represent, warrant, attest and agree that
(1) I am authorized to enter into this Purchase Order and
(2) I understand that my acceptance carries the same legal effect and enforceability as my handwritten signature.
(3) In addition to the terms of this Agreement and the purchase order, Vendor agrees to the terms of WSI's/WSSPL's Code of Conduct and the WSI/WSSPL Vendor Compliance Manual.

V. Invoices

1. Vendors must invoice WSSPL POs separately from regular WSI POs. WSSPL PO invoices billed to Williams-Sonoma, Inc. will need to be re-invoiced to be considered for payment.
2. All vendors must send Australia invoices and required documents to:

   Williams-Sonoma Singapore Pte. Ltd.
   Attn: Foreign Payables
   18 Tai Seng Street #07-07
   18 Tai Seng
   Singapore 539775

   OR

   via email to RCarnell@WSGC.com

3. In the email subject line include vendor name and invoice number.
4. A confirmation email will not be sent when invoices are emailed. It is recommended that vendors set email programs (e.g., Microsoft Outlook) to request a confirmation receipt if one is needed.
5. Invoices not received within 90 days will not be considered for payment.

VI. Payment

1. Payment terms - the terms under which WSI / WSSPL expects payment for the PO
2. Vendors will be paid by WSSPL via Wire Transfer (TT) to avoid additional L/C fees and processing time.
3. Vendors must provide WSSPL with wire transfer banking information. Email information to merchvendorsetup@wsgc.com.

VII. Product Labeling

For complete ordering instructions please read the SKU Ticket Ordering Guide: Australia

Vendors should order ticket type WSI-0912 (Basic Adhesive Ticket which includes AUD Price) for any Retail PO shipping to **Australia**.

For any vendor that is printing label in-house, please ensure to print bar code label with the AUD Retail price.

VIII. Master Carton Labeling Procedures

Carton labeling requirements must be labeled as per the Food Vendor Requirements.

IX. Transportation

1. **High-Level Product Flow**
    a. WSSPL writes one purchase order per brand
    b. Product ships to WSI consolidation in CA and loaded onto ocean container or shipped via air to Sydney, Australia
    c. Shipments include WS, PB, PBK, and WE brands
    d. All shipments to consolidation warehouse require packing list and BOL (TL/LTL only)
    e. All UPS parcel direct to Australia shipments will require commercial invoice via Ship Exec portal

2. **Booking**
    a. **Domestic**
    WSI requires that all collect PO's are routed through the Manhattan website. From there, our Domestic Transportation department assigns a WSI contracted carrier to haul the orders. The only exception is when the PO's are under 150 lbs and ship via UPS ground. Please refer to the Routing Guide for detailed instructions for using the system.
    http://www.williams-sonomainc.com/corpimgs/i/201648/0001/images/pdf/vendor-compliance-manuals/CH08A_Domestic_Transportation_Routing_Guide.pdf
        i. Build the shipment in the Manhattan system and WSI Transportation will route it to the proper destination.
        ii. Two weeks prior to the ship window, send cargo manifest request to wsi.imp.us@lns.com & DomesticLogistics@wsgc.com with the manifest/packing list attached, BOL# & PO# must be in email title.
        iii. Damco will then validate the cargo manifest/packing list, Damco will reply with an approval if manifest/packing list is correct and accepted.

    b. **International**
    For orders coming from international destinations, please use the email address provided on the WSI Origin Contact List which is broken out by country.

3. **Shipping Options**
    a. **Shipping – LTL (less than truckload) / TL (truckload) – Collect**
        i. WSI Transportation will communicate the date / time of the pick-up to the vendor
        ii. Nominated WSI carrier will pick-up shipment from vendor location
        iii. WSI will route the cargo to the Carson, CA consolidator warehouse:
            Tricap (c/o WSI)
            20500 Alameda St.
            Carson CA, 90810
        iv. Vendor will email packing list to Tricap (KRios@thetrianglegroup.com) the day the shipment is picked-up from vendor location
        v. Damco will create the commercial invoice and packing list for the outbound shipments from Tricap to Sydney

vi. WSI Customs will contact vendor for Manufacturer Declarations, Lot codes (food) and other information as applicable
vii. Tricap will deliver consolidated container to port of LA/LB to be loaded on vessel
viii. If WSI determines need to air freight, cargo will be picked-up by air forwarder from the consolidator instead of being loaded onto ocean container

b. Shipping – LTL (less than truckload) / TL (truckload) – Prepay

i. Vendor coordinates pick-up and delivery of the shipment with their carrier to the Carson, CA consolidator warehouse:
Tricap (c/o WSI)
20500 Alameda St.
Carson CA, 90810
ii. Vendor is responsible for the carrier delivering on the date and time documented on the booking request
iii. Vendor will email packing list to Tricap (KRios@thetrianglegroup.com) the day the shipment is picked-up from vendor location
iv. Damco will create the commercial invoice and packing list for the outbound shipments from Tricap to Sydney
v. WSI Customs will contact vendor for Manufacturer Declarations, Lot codes (food) and other information as applicable
vi. Tricap will deliver consolidated container to port of LA/LB to be loaded on vessel
vii. If WSI determines need to air freight, cargo will be picked-up by air forwarder from the consolidator instead of being loaded onto ocean container

c. Shipping – UPS to CA Consolidation

i. WSI Transportation will provide vendor UPS account # to use
ii. Vendor can utilize their standard UPS ship method (UPS.com, Worldship, 1-800-PICK-UPS, etc.)
iii. Vendor is to select “3rd party bill” ship mode and use UPS account name “Vendor to DC”
iv. Do not mark prepaid or collect
v. For the UPS account billing address use:
4300 Concorde Rd.
Memphis, TN 38118
vi. Package(s) should be shipped to:
vii. Vendor will email packing list to Tricap (KRios@thetrianglegroup.com) the day the shipment is picked-up from vendor location
viii. Damco will create the commercial invoice and packing list for the outbound shipments from Tricap to Sydney
ix. WSI Customs will contact vendor for Manufacturer Declarations, Lot codes (food) and other information as applicable
x. Tricap will deliver consolidated container to port of LA/LB to be loaded on vessel
xi. If WSI determines need to air freight, cargo will be picked-up by air forwarder from the consolidator instead of being loaded onto ocean container

d. Shipping – UPS Direct to Sydney

i. If WSI Transportation determines to send direct to Australia via UPS, vendor will need to contact Ship Exec Global Setup at CVSglobalsetup@wsgc.com get set-up for the UPS Ship Exec process
ii. WSI Ship Exec Setup Team will send UPS- Ship Exec set-up form to vendor to complete
iii. Upon returning completed form, vendor will receive a user ID to use to access the UPS – Ship Exec portal per the Ship Exec shipping instructions.
iv. The ship to code for Sydney, Australia is” Sydney – E” which will provide a 4-5 days’ transit

v. If WSI brand buyer authorizes premium service, the ship to code for Sydney, Australia is “Sydney – S” which will provide a 2-3 days’ transit
vi. If the total shipment weight is greater than 150 pounds, it must be split into smaller shipments that are less than 150 pounds each. These smaller shipments can be sent out simultaneously, but it is very important that each individual shipment does not go above the 150lb. threshold. This is the only way UPS can guarantee a 4-5 days’ transit window.
vii. Vendor will complete the shipping invoice in UPS’s Ship Exec Portal using the description, costs, and HTS code found on the purchase order. If the HTS code is missing, contact efloyd1@wsgc.com. This will be the standard mode for all chocolate shipments.
viii. Delivery Address: 6 Milner Avenue, Horsley Park, NSW 2175, Australia
ix. Contact: Chris Anderson
x. Contact Email: Canderson2@wsgc.com
xi. Contact Phone Number: (02) 9677 3398
xii. Shipments do not need to be insured

e. Shipping – Full Container (not likely)

i. For Full Container Load (FCL) shipments, WSI Transportation will coordinate with vendor to load ocean container at vendor location
ii. Ocean carrier booking and communication will be handled by WSI Transportation and/or Damco
iii. WSI trucker will drop container at vendor to be loaded by vendor within the specified time
iv. Vendor is responsible for creating the commercial invoice and packing list and is to email to Damco upon completion
v. Damco will forward vendor documents to WSI’s customs broker and create shipping instructions for WSI’s ocean carrier
vi. WSI Transportation and/or Damco will ensure container is trucked or railed to port for vessel loading

General Contacts

a. Contact WSI Domestic Transportation with any booking or shipping questions or issues: domesticlogistics@wsgc.com

b. Contact WSI Customs: customs_classification@wsgc.comwith questions regarding Lot codes, Producer codes or manufacturing declarations. For all other food related issues please contact efloyd1@wsgc.com.

Questions?

E-mail Elinor Floyd, efloyd1@wsgc.com.

CHAPTER 5A: PRODUCT SAMPLES

Overview

Sampling agreements and quantities are to be determined between WSI and the Vendor. All samples are to be provided by the Vendor free of charge. The Vendor pays for all sample freight.

C. Sample Process Summary

1. WSI and the Vendor are to agree on the number of needed samples prior to the onset of sampling.

2. WSI prefers that all sample costs are included in the cost of goods. WSI Buyers / Sourcing Associates may agree to pay for samples separately if final product cost would be impacted significantly. If WSI pays for samples separately, the Vendor **must** either:
    - Receive an official WSI purchase order so samples invoices can be reconciled and paid by WSI, or
    - Send samples invoices directly to the WSI Buyer / Sourcing Associate so they can be properly approved, coded and submitted to WSI Accounts Payables

3. All samples must be tagged with the completed WSI Sample Tag found in the "Related document" link next to this manual.
    - Please use specific color-coded tags:
        - Blue: Development Sample
        - Red: Approved/Final Product Sample
        - White: Photo Sample

D. Sample Shipment Instructions (only,if applicable)

In event that samples are despatched or dropshipped from a foreign country (outside of US) to Williams Sonoma Inc, US, please refer to:

International Shipment Manual, Chapter 05A, Product Samples:
B. Sample Shipment Instructions
C. U.S. Customs Procedures for Samples
D. Return of Requested Samples from WSI to Origin Agent/Vendor

Questions?

E-mail Supply Chain Operations at vendorcompliance@wsgc.com

SAMPLES THAT MAY BE REQUIRED

SAMPLE REQUIRED FOR	PURPOSE	WHEN NEEDED
INSPIRATION SAMPLES	For inspiration / future season development.	Prior to season development.
DEVELOPMENT / APPROVAL SAMPLES	For design and product approval. Also used as a basis for price quotation. When approved, used as standard for production.	During development and approval process.
SUBSEQUENT APPROVAL SAMPLES	Same purpose as development/approval sample.	Only required if original approval sample is not approved.
PERSONALIZATION SAMPLES	To test monogramming, engraving, etc. before purchase.	During the development and approval process.
VISUAL PACKAGING SAMPLES	For brand packaging design and approval.	As soon as packaging material is available but prior to packaging merchandise.
COUNTER SAMPLES (FIRST OF PRODUCTION) * Textiles and Metal Items Only	To ensure production is correct in terms of design, quality and construction.	As soon as actual production materials are available to make samples prior to starting production.
HOME TEST SAMPLE * Textiles Only	For WSI's test laboratory for testing wash care under home laundering conditions.	As soon as possible after order placement.
PACKAGING TESTING SAMPLES	For WSI to evaluate quality and size of all protective packaging.	Prior to order placement.
PRODUCT TESTING SAMPLES	For WSI's test laboratory for testing on performance of the materials, construction, functionality and safety in accordance with WSI standards and government requirements.	As soon as possible after order placement.
FIT SAMPLES	To verify proper fit for merchandise that must fit an object or human body in a particular way.	Seven days after placement of order on merchandise.
PRE-CLASS SAMPLES	For WSI's Customs Department to obtain U.S. Customs binding rulings on harmonized code and quota category.	Only necessary when requested. Needed immediately after order placement.
TRAINING SAMPLES	Internal training to WSI customer service representatives.	Prior to the product being sold to the end customer.
STORE MANAGER CONFERENCE (SMC) SAMPLES	Store training and education on WSI merchandise.	Prior to the yearly store conference.
PHOTO / ADVERTISING SAMPLES	For catalog photo shoots or advertising needs.	To be specified by WSI Buyers.
FLOOR SET SAMPLES (VISUAL SAMPLES)	For store layout and review. Note: floor set samples are not considered 'samples' as they are sold to the end customer after store layout and review.	To be specified by WSI Buyers.
TOP OF PRODUCTION (TOP) SAMPLES	To ensure that production is correct in terms of design, quality and construction.	Upon completion of first production piece.
REJECTED SHIPMENT SAMPLES	To review problems / issues after product inspection.	Immediately after product inspection is completed.

CHAPTER 5B PRODUCT TESTING

OVERVIEW

The Product Testing chapter is published to align the understanding and implementation of the Williams-Sonoma, Inc. (WSI) Quality Assurance Product Testing Program and Requirements by all offices, agents, vendors and testing laboratories.

This Guideline is part of the WSI's Vendor Compliance Manual (VCM). Login details as the following:
http://www.williams-sonomainc.com/Vendor_Compliance

Username: wsivendor
Password: ownthehome

The following chapters should also be used together for product compliance testing requirements:

- Chapter 5C Softlines
- Chapter 5F Product Labeling

This chapter contains the following Sections and Supplements:

Section I: Product Compliance Requirements

A. WSI Core Markets

A. International Markets

Section II: Product Testing Program (Core Markets)

A. QA Approvals and Communications
B. Test Sample Submission
C. Product Testing Phases
D. Test Plan and Test Levels
E. Test Exemptions
F. Test Report Disposition
G. Test Fail Waiver

Section III: Supplier Quality Assurance

A. Quality Management System
B. High Risk Product Categories
C. High Risk Chemicals and Substances

Supplements:

1. Access to Approved Test Labs Information
2. Fail Product Retest Procedure
3. Requesting Waivers of Non-Regulatory Lab Test Failures
4. Sample Test Grouping Form
5. Technical Limitation Form
6. Declaration Letter or Certificate of Compliance

As the Regulatory Standards of importing countries change from time to time, WSI will update the content and information in this Guideline for user reference, keeping printed copies of this procedure is NOT

Williams-Sonoma, Inc

RECOMMENDED.

SECTION I: PRODUCT COMPLIANCE REQUIREMENTS

The purpose of product testing is to ensure that Williams-Sonoma, Inc. (WSI) products meet global / regional regulatory and safety requirements as well as WSI reliability and performance standards. This process:

- Ensures that Compliance documentation for global / regional government regulations are on file.
- Validates the accuracy and adequacy of labeling, instruction or warnings for the product.
- Eliminates potential safety hazards by testing evaluation according to regulatory standards and methods.
- Verifies product design against any product-specific claims made to the customer.
- Predicts if the product will perform satisfactorily as it is designed or constructed.

A. WSI Core Markets

All WSI products are tested to the Global or Regional (US, Canada, Australia, UK, and Korea) standards, plus WSI Quality and Reliability requirements for distribution freely among these core markets.

The following list are the WSI approved third party Testing Laboratories:

Bureau Veritas Consumer Products Services (BV)
Intertek Testing Services (ITS)
Eurofins Modern Testing Services (Eurofins MTS)
SGS Testing Services (SGS)
Underwriters Laboratories (UL)
Guardian Independent Certification (GIC)
Department Of Science And Technology Regional VII (DOST7)
TUV SUD PSB Pte Ltd (TUV SUD)
TUV Rheinland Group (TUV Rheinland)

For inquiries on other testing partners on specific projects and regions, contact WSIQA@wsgc.com.

The full set of WSI approved Test Protocols are being managed by WSI QA Singapore accessible in the weblink below. Vendors should refer to the appropriate test protocols, the specified requirement and criteria, consult the approved Test Labs or WSI-QA Associates for product development and engineering, before third party test submission. See below:

Vendor registration for WSI Sharepoint access:
https://forms.office.com/r/DZRd15CHiq

WSI Sharepoint link to Global Testing Protocol (GTP) / Regional Testing Protocol (RTP):
https://wsiadmin2.sharepoint.com/sites/isas/main/wsgo/qa/WSI%26VENDOR/SitePages/Total%20Quality-Vendor.aspx

The following government official websites include most but not all WSI referenced regulatory standards:

- ASTM (American Society for Testing and Materials): https://www.astm.org/
- CFR (Code of Federal Regulations): https://www.ecfr.gov/cgi-bin/ECFR?page=browse
- US CPSC (Consumer Product Safety Commission): https://www.cpsc.gov/
- CPSIA (Consumer Product Safety Improvement Act of 2008): https://www.cpsc.gov/Regulations-Laws--Standards/Statutes/The-Consumer-Product-Safety-Improvement-Act
- California Legislative Codes: https://leginfo.legislature.ca.gov/faces/codes.xhtml
- California Proposition 65 restricted chemicals listing by OEHHA: https://www.p65warnings.ca.gov/ ; https://oehha.ca.gov/proposition-65/proposition-65-list
- DOE (Department of Energy) USA: https://www.energy.gov/
- ERAC (Electrical Regulatory Authorities Council): https://www.erac.gov.au/
- FCC (Federal Communications Commission): https://www.fcc.gov/

- FTC (Federal Trade Commission): https://www.ftc.gov/
- ICES (Interference-Causing Equipment Standard): https://www.ic.gc.ca/eic/site/smt-gst.nsf/eng/home
- JPMA (Juvenile Products Manufacturers Association): https://www.jpma.org/page/certification
- BIFMA (Business + Institutional Furniture Manufacturers Association): https://www.bifma.org/?page=standardsoverview
- CCPSA (Canada Consumer Product Safety Act): https://www.canada.ca/en/health-canada/services/consumer-product-safety/reports-publications/industry-professionals/canada-consumer-product-safety-act-guide.html
- Health Canada: https://www.canada.ca/en/health-canada.html
- ACCC Product Safety Australia: https://www.productsafety.gov.au/
- U.K. Standards: https://www.gov.uk/guidance/product-safety-advice-for-businesses
- EC GPSD: https://ec.europa.eu/info/business-economy-euro/product-safety-and-requirements/product-safety/product-safety-rules_en
- EU Reach: https://echa.europa.eu/regulations/reach/understanding-reach
- Guide to the Consumer Packaging and Labeling Act and Regulations: https://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/01248.html
- Country of Origin Marking: https://www.ftc.gov/enforcement/rules/rulemaking-regulatory-reform-proceedings/textile-products-identification-act-text
- U.S. Food and Drug Administration: https://www.fda.gov/regulatory-information/fda-rules-and-regulations
- U.S. Customs: https://www.cbp.gov/

B. International Markets

WSI products are distributed through different channels and partners to international markets, some markets recognize US, CAN, AUS or UK standards and automatically accept WSI existing products, may require additional testing to their unique standards and regulations, and only at specifically authorized testing organizations, labeling in different languages other than English. Please refer to Chapter 13B: Franchise Global Channel of the International Shipment Manual market product compliance requirements or contact WSIQA@wsgc.com for more information.

SECTION II: PRODUCT TESTING PROGRAM (CORE MARKETS)

A. QA Approvals and Communications

1. The WSI Product Testing Program and Test Protocols are approved by WSI QA, any revisions and updates of this testing program are communicated via VCM revisions, revisions and updates of protocols are communicated via Agent Vendor Communication General Announcement from QA. Other special implementation plans notifications are communicated via Vendor Communication emails. All WSI vendor manufacturers shall refer to this VCM or updated by respective managing offices and merchants. Exceptions should be applied to WSIQA@wsgc.com.
2. All WSI product testing procedures managed and approved by Brand merchants must reference this Product Testing Program and the approved test protocols.
3. Test Protocols developed and used by all other approved Labs shall reference the official set of WSI Test Protocols managed by WSI QA and BV.

B. Test Sample Submission

1. All samples must be submitted with a complete filled e-TRF, ECOM account registration e-TRF form and submission procedure refer to Supplement (1): Access to Approved Test Labs Information. Paper TRF can only be used where e-TRF service is unavailable. Improper use of paper TRF, incorrect or incomplete TRF information will delay submission until lab personnel assistance available.
2. All products should be tested either with WSI Global Testing Protocol (GTP) or WSI Regional Testing Protocol (RTP). The WSI Global Testing Protocol (GTP) contains mandatory and performance requirements from trusted international standard which were harmonized and adopted to assure consistent compliance to different market requirements and at the same time, to reduce duplicative regulation. The WSI Regional testing protocol (RTP), on the other hand, refers to specific country or regional mandatory and performance testing requirements.
3. Franchise order testing should be the responsibility of the franchise partners, submission for Franchise market standards under WSI Testing Program should be put ON HOLD for clarification, unless submission is under Vendor own-name testing not chargeable under WSI Testing Program. Detail reference of franchise order testing refer to VCM Chapter 12: Franchise.
4. Vendor is strongly recommended to go through below checklist to submit all components and accessories with the main product to avoid submission put on HOLD and delay testing process, any exceptions must be authorized by managing QA or Brand merchant:
    a. Referenced report number(s)
    b. Claim Certificate or Reports
    c. Test Exemption documents
    d. Assembly Instruction
    e. Declaration of Compliance (DOC/COC) letters
    f. Labeling / approved artwork
    g. Shelf-packaging (if any)
    h. WSI Client approval emails (if applicable)
    i. Grouping Test Form
    j. Technical Limitation Form

5. Lab testing are normally invoiced to vendor account, submissions chargeable to WSI account must be accompanied with written authorization by a WSI Associate containing information, a) name and email of WSI approver b) product SKU numbers c) testing phase of test submission, and d) text stating WSI is authorizing WSI to be billed. Submissions without above clear instructions will be put on HOLD.

C. Product Testing Phases

1. All submissions for all brands and categories should be under one phase - Final Product, whether New Product (never tested before) or Carryover Product Annual Retest, all testing must be completed with an overall PASS result status for product compliance, inspection and shipment release
2. Testing prior to “Final Product” phase, e.g. research, development, partial or pre-production are encouraged for factory “Due Diligence” however are at vendors’ own cost.
3. To minimize on variations of all uncertainties of testing process, retest on failure must be submitted to the same Lab and same location where the initial test was conducted.

D. Test Plan and Test Levels

1. All tests in the test protocols are identified as Regulatory (R), Mandatory (M) or Additional (A) tests, and products are in general tested as Low Risk (Regulatory tests only) or High Risk (Full protocol) as per Test Plan outlined below for respective product category or special brands. Additional tests may be added to products with unsatisfactory performance records as determined by brand merchant or WSI QA team.

Product/Brand	Carryover Product Retest Plan	
	Every 1 Year	Every 2 Year
Toys/Children's Products	Full test	n/a
Lighting & Electrical Equipment	n/a	Full test
Children's Sleepwear	Regulatory only	Full test
Food Contact	n/a	Full test
Dec Acc/Hardline	n/a	Full test
Adult Textiles	n/a	Full test
Kids Textiles	Regulatory only	Full test
Adult Furniture	n/a	Full test
Kids Furniture high risk	Heavy Metals only per Global Requirements	Full test
Kids Furniture non-high-risk	n/a	Full Test
Commercial/Contract Furniture	n/a	Full test
Rejuvenation	n/a	Full test
Mark & Graham	n/a	Full test
PB Studio	n/a	Regulatory only for all categories

Note:
* All new products should be tested to the full protocol unless test exemptions are authorized and presented with 3rd Party Lab test reports.
* All existing products must be re-tested when the manufacturing process, factory, materials, or applicable standards and requirements have been changed. Additional testing OR full retesting maybe be requested prior to report expiry, at the request of WSI.
* Products with quality issues resulting in customer complaints or returns, or vendors with D&Q performance may be requested by WSI for additional Product Performance Testing at the Vendor's expense.
* Full test may be deferred if no quality issues and must be approved by WSI Quality Assurance.
* UK toys report expiry will be every 2 years instead of 1 year.
* For PB Studio products, report expiry will be every 2 years and only require regulatory testing.

E. TEST EXEMPTIONS

Test Exemptions are applied by vendor and approved by WSI QA. All supporting documentation, including Group testing form, Declaration of Conformity (DOC) or Certificate of Compliance (COC), WSGO or Vendor In-house Lab Test Report, or Technical Limitation Form (TLF) should be submitted along with TRF to Third Lab and will be issued with Third Lab Report for Global-QA report disposition.

1. Group Testing
   Vendors may use Grouping Test form provided by approved Labs to identify same components, paints and/or raw materials across multiple items. Items may only be grouped if they have the same function and/or purpose and are manufactured in the same factory using the same materials and manufacturing process.
2. Declaration or Certification Letters
   Vendors should use WSI approved DOC or COC templates for declaration or claims of specific materials, chemicals or components approved by WSI QA for compliance to specified requirement in test protocols and submit as documentation review in lieu of actual testing.

3. Technical Limitation (TLF)
    - Vendor should apply to WSI QA for temporary lower acceptance limit before “Final Product” test submission, if vendor verifies that the product would have potential limitation to meet any particular WSI performance test requirement.
    - Vendor submits approved TLF with test samples and TRF, the Lab will follow the approved lower acceptance limit in the TLF for evaluation, instead of the normal acceptance limit in the test protocol.
      Note: TLF application process, please refer to Supplement (5).

F. Test Report Disposition

1. All test reports are distributed by the testing laboratory to the vendor, sourcing office, and QA Report Approval Team. The QA Approval Team will review the accuracy and applicability of conducted tests and the relevance of test results and communicate necessary actions through a “Report Disposition”. Use of the test reports prior to disposition by the WS Testing QA Team is at the discretion of all recipients in the distribution list who should review the report with care.
2. Third Party Labs are responsible to provide clear references of test application, test data accuracy, sufficient and representative photo images of the product, its components and accessories and labels are shown in the distributed report.
3. Third Lab Test Reports are copied to WSI QA public folder In-boxes below for Test Report Disposition.

WSI QA Test Report Disposition **Inbox** (All Reports, Pass or Fail)		
	QA Public Folders	
For **ALL Hardline & Lighting** (PB & WS only - company concepts 1 & 4)	NewHardlinesReports@WSGC.com	***WSI Brand Concepts:*** 1.) - PotteryBarn (abbreviated as PB or PBBB for PotteryBarn Bed & Bath) 2.) - PotteryBarn Kids (abbreviated as PBK) 3.) - PotteryBarn Teen (abbreviated as PBT) 4.) - Williams-Sonoma (abbreviated as WS) 5.) - Williams-Sonoma Home (abbreviated as WSH) 6.) - West Elm (abbreviated as WE) 7.) - Outlet (abbreviated as WS Outlet or PB Outlet) 8.) - Mark & Graham (abbreviated as M&G) 9.) - Rejuvenation (abbreviation as RJ)
For **ALL Soft-lines & Children Sleepwear** (All concepts - company concepts 1, 2, 3, 4, 5, 6, 7, 8 & 9)	NewTextilesreports@WSGC.com	
For **PotteryBarn Kids & Teen** All Categories (company concepts 2 & 3)	NewPBKReports@WSGC.com	
WSI **Emerging Brands** All Categories (WSH, WE, Outlet, M&G & Rejuvenation - company concepts 5, 6, 7, 8 & 9)	NewEmergingBrandsReports@wsgc.com	

4. Test Report disposition only for fail test reports will be performed by category-specific QA Approvers within 48 hours or 2 working days upon Test Labs distribution. QA Approvers will communicate to the managing WSI / WSGO team, the test labs, and vendors (if applicable) on
    i) Retest instruction for Fail Reports
    ii) Correction instruction for Pass Reports with error

Note: Only PASS “Final Product” Test Reports should be accepted for product compliance, Inspection and Shipment.

5. QA Approvers are also available for all inquiries regarding this test program, test protocols, test application and product compliance. See below list of QA Approvers per product category.

QA APPROVERS	PRODUCT CATEGORIES	OFFICE LOCATION
Pravin Sehgal psehgal@wsgc.com	Softline, Furniture, Dec Acc, Candles/Candleholders, Home Scents, Lotions, Soaps, Food Use Products, all Brands	USA
Barry Mroz bmroz@wsgc.com	Lighting, E&E, Children’s Products, all Brands	USA

G. Test Fail Waiver

1. Vendors may consult with WSI QA or brand merchant to request for waiving non-regulatory FAIL test results due to various limitations. The WSI QA Approver may consider waiving marginal failures or suggest raising request directly to the Brand Merchant/Director if the failure is expected to have significant impact.
2. In any case if the waiver is approved, WSI QA Approvers will request Test Lab to issue a Waiver PASS report. Only PASS "Final Product" Test Reports should be accepted for product compliance, Inspection and Shipment release.
3. Vendor is not expected to continue requesting for repeated Fail Test Waivers, but to improve product performance, improve testing lead-time management, and/or initiate Technical Limitation Form (TLF) for subsequent test submission.
4. Refer to Supplement (3) for more details on the process for requesting waivers for non-regulatory failures.

SECTION III: SUPPLIER QUALITY ASSURANCE

A. Quality Management System (QMS)

1. Management Commitment
   WSI expects all its business partners' top leadership must foster a culture of quality, integrity and customer focus, and have a clearly defined organization with adequate staffing to accommodate the activities necessary to supply quality products to WSI.
2. Independent Quality Assurance/Quality Control Functions
   Vendor should have an independent and competent Quality Assurance/Quality Control organization, responsible for executing the WSI Quality Program and internal QA/QC program and procedures, with an established process to verify the effectiveness of process and management control through internal audit process and management review.
3. Documentation Control
   A system should be in place to control, approve and issue process technical documentation – e.g. drawings, specifications, and bill of materials; materials and component quality evaluation data and records to support the production for WSI products. Vendor must acquire and maintain supplier records, factory testing results (if any), mill certifications, etc. These records must be stored in such a way that WSI QA or its Agents may inspect them at any time. The process must ensure documentation history as well as change updates for production reference.
4. High Risk Materials Management
   Vendor supplier must have a robust system to standardize outsourced materials and components, evaluate material suppliers, detect acceptability of incoming materials and prevent potential cross contamination of materials and chemical substances by segregation of high-risk materials in all warehouse and storage areas, production lines and processing areas.
5. Reasonable Testing Program
   Vendors may consider the following CPSC guidance when establishing company reasonable testing program: A reasonable testing program (RTP) should provide a manufacturer with a high degree of assurance that its consumer product complies with the applicable consumer product safety standard, it should be in writing and approved by the senior management and test records on file. A reasonable testing program should have varying frequency and level of tests and consideration of length of relationship with suppliers and dependent on the risk of variability in components for production.
6. Good Manufacturing Practices (GMP)
   Vendors should adopt some of the commonly used quality and cost controlled GMP concepts and practices in their manufacturing systems: Foreign object control / sharp tools control / pest control / FIFO / 5-S system / Lean Manufacturing / Design and Manufacturing FMEA / Pre-production pilot run and testing evaluation for process stability control.

7. Process Quality Control / Failure Analysis / Risk Assessment
   Suppliers must have a documented method of controlling production from sourcing of raw materials through shipment of finished product. Process control methods must be adequate to ensure compliance to all applicable safety, legal, and product quality requirements.
8. Finished Product Pre-Shipment Inspection
   Vendor supplier must have a documented procedure and trained inspection team to conduct pre-shipment inspection on finished product lots, and inspection records documented for submission for WSI QA review when requested.

High Risk Product Categories

1. All Toys, juvenile products, electrical products and all Pottery Barn Kids "High Risk" products should be developed and reviewed by WSI QA, engineering designs must be reviewed by WSI QA Team, and Finished Products must be tested by CPSC accredited testing laboratory.
2. High Risk Product Categories include, but not limited to:
   - Children's products (furniture, non-furniture, Toys)
   - Lightings
   - Food contact items
   - Electrical / electronic appliances
   - Products containing accessible substances of very high concern (SVHC) such as Lead, Cadmium, Phthalates, etc.

B. High Risk Chemicals and Substances

The 1986 California (Safe Drinking Water Act) Proposition 65 list of regulated chemicals that are known to cause cancer or birth defects or other reproductive harm, more details can be found in below CA government official website: https://www.p65warnings.ca.gov/

The list contains a wide range of dyes, solvents, pesticides, drugs, food additives, including ingredients of common household products and specific industrial application chemicals. Updated list of regulated chemicals can be found in this below link: https://oehha.ca.gov/proposition-65/proposition-65-list.

Similar high-risk chemical substances controlled by registration are also legislated under EU REACH for products/ chemicals of substantial annual volume to be distributed in the EU countries.

SUPPLEMENT (1): ACCESS TO APPROVED TEST LABORATORIES AND PROTOCOLS

1. Currently WSI approved third party Test Laboratories are limited to the following list. All WSI Test Protocols are developed by WSI QA and most are published on BV's Client Protocol SharePoint site. However, other Test Labs are appointed to work on some specific protocols, or reference BV Protocols with or without minor editing.

It is NOT recommended to print these documents and keep hard copies since they can be updated frequently. Always check the website for the most current information.

Bureau Veritas Consumer Products Services (BV)
Intertek Testing Services (ITS)
Eurofins Modern Testing Services (Eurofins MTS)
Underwriters Laboratories (UL)
SGS Testing Services (SGS)
Guardian Independent Certification (GIC)
Department Of Science And Technology Regional VII (DOST7)
TUV SUD PSB Pte Ltd (TUV SUD)
TUV Rheinland Group (TUV Rheinland)

2. Bureau Veritas (BV) test protocols, regulatory guidelines, test request forms (TRFs) and contact information can be found below.
   i. Documents are in the Bureau Veritas (BV) OneSource (OS) system (www.bvonesource.com).
   ii. Inside BVOS is a module named "REQUIREMENTS". This can be found along with the "BOOKINGS" module and "ORDERS" module you may already be familiar with. Note: TPD (Test Package Database) has been renamed to "REQUIREMENTS".
   iii. You will be able to search for all Williams-Sonoma test protocols once you enter the BVOS "REQUIREMENTS" module.
   iv. If you don't have access to the BVOS Requirements module for Williams-Sonoma, you can ask your local BV customer service representative or lab contact for the "WILS-GB-SUPP-BVOS Application". Simply follow the instructions within the application to complete required fields and email to the address provided (CPSAppServicedesk.gl@in.bureauveritas.com).

   Contact Information:

   David Graff
   Office: (401) 935-6173
   Email: David.graff@bureauveritas.com

   Stanley Leung
   Office: (852) 6383 4133
   Email: stanley.leung@bureauveritas.com

3. Intertek Testing Services (ITS) test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contact:

   Contact Information:

   Rajath Kumar
   Office: (650) 463 2956 / Mobile: (650) 223 1283
   Email: Rajath.kumar@intertek.com

4. SGS Testing Services (SGS) test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contacts:

   Contact Information:

   US
   Scott Nesson
   Email: Scott.Nesson@sgs.com
   Office: 732-270-1749
   Mobile: 201-247-9337

   China – North (Hardlines)
   Yuki Zhu
   Email: Yuki.zhu@sgs.com
   Office: +86 (0) 21 6107 8356
   Mobile: +86 13918226736

   China – South (Hardlines)
   Angela Lau
   Email: Angela.Lau@sgs.com
   Office: +86 (0) 755 8215 5573
   Mobile:+86 185 2057 7350

   China - Softlines
   Gloria Gao
   Email: Gloria.gao@sgs.com
   Office: +86 (0) 21 6107 2953
   Mobile: +86 18621968728

5. Eurofins Modern Testing Services (Eurofins MTS) test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contacts:

   Contact Information:

   Global Program Management

   General Inquiry

   Glenn Sylvia
   Global Key Account Manager
   Email: Glenn.Sylvia@cpt.eurofinsus.com

   Heidi Lim
   Program Manager
   Email: Heidi.Lim@cpt.eurofinscn.com

   Technical Inquiry

   Leo Lau
   Hardlines
   Email: Leo.Lau@cpt.eurofinscn.com

   Pratik
   Softlines
   Email: pratiklchhaporia@eurofinsus.com

   USA Office

   Michael Hassler
   Lab Director – Hardlines
   Office: 508 638 1793 ext 115
   Email: michael.hassler@cpt.eurofinsus.com

   Hojun Park
   Account Manager – Hardlines
   Office: 401 497 4252
   Email: hojun.park@cpt.eurofinsus.com

6. Underwriter Laboratories (UL) test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contacts:

   Contact Information:

   USA Office

   Brayden West
   Global Account Manager
   Mobile: +1-616-212-1415
   Email: Brayden.West@ul.com

   China – Shenzhen Office

   Idy Chen
   Asia Key Account Manager
   Mobile: +86-139-2842-8018
   Email: Idy.Chen@ul.com

7. Guardian Independent Certification (GIC) test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contacts:

   Contact Information:

   Suzen Chong
   Email: suzen.chong@gicgrp.com
   Office: (65) 6741 2816
   Mobile: (65) 92993247

   Alex Lau
   Email: alex.lau@gicgrp.com
   Office: (65) 6741 2260

8. Department Of Science And Technology Region VII (DOST7) test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contact:

   Contact Information:

   Roberto B. Edra
   Email: roberto.edra@region7.dost.gov.ph
   Office: (032) 254-8269 loc 1033

9. TUV SUD PSB Pte Ltd test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contact:

   Contact Information:

   Katie Dai
   Email: katie.dai@tuvsud.com
   Office: (65) 6973 6416
   Mobile: (65) 98766211

10. TUV Rheinland test protocols, regulatory guidelines, test request forms (TRFs) and contact persons for their services can be requested from below contacts:

    Contact Information:

    Global
    Rodrigo Krause Sachetti
    Email: Rodrigo.KrauseSachetti@tuv.com
    Office: +1 925 701 7279
    Mobile: +1 925 336 5802

    China / Hong Kong
    Maki Li
    Email: Maki.Li@tuv.com
    Office: +852 3192 1305
    Mobile: +852 9010 9612

    Vietnam
    Duong Thi Bang Le
    Email: Duong.Le@tuv.com
    Office: +84 28 3622 3086
    Mobile: +84 916 291 081

    India
    Vinodh Jayapal
    Email: Vinodh.Jayapal@ind.tuv.com
    Office: +91 9620 015 111

11. Below are the Approved Test Laboratories country location test capabilities for specific product categories. Vendors should consult local Test lab contacts for capability verification before sending test submissions.

US = United States
CN = Canada
UK = United Kingdom
AU = Australia

BV Laboratories		Nanjing, CH	Shanghai, CH	Panyu, CH	Guangdong, CH	Shenzhen, CH	Hong Kong	TaoYuan, TW	Taipei, TW	Malaysia	HCMC, VN	Surabaya, ID	Jakarta, ID	Lahore, PK	Noida, IN	Turkey	Buffalo, USA	Littleton, USA	Mexico	Singapore	Guatemala	Portugal	U.K.	Türkheim, GER	Fontenay-aux-Roses, FR	Moirans, FR
Chemical		•	•	•	•	•	•		•	• (Q3'16)	•	•	•	•	•	•		•	•	•		• UK				
Furniture	General Seating, Table, Cabinet, Shelf, Rack		• US, CN, UK, AU			• US, CN, UK, AU			• US, CN	• US, CN	• US, CN, UK	• US, CN, UK, AU	• US, CN, UK, AU		• US, CN, UK, AU		• US, CN, UK, AU		• US, CN, UK, AU				• UK				
Arts & Crafts	Pen, Pencil, Crayon, Plunger					• US, CN, UK, AU	•		• US, CN	• US, CN	• US, CN	• US, CN	• US, CN		• US, CN, AU	• US, CN	• US, CN, UK, AU		• US, CN				• UK				
Candle & Candle Accessories	Candle, Candle Holder, Wax Warmer		• US,CN			• US, CN, UK, AU			• US, CN	• US, CN	• US, CN, UK	• US, CN, UK, AU	• US, CN, UK, AU		• US, CN, UK, AU	• US, CN	• US, CN, UK, AU		• US, CN				• UK				
Home Décor	Decorative Figurine, Christmas Tree, Christmas Stock, Tree Skirt, Picture Frame		• US, CN, UK, AU			• US, CN, UK, AU	• US, CN, UK, AU (no Xmas items)		• US, CN	• US, CN	• US, CN	• US, CN, UK, AU	• US, CN, UK, AU		• US, CN, UK, AU	• US, CN	• US, CN, UK, AU		• US, CN				• UK				
Household	Bath Accessories, Clothes Hamper, Non-textile Rug, Clock, Trash Container, Silicone Oven Mitt, Storage Box		• US,CN			• US, CN, UK, AU	• US, CN, UK, AU (no Rug or Oven mitt BS6526)		• US, CN	• US, CN	• US, CN	• US, CN	• US, CN		• US, CN, UK, AU	• US, CN	• US, CN, UK, AU		• US, CN				• UK				
Jewelry	Necklace, Bracelet, Ear-rings		• US,CN			• US, CN, UK, AU	• US, CN, UK, AU		• US, CN	• US, CN	• US, CN	• (subcon Jakarta)	• US, CN, UK, AU		• US, CN, UK, AU	• US, CN	• US, CN, (No UK, AU)										
Pet Product	Pet Beds, Pet Toys, Pet Carriers, Collar, Leash		• US,CN			• US, CN, UK, AU	• US, CN, UK, AU (no Carry case bag items)		• US, CN	• US, CN	• US, CN				• US, CN, UK, AU	• US, CN	• US, CN, UK, AU		• US, CN								
Outdoors	Sleeping Bag, Tent, Gazebo, Beach Umbrella								• US, CN	• US, CN	• US, CN	• subcon Jakarta	• US, CN, UK, AU		• US, CN, UK, AU	• US, CN	• US, CN		• US, CN								
Foodware / Bags	Tableware, Flatware, Bakeware, Lunch Box/Bag, Knives, Kitchen Gadgets, Handbag, Backpack, Tote, Lunch Bag		• US, CN, UK, AU			• US, CN, UK, AU	• US, CN, UK, AU		• US, CN	• US, CN	• US, CN	• US, CN, UK, AU (subcon Jakarta)	• US, CN, UK, AU		• US, CN	• US, CN	• US, CN, UK, AU		• US, CN								
Transit & ISTA			• US, CN, UK, AU			• US, CN, UK, AU	• US, CN (only ISTA 1A and 3A modified)		• US, CN	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU		• US, CN, UK, AU		• US, CN, UK, AU		• US, CN, UK, AU								
Apparel (Adult & Child)	Adult Apparel, Sleepwear, Costume, Socks	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU			• US, CN, UK, AU		• US, CN, UK, AU		• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU		• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU		• UK				
Textiles / Rugs / Soft Home	Pillow Case, Bed Linen, Quilt, Cushion Cover, Table Clothes, Table Runner, Napkin, Curtain, Carpet, Apron	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU			• US, CN, UK, AU		• US, CN, UK, AU		• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU		• US, CN, UK, AU	• US, CN, UK, AU	• US, CN, UK, AU		• UK				
Children's Sleepwear (#)		• US, CN	• US, CN, AU				• US, CN, UK, AU		• US, CN, UK, AU								• US, CN										
Toys & Children's Furniture	Toys - Item for children use with play value Children's Product - Item for children use but no play value		• US, CN, UK, AU	• US, CN, AU (Toys only)		• US, CN, UK, AU	• US, CN, UK, AU		• US, CN		• US, CN		Under Development		• US, CN, UK, AU		• US, CN		• US, CN				• UK				
Electrical	Decorative Lighting, Lighting Fixture, Portable Lamp, Flash light, Home appliance (eg. coffee maker, toaster), Transformer		• US, CN, UK, AU			• US, CN, UK, AU			• US, CN		• US, CN				• US, CN		• US, CN		• US, CN				• UK				
Cosmetics / Personal Care			• US, CN			• US, CN, UK, AU	• US, CN, UK, AU				• US, CN						• US, CN, UK, AU		• US, CN, UK, AU								
Safety Listing (NRTL), Energy Star, FCC			• US, CN		• US, CN	• US, CN		• US, CN			• US, CN							• US, CN						• US, CN	• US, CN	• US, CN	
ASTM E1333											• US, CN																
CARB Formaldehyde ASTM D6007	ASTM D 6007 - Small Chamber Method (CARB)		•								•																
Furniture Flammability (US) TB 133	TB 133		•			•					• US, CN						•										
Furniture Flammability (US) TB 117	TB 117		•			•	•			•	•	•	•		•		•										
Furniture Flammability (UK) BS5852	BS 5852					• UK					• UK	•	•		•		•		• US, CN				• UK				

ITS LABORATORIES		Hong Kong	Shenzhen, CN	Guangzhou, CN	Hangzhou, CN	Shanghai, CN	Qingdao, CN	Tianjin, CN	Bangalore, IN	Gurgaon, IN	Mumbai, IN	New Delhi, IN	Jakarta, ID	Makati, PH	HCMC, VN	Portugal	USA
Apparel	Adult Apparel, Sleepwear, Costume, Socks	•	•	•	•	•		•	•	•	•	•		•	P (X socks)	•	•
Home Textile	Pillow Case, Bed Linen, Quilt, Cushion Cover, Table Clothes, Table Runner, Napkin, Curtain, Carpet, Apron	•	•	•	•	•		•	•	•	•	•		•		•	•
Bag	Handbag, Backpack, Tote, Lunch Bag	•	•	•		•				•				•			•
Toys	Item for children use with play value	•	•	•		•				•				•		•	•
Children's Product	Item for children use but no play value	•	•	•		•				•				•		•	•
Arts & Crafts	Pen, Pencil, Crayon, Plunger	•	•			•				•				•		•	P (X LHAMA)
Home Décor	Decorative Figurine, Christmas Tree, Christmas Stock, Tree Skirt, Picture Frame	•	•			•				•				•		•	•
Candle &, Candle Accessories	Candle, Candle Holder, Wax Warmer	•	•			•				•				•		•	•
Household	Bath Accessories, Clothes Hamper, Non-textile Rug, Clock, Trash Container, Silicone Oven Mitt, Storage Box	•	•			•				•							•
Jewelry	Necklace, Bracelet, Ear-rings	•	•	•		•				•				•			•
Food Contact	Tableware, Flatware, Bakeware, Lunch Box/Bag, Knives, Kitchen Gadgets	•	•	•		•				•				•		•	•
Electrical	Decorative Lighting, Lighting Fixture, Portable Lamp, Flash light, Home appliance (eg. coffee maker, toaster), Transformer	•	•									•					•
Furniture	General Seating, Table, Cabinet, Shelf, Rack	•	•	•		•				•						•	P (small Furniture only)
Pet Product	Pet Beds, Pet Toys, Pet Carriers, Collar, Leash	•	•	•		•				•							•
Outdoors	Sleeping Bag, Tent, Gazebo, Beach Umbrella	•				•										•	•
Chemicals		•	•	•	•	•				•							•
LHAMA/TRA	/	•	•	•		•											
Furniture Flammability (US)	TB 117	•	•	•	•	•		•		•							•
Furniture Flammability (US)	TB 133																
Furniture Flammability (UK)	BS 5852	•		•	•	•		•									
Formaldehyde Content for Composite Wood	ASTM D 6007 - Small Chamber Method (CARB)	•	•			•											

P = Partial

MTS Laboratories			Hong Kong	Dongguan	Shanghai	Qingdao	Taiwan	India(Tirupur)	India (Bangalore)	India (Noida)	Indonesia	Bangladesh	Cambodia	Pakistan	Vietnam	Thailand	Korea	Turkey	USA	UK	Germany
Product Category	Apparel	Adult Apparel, Sleepwear, Costume, Socks	●	●	●	●	●	●	●	●	●	●	●	●		●	●	●	●		
	Home Textile	Pillow Case, Bed Linen, Quilt, Cushion Cover, Table Clothes, Table Runner, Napkin, Curtain, Carpet, Apron	●	●	●	●	●	●		●	●	●	●	●	●		●	●	●	●		
	Fashion Accessories	Belt, Headband, Key Chain	●	●	●	●	●	●		●	●	●	●	●	●		●	●	●	●		
	Bag	Handbag, Backpack, Tote, Lunch Bag	●	●	●	●	●	●			●	●	●	●			●	●	●	●		
	Luggage	Soft Case Luggage, Hard Case Luggage		●	●																	
	Toys	Item for children use with play value	●	●	●	●	●	●			● (physical)	●			Q3 2016		●	●	●	●		
	Footwear	Sport shoes, Slipper, Boots		●	●							●					●	●				
	Children's Product	Item for children use but no play value	●	●	●	●	●	●	●	●	●	●	●		Q3 2016		●	●	●	●		
	Arts & Crafts	Pen, Pencil, Crayon, Plunger	●	●	●		●			●	●	●			●				●	●		
	Home Décor	Decorative Figurine, Christmas Tree, Christmas Stock, Tree Skirt, Picture Frame	●	●	●		●	●		●	●	●	●		●				●	●		
	Candle &, Candle Accessories	Candle, Candle Holder, Wax Warmer		●	●					●	●				●				●			
	Household	Bath Accessories, Clothes Hamper, Non-textile Rug, Clock, Trash Container, Silicone Oven Mitt, Storage Box	●	●	●		●	●		●	●	●	●		●				●	●		
	Jewelry	Necklace, Bracelet, Ear-rings	●	●	●	●	●	●		●	●	●					●		●	●		
	Gifts and Parties	Disposable Food Pick, Drinking Straws, Party Accessories (Table covers, hats, bags)	●	●	●		●				●				●				●	●		
	Food Contact	Tableware, Flatware, Bakeware, Lunch Box/Bag, Knives, Kitchen Gadgets	●	●	●					●										●		
	Electrical	Decorative Lighting, Lighting Fixture, Portable Lamp, Flash light, Home appliance (eg. coffee maker, toaster), Transformer	●	●	●														●			
	Furniture	General Seating, Table, Cabinet, Shelf, Rack		●	●		●			●	●				●				●			
	Pet Product	Pet Beds, Pet Toys, Pet Carriers, Collar, Leash		●	●		●			●	●				●							
	Tools	Screwdriver, Drill Bits, Socket Wrench, Nut Driver		●	●																	
	Office Product	Stapler, Scissors, Desk Organizer, Folder	●	●	●		●			●	●				●				●			
	Lawn & Garden	Garden Tools, Leaf Basket, Composer, Hose, Sprinkler		●	●					●	●				●				●			
	Outdoors	Sleeping Bag, Tent, Gazebo, Beach Umbrella		●	●																	
	Inspection	/	●	●	●		●	●	●	●	●	●	●	●	●	●			●	●		
Specific Test	Transit Test	ISTA		1A, 1B, 1C, 1D, 1E, 1G, 1H, 2A, 2B, 2C, 2D, 2E, 3A, 3B, 3E, 3F, 4AB, 6-FEDEX-A, 6-FEDEX-B, 6-SAMSCLUB, 7A, 7B, 7C	1A, 1B, 1C,2A,2B		1A, 1B			1A, 1C, 2A	1A, 1B			1A, 1B, 1C, 1D, 2A, 2B, 2C, 7D (3A in Q3 2016)		1A, 1B, 1C, 1D, 1E, 1G, 1H, 2A, 2B, 2C, 3A, 3B, 3E, 3F, 3H, 6-FEDEX-A		1A, 1B, 1C, 1D			
	LHAMA/TRA	/	●	●	●	●	●				●	●	●		●			●	●	●		
	Furniture Flammability (US)	TB 117		●	●					●	●				●							
	Furniture Flammability (US)	TB 133		● (Subcon)	● (Subcon)										● (Subcon)							
	Furniture Flammability (UK)	BS 5852		● (Subcon)	● (Subcon)										● (Subcon)							
	Formaldehyde Content for Composite Wood	ASTM D 6007 - Small Chamber Method		●	●										●							

UL LABORATORIES		CHINA				ASIA				EUROPE		UNITED STATES				
		HONG KONG	SHANGHAI	SHENZHEN	NANSHA	VIETNAM	BANGALORE, INDIA	GURGAON, INDIA	BANGLADESH	ITALY	TURKEY	ARKANSAS, USA	MASSACHUSETTS, USA	MICHGAN, USA	ILLINOIS, USA	GEORGIA, USA
APPAREL	Adult Apparel, Sleepwear, Costumer, Socks	X	X	X		X	X	X	X	X	X					
ARTS & CRAFTS	Pen, Pencil, Crayon, Plunger	X	X	X		X		X		X	*	X				
BAG	Handbag, Backpack, Tote, Lunch Bag	X	X	X		X		X		X	*					
CANDLE & CANDLE ACCESSORIES	Candle, Candle Holder, Wax Warmer	X	X	X		X		X		X						
CHEMICALS	--	X	X	X		X		X	X	X	X	X				
CHILDREN'S PRODUCT	Item for children use but NO play value	X	X	X		X		X	X	X	X	X		X		
ELECTRICAL	Deorative Lighting, Lighting Fixture, Portable Lamp, Flashlight, Home appliance (e.g. coffee maker, toaster, blender), Transformer	X	X	X				*				X				
FASHION ACCESSORIES	Belt, Headband, Key Chain	X	X	X		X	X	X		X	*					
FOOD CONTACT	Tableware, Flatware, Bakeware, Lunch Box/Bag, Knives, Kitchen Gadgets, Drinking Straws	X	X	X				*		X	*	X				
FOOTWEAR	Sport shoes, Slipper, Boots					X		X		X	*	X				
FORMALDEHYDE CONTENT FOR COMPOSITE WOOD (CARB)	ASTM D6007 - Small Chamber Method (CARB)	*1	*1	*1	X	X				X	*					X
FURNITURE	General Seating, Table, Cabinet, Shelf, Rack		X	X	X	X				X		X		X		
ADVANCED FURNITURE	BIFMA		X		X	X				X				X		
FURNITURE FLAMMABILITY (UK)	BS 5852		X	X		X		X		X						
FURNITURE FLAMMABILITY (US)	TB 117		X	X		X				X		X			X	
FURNITURE FLAMMABILITY (US)	TB 133											X			X	
HOME DÉCOR	Decorative Figurine, Christmas Tree, Christmas Stocking, Tree Skirt, Picture Frame, Mirror, Vase	X	X	X		X		X		X	*	X				
HOME TEXTILE	Pillow Case, Bed Linen, Quilt, Cushion Cover, Table Cover, Table Runner, Napkin, Curtain, Carpet, Apron	X	X	X		X	X	X	X	X	X					
HOUSEHOLD	Bath Accessories, Clothes Hamper, Non-textile Rug, Clock, Trash Container, Silicone Oven Mitt, Storage Box	X	*2	X		X		X		*	X	X				
JEWELRY	Necklace, Bracelet, Earrings	X	X	X		X		X		*	*	X				
LAWN & GARDEN	Garden Tools, Leaf Basket, Composter, Hose, Sprinkler	X	X	X				X				X				
LHAMA / TRA	--	*3	*3	*3												
OFFICE PRODUCTS	Stapler, Scissors, Desk Organizer, Folder	X	X	X		X		X		*		X				
OUTDOORS	Sleeping Bag, Tent, Gazebo, Beach Umbrella	X	X			X						X				
PET PRODUCTS	Pet Beds, Pet Toys, Pet Carriers, Collar, Leash	X	X	X								X				
TOYS	Item for children use with play value	X	X	X				*		X	X	X				
TRANSIT TEST	ISTA		*4	*5		X		*5								

Revised October 06, 2020

NOTES:

* : Partial

*1 : Generally, review CARB certificate

*2 : Such as clock and Oven mitt, if does special standard or needs CE certificate, no capacity.

*3 : Generally, review LHAMA/TRA report

*4 : 1A/1B/1C/1D/1H (The longest edge < 90cm, weight < 300kg)/1G (The longest edge < 90cm, weight < 300kg)
2A/2B/2C(The longest edge < 90cm, weight < 300kg)
3A(The longest edge < 90cm, weight < 300kg)/3B(The longest edge < 90cm, weight < 300kg) (Without palletized or skidded)
Fedex A/B (The longest edge < 90cm)

*5 : ISTA 1A/2A/1C only

TÜV Rheinland Laboratories		China/Hong Kong	Vietnam	India	Bangladesh	Pakistan	Turkey	Europe	United States
Apparel	Adult Apparel, Sleepwear, Costume, Socks	x	x	x	x	x	x	x	x
Home Textile	Pillow case, Bed Linen, Quilt, Cushion Cover, Table Clothes, Table Runner, Napkin, Curtain, Carpet, Apron	x	x	x	x	x	x	x	x
Bag	Handbag, Backpack, Tote, Lunch Bag	x	x	x	*1	*1	x	x	x
Toys	Item for Children use with play value	x	x	x	*1	*1		x	x
Children´s Product	Item for Children use but no play value	x	x	x	x	x		x	x
Arts & Crafts	Pen, Pencil, Crayon, Plunger	x	x	x				x	x
Home Décor	Decorative Figurine, Christmas Tree, Christmas Stock, Tree Skirt, Picture Frame	x	x	x			x	x	x
Candle & Candle Accessories	Candle, Candle Holder, Wax Warmer	x	x	x				x	x
Household	Bath Accessories, Clothes Hamper, Non-textile Rug, Clock, Trash Container, Silicone Oven Mitt, Storage Box	x	x	x			x	x	x
Jewelry	Necklace, Bracelet, Ear-rings	x	x	x				x	x
Fashion Accessories	Belt, Headband, Key Chain	x	x	x	*1	*1		x	x
Footwear	Sport Shoes, Slipper, Boots	x	x	x	x	x		x	
Food Contact	Tableware, Flatware, Bakeware, Lunch Box/Bag, Knives, Kitchen Gadgets	x	x	x	x	x		x	x
Electrical	Decorative Lighting, Lighting Fixture, Portable Lamp, Flash Light, Home Appliance (e.g. coffee maker, toaster, blender), Transformer	x	x	x	*1	*1		x	x
Lawn & Garden	Garden Tools, Leaf Basket, Composter, Hose, Sprinkler	x	x					x	
Furniture	General Seating, Table, Cabinet, Shelf, Rack	x	x	x				x	
Advanced Furniture	BIFMA	x	x	x				x	
Furniture Flamability (UK)	BS5852	x	x					x	
Furniture Flamability (US)	TB117	x	x	x				x	
Furniture Flamability (US)	TB133	x	x	x				x	
Formaldehyde Content for Composite Wood	ASTM D 6007 - Small Chamber Method (CARB)	x	x					x	
Office Products	Stapler, Scissors, Deck Organizer, Folder	x	x	x				x	x
Pet Products	Pet Beds, Pet Toys, Pet Carriers, Collar, Leash	x	x	x			x	x	x
Outdoors	Sleeping Bag, Tent, Gazebo, Beach Umbrella	x	x	x	*1	*1		x	
Chemicals		x	x	x	x	x	x	x	x
LHAMA/TRA		x	x						x
Transit Test	ISTA	x	x					x	

SUPPLEMENT (2): FAIL PRODUCT RETEST PROCEDURE

Failure in laboratory testing of different product phases implies the non-conformity of raw materials, processed components, chemical additives, preproduction or production samples imply possibly of failure of mass-produced shipment in regulatory, quality, functionality, performance or reliability requirements. All Failures must be followed by one of the following actions confirmed by WSI authorized personnel:

1. Retest - Retests should be approved by authorized WSI QA as described in this procedure
2. Waiver - Waivers are sometimes authorized by WSI-QA upon test results disposition, or vendor application to the Merchant through the in-country Merchant for approval.
3. Appeal - Vendors disagreeing to the test results can appeal through WSI QA if valid evidence on questionable test results is presented.
4. Cancellation - Vendor should apply to Brand Merchant for order cancellation if undeliverable due to product failure.

Shipment of product is ONLY authorized with a WSI approved third party Laboratory PASS Test Report.

All vendors receiving a Regulatory FAIL report must complete a Corrective Action Plan (CAP) document before RETEST submission. This CAP template will be provided with the Test Lab FAIL report, vendor is responsible to contact WSI QA and the Test Lab to understand the Fail details, and complete the CAP with Remedial Actions, Root Causes, Corrective Actions and Timeline for Retest approval.

Regulatory Test Failures include CPSIA, California Proposition 65, restricted chemicals, warning labeling and other regulatory failures.

Failure Retest

All Retests can only be submitted to the same Test Lab which issued the original FAIL report, Regulatory Fail Retests must be accompanied by an approved CAP. Submitting RE-TEST samples directly to the test lab without approved CAP or submitting to a different test lab is not permitted.

WSI QA and Test Lab will review and approve CAP submitted by vendor and determine if sample collection will be required by the Test Lab (for CPSIA failure). Sampling plan for sample selection will be based on the Fail protocol, production phase, produced quantity, and CAP presented by the vendor. Samples will be sent by the vendor with copy of approved CAP document to the Test Lab. Sample collection for CPSIA Failure handled by the Test Lab will incur a fee charged against the Supplier Manufacturer. (See Appendix I: Re-Test Workflow, and Appendix II: Corrective Action Plan (CAP) template).

Corrective Action Plan (CAP)

To prevent late shipment or delays, supplier/manufacturer is recommended to contact WSI QA and the Test Lab to understand the Failed sample against relevant Test Protocols, to investigate use of materials, additives, finishing and manufacturing processes and quality control checkpoints, and to discuss and report root causes of failure, remedial actions, corrective and preventive actions and implementation timeline. CAP should be completed for approval by WSI QA and Test Lab as soon as possible (within one week or appropriate for factory location) upon receipt of the FAIL test report.

Sample Collection for Retest

Sample collection will be conducted by the Test Lab for CPSIA-related Failures unless exempted by WSI QA depending on the risk level, frequency of failures, causes of failures, CAP, etc. WSI QA will also conduct sample collection on other Regulatory Failures.

Vendor and /or factory is responsible for contacting WSI QA and the Test Lab for sample collection booking upon CAP approval.

IMPORTANT NOTE: It is possible that certain products may require greater than the TOTAL # OF SAMPLES REQUIRED FOR RETEST in order to complete the required re-testing (Primary examples include Children's items with surface coatings – paint / adhesive / decals / etc., glazed ceramics, food contact items). Please contact the WILLIAMS-SONOMA Customer Service representative at the approved Test Labs for guidance:

BV (https://www.cps.bureauveritas.com/)

ITS (https://www.intertek.com/laboratory-services/)

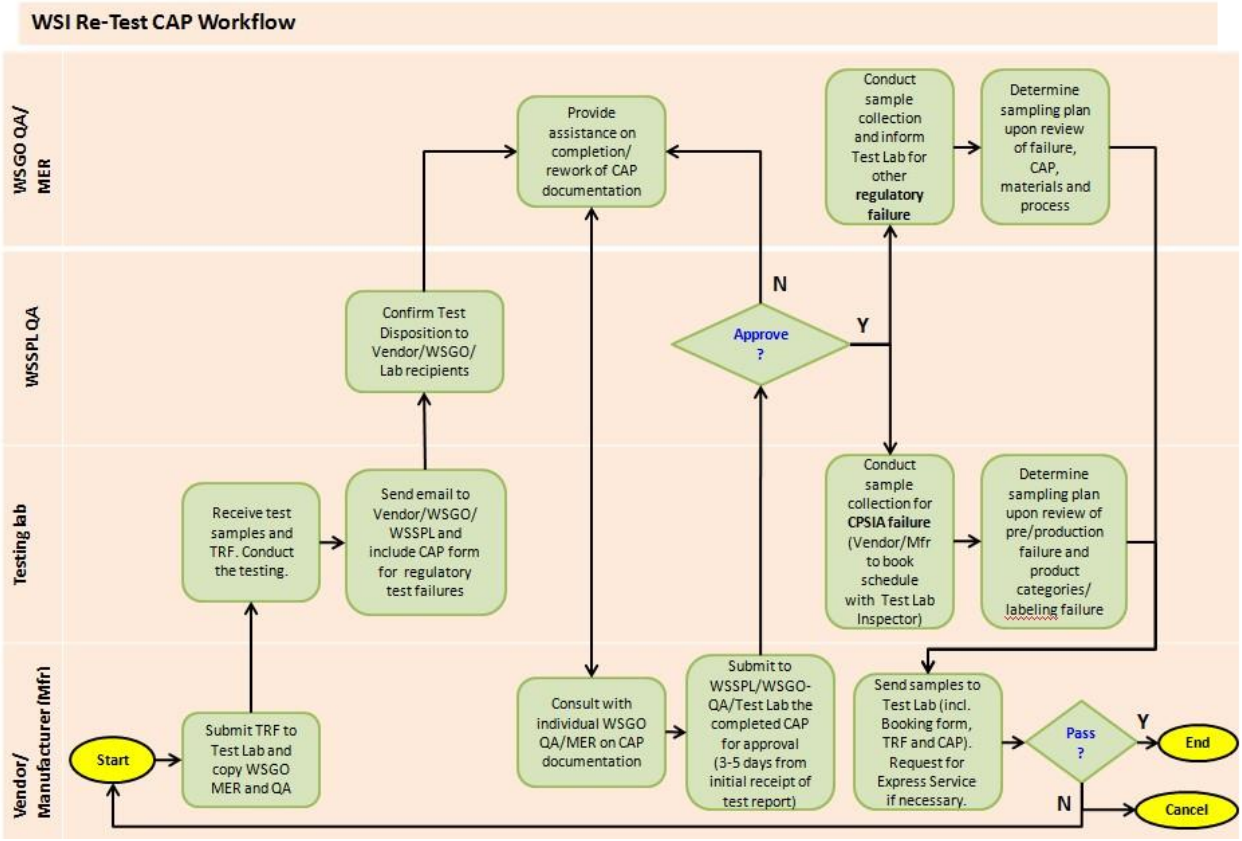
MTS (https://www.mts-global.com/en/index.html)

Sample collection by the Test Lab will involve a fee chargeable against the factory with CPSIA-related Failure.

The Vendor manufacturer must ship the collected samples sealed with special tape with clearly identification, Re-test TRF and the approved CAP. EXPRESS SERVICES should be requested as necessary according to the shipping schedule.

Shipment of product is ONLY authorized with a WSI approved third party Laboratory PASS Test Report.

APPENDIX I: WSI RETEST CAP WORKFLOW



APPENDIX II: CORRECTIVE ACTION PLAN TEMPLATE (also found in the "Related document" link next to this manual)

WILLIAMS- SONOMA GLOBAL OPERATIONS

Corrective Action Plan Document No.: ( )

Vendor:		Brand:	
Product Description:		Issue Date:	
SKU #		Issue By:	
PLM #		Mfg Processes:	
P.O. #			

Section A: *(This section should be completed by WSGO / Test Lab)*

Description of Problems :

Pictures of typical defects and corrections, if applicable (page 2)

Section B: *(This section should be completed by Vendor / Factory)*

Remedial Actions to Correct the Reported Problems (with products / packages):

Responsible Parties :		Estimated Completion Date :	

Root Causes after Investigation :

Corrective Action Plans to Eliminate Causes :

Responsible Parties :		Estimated Completion Date :	

Section C: *(This section should be completed by WSGO / Test Lab)*

Remedial Actions Effectiveness Review and Instructions :

Review:

Instructions:

If corrective action is not effective, Factory and WSI QC will determine next follow up date: _____ .

Follow up by :		Date :	

SUPPLEMENT (3): REQUESTING WAIVERS OF NON-REGULATORY LAB TEST FAILURE

WSI QA would like to present a standard operating procedure with regards to requests to waive certain laboratory test results. We understand that such requests are made due to the following situations:

1. Failures may be within the technical limitations of the product's materials and manufacturing processes
2. Required improvements are not within the vendor's current capabilities
3. Failures cannot be corrected within the required shipment cancellation date.

Please note that going forward, all requests for waivers of failed test results:

1. Should be sent to the WSI Quality Assurance Manager with a copy to the WSGO Singapore Testing Coordinator who issued the original Report Disposition.
2. The US Sourcing team does not need to be provided a copy of the request.
3. The Quality Assurance Manager will discuss requests for waivers with the SF merchants.

When communicating **requests for waivers of failed test results**, the vendor or agent should send their request in the following email format:

1. Subject line - (State "REQUEST FOR WAIVER" followed by the test report title. Forwarding the email of the original report disposition (with attached test report) will automatically populate the subject line with the following information:
    a. Brand
    b. Channel
    c. Program Name (as on PO)
    d. Vendor Name
2. The body of the email should indicate:
    a. Quantity: Provide the associated quantity related to the waiver. Succeeding deliveries, if any; should also be advised.
    b. Ship Window or Cancellation date.
    c. Timeline or extension date needed if a failure is not waived and improvements need to be made
    d. Reason for the requested waiver
    e. History of test results and waivers, if previously provided

Providing the above enables WSI QA to assess the risk of accepting a non-conforming product and facilitate discussions with the SF merchant.

Please allow for 48-72 hours for a response.

This SOP applies to requests of waivers for non-regulatory failures only. Failures of a regulatory nature such as flammability, toxicity or material identification cannot be waived.

SUPPLEMENT (4): **SAMPLE TEST GROUPING FORM** (also found in the "Related document" link next to this manual)

Williams-Sonoma, Inc. - Grouping Form (sample)

Products that have multiple styles and utilize the exact same raw materials and/or components may qualify for "like" item testing. This form will assist you in identifying the components, paints and/or raw materials that are the same in multiple items. **Items may only be grouped if they have the same function and/or purpose and are manufactured in the same factory using the same materials and manufactured process.** This will reduce the need to test the same raw materials and/or components more than once.

Remark:	Vendor assumes all risks associated with not completing this form completely and accurately. Each grouping form corresponds to one Test Requested Form. The lab will issue one test report for all items listed on this form. If vendor does not specify the item required for full protocol testing, the lab will randomly select an item.
Vendor Name:	
Contact Name:	**Submitted Date:**

SKU / PO	Sample Description	Product Photos	Grouping Clarification	Full Protocol Requested	Partial Test	All Components Grouped
				Check one appropriate box		

**Vendor has received agreement by WSI Q.A. (S.F.) for group testing - WSI Contact_____.

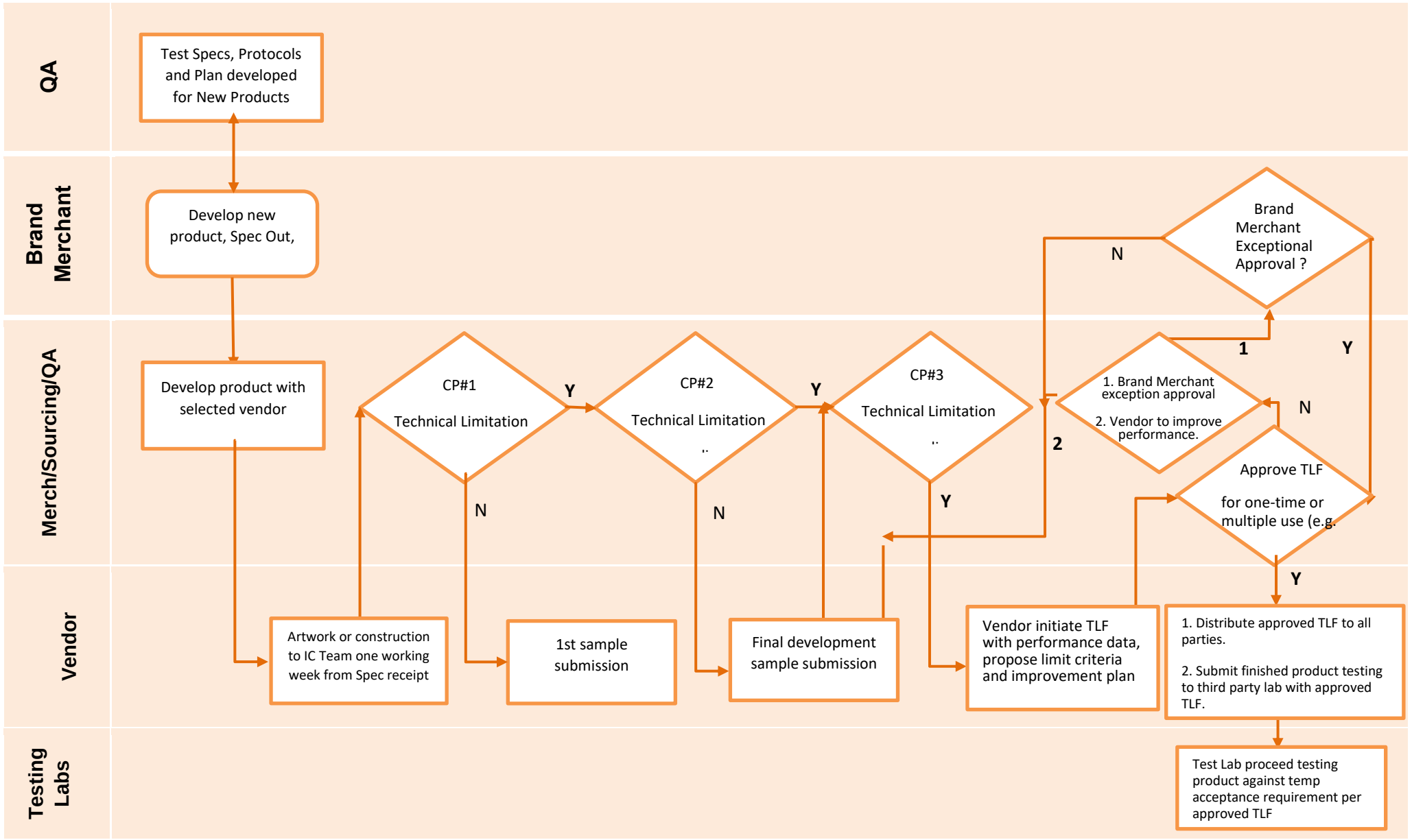
SUPPLEMENT (5): TECHNICAL LIMITATION FORM

TECHNICAL LIMITATION PROCESS

Product or material selected for a program with inherent limitation to meet the applicable WSI quality acceptance standards, and if no substitution is available, should be identified during product development stage. A "**Technical Limitation**" should be raised by the vendor, with relevant documentation supporting, to request for temporary acceptance criteria during product quality compliance testing in order to avoid Test Failure reporting and post-waiver application. The following guideline should be followed for application:

1) The selected vendor to supply WSI on any product has the responsibility to understand the WSI Quality Requirements for that product via the Product Test Protocol call-outs.
2) Vendor is recommended to review with Brand personnel during product development the following checkpoints (CP) whether at any point there is a need to raise a Technical Limitation:
   CP#1 - One working week from spec receipt on artwork or construction presented by vendor.
   CP#2 - Upon 1st sample submission, as a lot of technique limitation can only be found after sampling.
   CP#3 - Upon Final development sample submission, if necessary, basing on multi-colorways, dimensional control, etc. changes or any pre-testing results.
3) If a Technical Limitation is applied, vendor should present supporting documents (e.g. material specifications, supplier pre-test data or report, etc.) showing the actual performance as compared to the WSI QA requirement of product/materials of brand's choice, for acceptance of a temporary requirement.
4) Vendor completes a Technical Limitation Form (TLF) with specified Program/Product information, including the normal and proposed (temporary acceptance) criteria, reason(s) for deviation, and the corrective actions to improve the product in order to meet WSI normal Test Requirements for future orders.
5) Technical Limitations are applicable only to Performance Specifications, for temporary and conditional use only (e.g. SU17 or 2017 only), no Regulatory Requirements can be waived. Approval can be one-time for specific Purchase Order or Season, or it can be multiple-use over a period of time, e.g. annually. However, future improvement to meet WSI Test Requirements are still expected.
6) Technical Limitation should be approved by WSI QA. It is the WSI QA and Merchant's responsibility to ensure that by agreeing to this limitation, based on their expertise in both the product and its use, that this limited product will not result in any outstanding returns or customer complaints.
7) Should WSI QA feel that this limitation may create adverse effects but must go forward, then WSI QA will route the Technical limitation to the Sourcing director who will then obtain approval from the merchant. Note: the Merchant sign off is an exception only.
8) Once approved, the TLF is copied to Brand-Sourcing, Brand-Merchant, V.P. QA, QA Manager. Vendor will need to submit this approved TLF with Test Samples and Request Form to the approved Testing Labs.
9) The Test Lab who receives submission with approved TLF will proceed testing the sample according to the Temporary Acceptance Criteria, not the normal criteria. The TLF copy should also be attached to the Lab Test Report for report disposition and record keeping.
10) A TL Tracking Report with information including the country, vendor, limitation, exception and approved persons will be distributed end of each quarter year for monitoring of product performance improvement.

TECHNICAL LIMITATION WORK PROCESS



Williams-Sonoma, Inc

TECHNICAL LIMITATION FORM (also found in the "Related document" link next to this manual)

(Include this form only when submitting test samples to third party test lab)

PART A: PRODUCT INFORMATION			
WSI Brand / Concept	☐ WS (Williams Sonoma) ☐ WSH (Williams Sonoma Home) ☐ WE (West Elm) ☐ PB (Pottery Barn) ☐ PK (Pottery Barn Kids) ☐ PT (Pottery Barn Teen) ☐ M&G (Mark And Graham) ☐ Rejuvenation ☐ Others _____		
Division	☐ Retail ☐ E-Commerce	TLF applied date	
Product Name		Season	
Sample Description			
WSGO Office/WSI Agent		PLM Product No.	
WSI Vendor No.		SKU No.	
Vendor Name		Contact Name	
PART B: TECHNICAL INFORMATION			
Test Parameter		Test Protocol	
Normal Requirement		Proposed Temp. Acceptance Requirement	
Reason for Change			
Supporting Documents Attached			
Corrective Action Plan			
PART C: SAMPLE SWATCH OR PHOTO (if applicable)			
PART D: APPROVAL			
In-country Engineering Director Approval		Signature & Date	
In-country-QA Director Approval		Signature & Date	
In-country Merchant Director Approval		Signature & Date	
SF Brand Merchant (Exceptional approval)		Signature & Date	
Conditions for Use	☐ Single, PO# _____ ☐ Multiple, date from _____ to _____ Condition: _____ _____ _____		

Distribution: Brand -Sourcing, Brand -Merchant, V.P.-QA, QA Manager

Note 1: Technical Limitation is applicable only to Performance Specifications.

Note 2: One copy of TLF approved form to be submitted with test samples for Lab testing requirement change reference.

Williams-Sonoma, Inc

SUPPLEMENT (6): **DECLARATION LETTER OR CERTIFICATE OF COMPLIANCE (COC)** (also found in the "Related document" link next to this manual)

(your company letter head)

Certification of Compliance

To: Williams-Sonoma, Inc.,

We _____ (Insert your company name and address) hereby declare and certify that as of the date hereof, all products / components that we supply or manufacture for Williams-Sonoma and its affiliates ("Williams-Sonoma") DO NOT contain more than the detectable levels of prohibited chemicals based on testing.

Table 1 (Applicable for all products):

Select	Chemical	Requirement
	Organotin	1 000 mg/kg of tin
	Dimethyl Fumarate	0.1mg/kg
	Hexavalent Chromium	3.0 mg/kg
	Copper chromium arsenate	2.0 mg/kg
	Perfluoro octane sulfonic acid and its derivatives (PFOS)	1 µg/m²
	Perfluorooctanoic acid (PFOA)	0.025 mg/kg
	Perfluorohexane Sulfonic Acid (PFHxS)	0.025 mg/kg
	Total Fluorine Content	100 mg/kg
	Polyaromatic Hydrocarbons (PAH)	1.0 mg/kg
	Hexachlorobenzene (HCB)	10 mg/kg
	Nickel in metal	0.5 µg/cm²/week
	Flame Retardants – OctaBDE	1 000 mg/kg
	Flame Retardants – TetraBDE, PentaBDE, HexaBDE, HeptaBDE, DecaBDE	500 mg/kg
	Flame Retardants – HBCDD	100 mg/kg
	Flame Retardants – HexaBB, PBB & TEPA	10 mg/kg
	Flame Retardants - TRIS (TCCP, TCEP, TDBPP, TDCPP) & BDBPP	5.0 mg/kg
	Pesticides (DTTB, Dieldrin)	10 mg/kg
	Allergenic Disperse Dye	15 mg/kg
	Short chain chlorinated paraffin (SCCP)	1 500 mg/kg
	Pentachlorophenol (PCP)	5.0 mg/kg
	Total Cadmium on plastic materials and metal part in Jewelry	100 mg/kg
	Total Cadmium on paints and recovered PVC	1 000 mg/kg
	Nonylphenol (NP) / Nonylphenol Ethoxylate (NPEO)	100 mg/kg
	Chlorophenols	5.0 mg/kg
	Substances of Very High Concern (SVHC)	1 000 mg/kg
	Triglycidyl isocyanurate	Banned for use in Powder Coating
	Polychlorinated Biphenyls (PCB) & Polychlorinated Terphenyls (PCT)	0.5mg/kg

Williams-Sonoma, Inc

Table 2 (Additional requirements applicable for food contact products):

Select	Declaration of Compliance with	Material Applicable
	Regulation ((EU) 10/2011) and its amendments	Plastic Material
	EC Regulation 1935/2004	Silicone, rubber, metals and alloys, wood, coating & finishing
	Metals and alloys used in food contact materials and articles – a practical guide to manufacturers and regulators (2013, 1st Edition)	Metal and alloys

As a supplier of Williams-Sonoma, we confirm that we accept full responsibility for the compliance of our products and components with the above requirements, and we agree to indemnify and defend Williams-Sonoma and its affiliates against any claims, damages, liabilities and/or attorney's fees related to any non-compliance of the product(s) with these requirements that we manufacture and/or supply to Williams-Sonoma or its affiliates.

Vendor must have valid test report on file and available upon request to support this declaration.

This signatory is authorized to sign on this declaration on the company's behalf.

Authorized Signature

Name:

Title:

Date of Declaration/Certification:

CHAPTER 5C: SOFTLINES GUIDELINE

A. Introduction

B. Product Safety

C. Product Labeling

D. Supplements

I. Children's Flame-Resistant Sleepwear Summary of US Requirements
II. Warning Labels for Infant Bedding and Related Accessories
III. Chemical Restrictions on Halloween-Themed Products
IV. English, French Canadian and Mexican Spanish Translations
V. Global Label
VI. Children's Sleepwear Flammability test for Australia

Due to constant changes particularly in the Regulatory areas, updates to the above information should be expected. WSI makes its' best effort to update and announce changes as quickly as possible.

Williams-Sonoma, Inc

A. Introduction

The Softlines Guideline is published to ensure a uniform understanding and implementation of the Williams-Sonoma, Inc. Quality Assurance program by all agents and vendors. It is a supplement to WSI's Vendor Manual. Log in to the site using the following:
http://www.williams-sonomainc.com/vendor-compliance/

Username: wsivendor
Password: ownthehome

Williams-Sonoma's basic performance standards are based on our customer's expectations, Williams- Sonoma's standards and specific regulatory requirements for Softline products. Most regulations and test methods originate from but are not limited to the following:

- ASTM (American Society for Testing and Materials): http://www.astm.org/
- AATCC (American Association of Textile Chemists and Colorists): http://www.aatcc.org/
- BHFTI (Bureau of Home furnishing and Thermal Insulation): http://www.bearhfti.ca.gov/
- CCPSA (Canada Consumer Product Safety Act): http://www.hc-sc.gc.ca/cps-spc/pubs/indust/ccpsa_ref-lcspc/index-eng.php
- CPSC (Consumer Product Safety Commission) including requirements of the CPSIA (Consumer Product Safety Improvement Act of 2008): http://www.cpsc.gov/
- FTC (Federal Trade Commission): http://www.ftc.gov/
- Fur Products Labeling Act (US): http://www.ftc.gov/node/119458
- Health Canada: http://www.hc-sc.gc.ca/index-eng.php
- Canadian Textile Labeling and Advertising Regulation:
  http://laws-lois.justice.gc.ca/eng/acts/T-10/index.html
  http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/h_02940.html
- Guide to the Consumer Packaging and Labeling Act and Regulations: http://www.competitionbureau.gc.ca/eic/site/cb-bc.nsf/eng/01248.html
- Country of Origin Marking: http://www.ftc.gov/os/statutes/textilejump.shtm and
- IABFLO (International Association of Bedding and Furniture Labeling Officials): http://www.iabflo.org
- TSSA Canadian Tagging Laws: http://www.tssa.org/regulated/upholstered/Default.aspx
- U.S. Customs: http://www.cbp.gov/
- Wool Products Labeling Act: http://www.ftc.gov/node/119457

B. Product Safety

I. Physical Tests Related to Safety Attachment Strength and Small Parts:

Williams-Sonoma Inc. strongly endorses the CPSC Federal Hazardous Substances Act 16 CFR 1500 as it is applied to products for infants and toddlers. All products intended for children under the age of 3 years and sold by Williams-Sonoma, Inc. business units must comply with the attachment strength, sharp points, sharp edges and small parts requirements.

Small parts include decorative and functional components such as rhinestones, sequins, beads, buttons, zipper pulls, snaps, studs, fabric flowers or other fabric components like bows and ribbons that can fit inside a CPSC small parts cylinder. Small parts need to withstand a minimum pulling force requirement if these are graspable. These are components that can be grasped by the thumb and forefinger or teeth without slippage or distortion of the component, when pulled perpendicular to the surface of the base structure. If a component design is hemispherical or tapered, and testing using the thumb and forefinger or teeth cannot be established whether the component is graspable, this can be determined by inserting a 0.04-inch feeler gauge. If the gauge can be inserted between the component and the main body of the product, the component will be considered graspable.

The attachment strength of graspable small parts is tested using the following tests:

- Torque Testing: Small parts that can be grasped between the thumb and forefinger, or teeth shall be subjected to torque testing under Torque Test – 16 CFR 1500 / ASTM F963 and must meet a torque of 4 in-lb. Zipper pulls and other graspable items that cannot meet the requirement cannot be used in products for infants.
- Tension Testing: Products having projections, parts or assemblies that can be grasped between the thumb and forefinger or teeth shall be subjected to Tension Testing under Tension Test – 16 CFR 1500 / ASTM963 and must meet a minimum force of 21 lbf. held for 10 seconds.

NOTE: Any graspable small part that does not meet the 21 lbf for 10 seconds minimum pull strength is unacceptable. **In the UK, the minimum strength requirement is 50 N and above for components equal to and under 6 mm, 90 N and above for components over 6 mm in size. Small parts that meet the 21 lbf requirement of the US can meet the UK's minimum specifications.**

Sharp Points / Sharp Edges:
Articles intended for use by children under age 3 cannot have accessible hazardous sharp points nor sharp edges, whether functional on non-functional, before and after appropriate use and abuse testing. Children's products intended for children above 3 years and up to 8 years of age (96 months) can have sharp points and edges if these are functional.

Children's products that have functional sharp points or sharp edges must be properly labeled with a warning and cannot be sold for use by children under the age of 3 years. Children's products for ages 3-8 years that have functional sharp points and edges must also have a warning label that indicates the presence of these hazards.

Sharp Points are tested with an instrument called the sharp point tester. Any object with a point sharp enough to activate the test device is unacceptable as it can penetrate a child's skin. No sharp points or edges may exist on any product, packaging, or hardware, tested in accordance with ASTM F963/16 CFR 1500.

Sharp Edges are tested on a mandrel covered with polytetrafluoroethylene (PTFE) tape. The tape simulates the top epidural layer of a child's skin. An object's edge is pressed against the tape for one revolution, at a pressure of 1.35 pounds. The edge shall be identified as sharp and therefore unacceptable if it completely cuts through the tape for a length of not less than 1/2 inch (13 millimeters) at any force up to 1.35 pounds (6.00 Newtons).

The following components can present sharp points and or sharp edges:

- *Hook and loop fasteners (also known as Velcro)*: No hook and loop fastening tape with sharp corners may be applied to any merchandise. All tape edges must be radiused (die-cut or hand trimmed) to prevent scratching.
- *Monofilament thread*: No monofilament thread may be used to assemble any product for PBK. Spun polyester or polyester/cotton wrapped threads should be used.
- *Zippers*: Zippers in all infant and toddler garments must not come in contact with skin during use. A zipper guard must be placed between the zipper and the body to prevent injury. The top of the zipper guard should extend ¼" beyond the top edge of the zipper head and set flush with the bottom of the zipper.

Fragile decorative trim:
Decorative trim pieces on home textiles such as jewels, sequins, beads, crystals and the like that are glued or sewn may not likely meet a 21 lb sustained for 10 seconds tension test requirement nor possibly be tested for attachment strength without crushing or compromising the integrity of the attachment. For these reasons, fragile trim cannot be used in products for infants.

Where allowed, WSI's recommends the following minimum strength requirements:

- On Sheer fabric (3.0 oz/sq. yd. or less): 10 lbs for 10 seconds, minimum
- On Non-Sheer fabric (above 3.0 oz/sq. yd.): 15 lbs for 10 seconds, minimum

Products intended for children above 3 years of age that do not meet the above requirements need the small parts warning label to indicate that it is not suitable for children below 3 years of age.

Breaking Strength of Chin Straps:

Chin straps must separate or break apart when applied a range of 5 to 10 lbs. of force. Staples cannot be used to hold down straps.

Pompoms:

Pompoms are defined as lengths or strands of fiber, yarns, or threads clamped or tied in the center; then fluffed to form a spherical shape. If a pompom were of a size that allows it to pass entirely through the 1.75" test fixture (Small Ball Gauge) under its own weight, it needs to withstand torque and attachment strength requirements (21 lbs sustained for 10 seconds, minimum). Pompoms are not allowed In the UK, in products sold to children 36 months and younger.

Tassels:

Tassels that can pass through a small ball gauge must pass torque and tension testing requirements. If added to infant's products, it' yarn or thread lengths should not be longer than 2 inches so as not to present a choking hazard. Tassels are not allowed In the UK, in products sold to children 36 months and younger.

Resemblance to Food:

Buttons and trim, whether functional or not; cannot resemble food if sold in the UK. These should not have the form, odor, color, appearance, packaging, labeling, volume or size which is likely to cause people, particularly children to confuse these with food.

Magnets:

Magnets have been known to present ingestion hazards, requiring surgery for removal. Magnets that will pass through a small parts cylinder should not be used on children's garments and home textile products. Magnets cannot be used in clothing and home textile products for teens and adults if these are exposed. Magnets cannot have a magnetic flux index greater than 50 (kG)2 mm2 if these can pass through a small parts cylinder.

Proper Attachment:

The following guidelines are presented as a guide to producing a safe product.

Functional or Decorative item	UNSAFE Method of Attachment	SAFE Method of Attachment
Sequins	Glued	Sew to fabric
Rhinestones	Glued	Sew or "Rivet" to cloth
Fabric Flowers	Pinned or glued	Sew to fabric
Plastic Flowers	Pinned or glued	Sew to fabric
Pompoms	Pinned or glued	Sew or "Rivet" to cloth
Buttons	Pinned or glued	Sew to fabric. Use 4 hole buttons, cross stitch stitching, lock stitch machine
Bows	Pinned or glued	Sew to fabric
Beads/Studs	Pinned or glued	Sew to fabric
Appliqués	Pinned or glued	Sew to fabric
Snaps	Manually attached	Attach with automated equipment only. Snaps must be on smooth fabric and cannot cross over seams

Snap Fasteners:

All snaps must be applied using only the snap suppliers recommended/brand compatible attaching dies using a semi or fully automated pneumatic or electric press. Manually operated hand, foot or flywheel presses cannot be used to apply light duty snaps to any merchandise. Manufacturers are required to contact the snap

suppliers' application laboratories for assistance in selecting the appropriate snap components and prong lengths for each new application. Snaps should NEVER be applied to uneven surfaces. Snap components must withstand 21 lbs. of pulling force held for 10 seconds. Snaps should pull apart (unsnap) and push together (snap) within the range of 2-8 lbs. of force when tested using the ASTM 4846 procedure.

Buttons:

All buttons must be attached using a lockstitch machine, sewn with a minimum of 7 needle passes using polyester or polyester core cotton-wrapped thread. Buttons cannot be attached using 100% cotton thread. Four-hole configuration buttons must be sewn in a cross-stitch pattern. All buttons must pass the standard attachment strength test of 21 lbs. for 10 seconds in accordance with ASTM Test Method D1683 Modified. Plastic buttons must meet the Impact Resistance requirements as specified below:

Ligne Size	<14	14-21	≥22
Minimum Thickness	1.65 mm/.0625 in	1.65 mm/.0625 in.	2 mm/.0750 in.
Breaking Strength	9.5 kgs. /21 lbs.	9.5 kgs. /21 lbs.	10 kgs. /22 lbs.

Cap buttons are not allowed on infant/toddler apparel.

When tested at the finished product stage, all buttons must withstand a minimum of three home launderings according to the assigned care instructions, with no breakage, chipping, damage, loss of finish nor loosening of attachment.

Loops:

Products with design details that form loops or dangling cords need to meet maximum allowable length and circumferential measurements as these present entrapment hazards. Requirements vary by the age of the child and product type. Cords, straps and elastics for children 18 months old and younger, need to measure less than 12 inches long when measured to the maximum length in a free state and, under a load of 5 lbs. The restriction doesn't apply to children ages 3 years of age and above.

II. Selection of Fabrics

Certain fabrics can present entrapment, ingestion and suffocation hazards. WSI adopted the following European requirements which advise to avoid these hazards in products for children ages 0-36 months:

- Fabrics with integral holes or open construction (examples are crochet and lace) which can cause entrapment of fingers or other body parts.
- Mesh fabrics, which can present a risk of entrapment if used in the lining of boys' swimming trunks.
- Jacquard fabrics: Jacquard fabrics which have uncut float stitches longer than 10 mm should not be used in the hand or foot area of garments.
- High pile fibers like in faux fur and sherpa fabrics can present a suffocation hazard. QA does not recommend using these fabrics in pile heights of 1 cm (3/8 inch) or longer in infant bedding, and garments and in pile heights of 1.6 cm or longer in infant floor coverings where there is a high potential for contact with an infant's mouth or nose.

III. Decorative Stitching Guidelines Embroidery and Applique:

Embroidery or appliqué stitches can rub against skin during wear. WSI recommends using fusible interfacing on the inside of the garment. Stitch lengths should not be long enough to form loops. No floats on the front or back in excess of ¼- inch visible length are allowed.

Stitch Length:

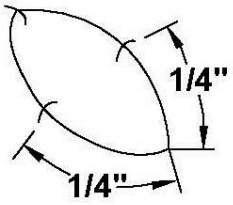
In products intended for children under 3 years of age (infants): To prevent entanglement or entrapment of tiny fingers or other appendages, WSI has developed decorative stitching guidelines for all embroidered products.

Where possible, the maximum float length of decorative and functional stitches is ¼ inch. No broken yarns, loose yarns, drop stitches or chain stitch is allowed.

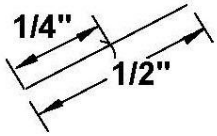
PBK Embroidery Stitch Requirements

Any Embroidery Stitch over 1/4" long must be tacked using double thread poly core or single emboridery thread. Embroidery stitches over 1/4" are finger trap safety hazard. Stitch tension must be adjsuted tight enough so that stitch does not pull longer than maximum 1/2". pls see examples of tack placement below & have fty use them as a guideline when tacking is required.

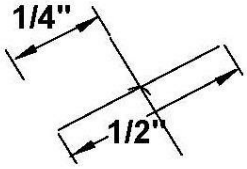
Daisy Stitch



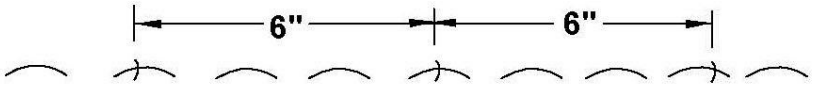
Running Stitch



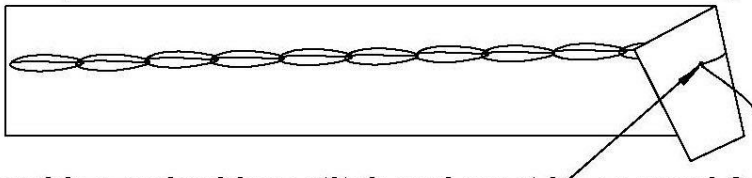
X Stitch



Note: any emboridery stitches running longer than 6" should be tacked down at every 6" apart, except for the machine chain stitch. the stitch ends must be secured with self stitch.



Machine Stitch Back View(104 Class Stitch)



machine embroidery stitch end must be secured & locked w/ manual self stitch

PBK Bumper Embroidery Stitch Requirements:

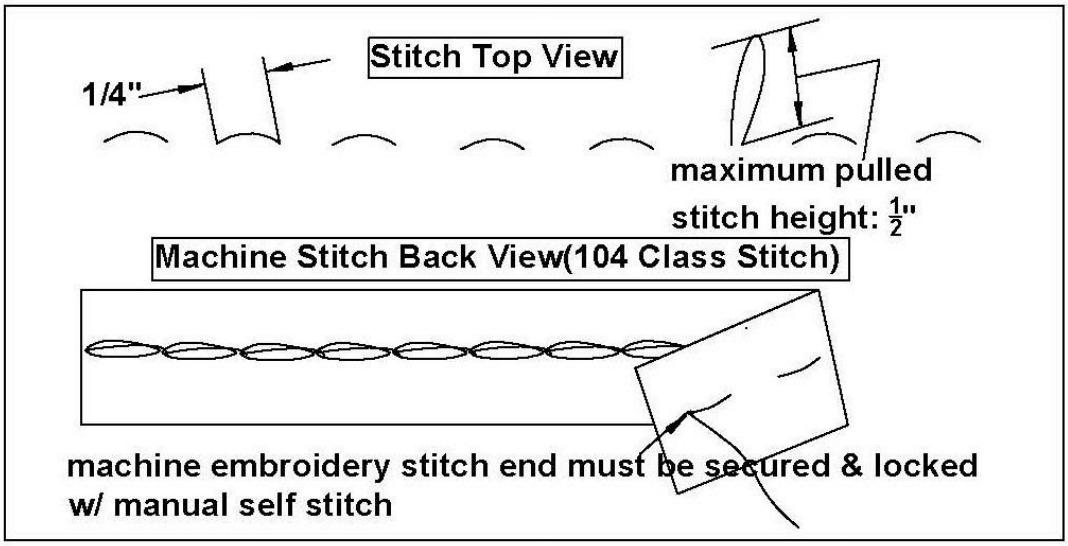
1. Machine Embroidery Stitch : Any running emboridery or pickstitches requested must be machine done, except for cuved emboridery stitch or short straight embroidery stitch in small areas.(see below for hand stitch exception). Use stitch type "104 Class Stitch" for all machine emboridery stitch unless requested other stitch type specially from PD.

2. Hand Stitch : Hand embroidery stitches are allowed only on curved stitch line or short straight line in small areas. All hand embroidery stitches must be back stitched every 4" apart with tight stitch tension requirement.

3. Proper Thread Tension: The Thread tension for all machine & hand running emboridery stitches must be adjusted tightly to avoid any stitch lifting or bulging on the face of bumper.

4. Self Stitch: All Embroidery Chain Stitches must be secured with manual self stitch at the stitch ends. Pls refer to the previously sent video for the method of this self stitch requirement.

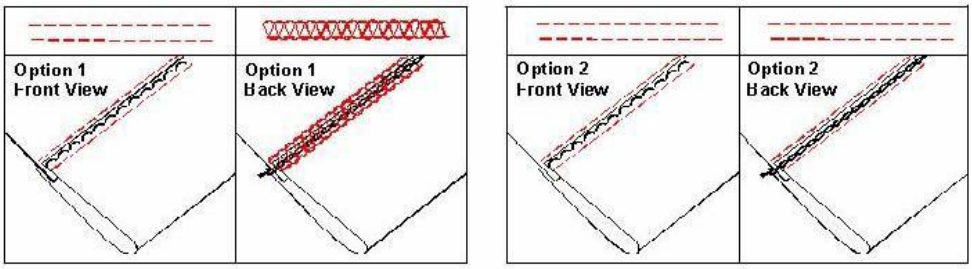
5. Maximum Stitch Pulled Height: The embroidery stitch tension & other secure stitch requirement must be done properly so that the maximum pulled stitch height does not exceed $\frac{1}{2}$". the pull testing s/b hand done w/ a good amount of force. No machine testing is required.



In the UK, no more than 1 cm (3/8 inch) stitch float, for kids below 1-year-old is allowed. Use lockstitch 301. No hand nor chainstitches on products for kids 36 months and younger are allowed.

NOTE on Knits: All knit items with any linking or chain stitch at folded hem or tubular end must be secured with one of the following options.

- Two needle cover stitch straddle needles
- 2-needle lockstitch



IV. Infant Bedding Requirements

Bedding for infants should be designed to prevent entanglement or suffocation. Construction techniques with regards to decorative ribbons, bumper guard ties, wall hangings, fitted sheets, mattress covers, pillows, diaper stackers and threads resulting for unraveled seams should therefore be regulated. These are detailed in ASTM F1917-12 and the individual product protocols. Certain infant products are also required to bear warning labels that are either sewn on or attached to packaging.

The following products for infants require warning labels:

- Crib headboard/bumper sets
- fabric wall hangings
- mattress covers
- pillows
- diaper stackers
- fitted sheets (requires the warning label on both the product and the packaging)

A permanent conspicuous label shall be attached to each of these products. The labels shall be in the ANSI format which would include a signal word panel containing the safety alert symbol before the signal word and a contrasting background. The label shall begin with the word “WARNING”, the letters of which shall not be less than 0.2 in (5 mm) high. The remaining text shall be in letters whose upper case shall be not less than 0.1 in (2.5 mm) high.

Please see Supplement II: **Warning labels required on Infant Bedding and Related Accessories** for the appropriate labels specific to each infant bedding product.

In addition to the warning label permanently attached to the product, each fitted sheet retail package should also bear a warning label that states the word “WARNING” in 3 mm height and 2 mm height for the rest of the words in the ANSI format. The warning label for the fitted sheet’s package is also illustrated in Supplement II.

Threads:
Monofilament threads are not allowed in any product intended for infants.

Thickness of Unsupported Vinyls:
A flat sheet material calendered from 100% Vinyl plastic, if accessible to an infant and after installation or positioned according to the manufacturer’s instructions shall have a nominal thickness of 0.012 inch (0.30 mm) or thicker gauge. Such thickness measurements should be taken from the center and ends of the product for a total of 4 independent measurements.

Pillows:
WSI Prohibits the use of pillows in cribs as these present suffocation hazards. Pillows are decorative items and are not intended for infant’s use.

Construction Guidelines for Bumpers:
Maximum Bumper Thickness:

Each bumper section should slide through the bumper thickness test fixture, over it's entire length, when extended to its full length using a 5-lb. static weight attached to the midpoint of the protruding bumper end. Keeping the bumper positioned vertically, allow the weight to slowly draw the bumper through the opening. If the bumper's ties or other localized means provided to secure the bumper to the crib interfered with the bumper sliding through the bumper thickness fixture, ease the ties or fasteners through the fixture and then continue the test.

Tie Lengths and Strength Requirements:
Bumper guards shall be capable of being secured at or near corners and at the midpoints of the long sides of the crib. Bumper guards intended for circular cribs shall be capable of being secured at intervals not exceeding 26 inches (660 mm).

The ties should be tested for attachment strength. Each tie should withstand 20 lbs. of force held for 10 seconds. WSI does not allow partial detachment of the ties from the base fabric. Neither is fabric tearing along the seam at a force below the minimum attachment strength requirement is allowed. The United Kingdom requires a minimum of 70 newtons which converts to 15.7366 lbs.

In addition to the attachment requirements, Pottery Barn Kids also requires maximum allowable length dimensions for bumper ties depending on whether these are straight or wide pleated ties, and the position of each tie in the bumper pad. The maximum length of a tie is determined after extending the tie under a force of 5 lbf (22 N). Decorative Components such as but not limited to ribbons, strings, buttons, appliqués and embellishments are also subject to maximum allowable length requirements. These are:

Functional Ties:

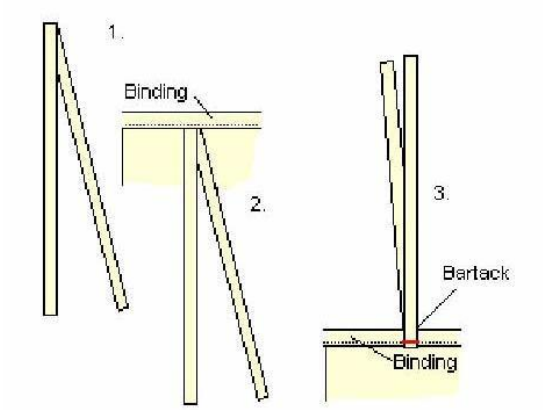
- Straight Ties:
  - At corner posts: 8 ½" +/- ¼ inch
  - At sides: 8 ½" +/- ¼ inch
- Wide Ties:
  - At corner posts: : 8 ½" +/- ¼" inch
  - At sides: 8 ½" +/- ¼ inch

Decorative Components:
The length of decorative components should not exceed 7 inches (180 mm) in length when it is extended to its maximum length under a force of 5 lbf (22 N).

Any decorative components that form a loop should have a perimeter that doesn't exceed 14 inches (360 mm) when it is extended to its maximum length under a force of 5 lbf (22 N).

Bumper Tie Construction:
Fully constructed bumper ties are to be folded in half lengthwise prior to being attached to the bumper.

Fully constructed bumper ties are tucked into the bumper binding and then sewn on. After tucking the tie into the binding and sewing on the binding, the tie is to be folded back at the binding edge and bar tacked on top of the tie with the bar tack centered over the binding seam line.









V. Apparel

Drawstrings and Ties:

The location and allowable length of drawstrings and ties in children's clothing are federally regulated. In the United States and Canada, the regulation applies to clothing for ages 0 through 16 years of age. The CPSC issues guidelines to help prevent children from strangling or getting entangled in the neck and waist drawstring of upper outerwear garments, such as jackets and sweatshirts. In addition to CPSC's guidelines are laws from the States of New York and Wisconsin prohibiting drawstrings in the neck area of all children's clothing up to and including age 16. The entry of WSI's concepts to international markets like Australia, the United Kingdom and other countries in the European Union; requires apparel products to comply with the requirements of these international markets as well.

These regulations are intended to prevent strangulation or dragging hazards. Potential hazards may include, but are not limited to tripping, slipping, entanglement; falling, choking, product induced vomiting, suffocation, entrapment, lacerations and restricted blood circulation. Each potential hazard needs to be considered and must be accompanied by a risk assessment for each garment taking into consideration the complete range of sizes to be manufactured; the age related abilities of the child and the circumstances under which the garment is intended for use.

NOTE on Other Strangulation Hazards: The CPSC has warned against any strings, cords, ribbons, necklaces or other items tied around an infant's neck. Never tie pacifiers, necklaces, toys, or other items around a child's neck. Never leave cords of any kind near an infant. Remove bibs or other clothing tied around a child's neck before putting the child in a crib or playpen.

WSI may also use the same rules on certain products that are considered to have "play value" or are used in a passive state, as in bedding products. Contact WSI for a product safety check of such design details.

Adherence to the rules stated on the following charts assure compliance with regulations of the United States, Canada, Australia, the European Union (EN 14682:2004 Safety of Children's Clothing) and the United Kingdom (Statutory Instrument 1976 No. 2). Please contact WSI QA for any products that are intended to be sold to other countries.

COMPONENT	DEFINITION
Drawstring / Drawcord	A string, cord, tape, ribbon or bungee inserted into the hem or casings and intended to be drawn more than 1 inch. For use in closing a bag or controlling fullness of a garment.
Ties (note that the CPSC does not differentiate	A string, cord, tape, ribbon, sash used for fastening or uniting. Ties are not capable of controlling fullness.
Decorative Ties / Bows	A string, cord, tape, or ribbon that is stitched down in the middle to create a permanent non-functioning pre-tied bow or tie.
Decorative Features	Tabs, woven ribbon / tape, loops, sewn-in labels, zipper pulls
Sash	Drawstring, decorative or functional cord of textile material of not less than 30 mm in width worn around the waist of a garment and tied in a bow.
Toggle	A Toggle is generally threaded onto a cord, slides freely and usually stopped by a cordlock. If the cordlock comes off, the toggle becomes free and poses a risk as a small part.
Cordlock	A Cordlock is threaded onto the cord. It has a spring type of control that "locks" them in place along the cord. To move a cordlock, the mechanism of squeezing the lock and sliding it along the cord need to be activated. The benefit to this is that if the cord end has a knot that comes undone, the cordlock will not fall off.
Adjusting tab	A small strip of fabric, no less than 20 mm in width, intended to adjust the size of the opening on a garment, e.g. at the sleeve or ankle.

REGULATIONS ON DRAWSTRING/TIE PLACEMENT AND ALLOWABLE LENGTH		
Size/Age	**Requirement**	**Options**
At Head and Neck Areas		
0 – 36 months (infant sizes)	No draw cord, tie, tape nor ribbon of **any length**, functional or decorative allowed on any infant garment.	Infant sleepers (baby bags) should utilize an elastic hem for closure (no protruding lengths). Chin straps that do not create dangling ends when united are allowed.
2T – 16 years. Note that for sizes S,M, L and XL; a size L is equivalent to a size 12 while an XL is a size 16.	No Neck/Head draw cord, tie, tape or ribbon of **any length**, functional or decorative may be applied to the neck or head area of any children's clothing. Halter necks are allowed provided that these are of fixed, non-adjusting circumference and do not have dangling ties.	Recommended alternative closures rather than drawstrings at the head/neck area include **snaps**, hook and loop fasteners, **buttons** and **elastic if completely encased within the garment (no visible loops nor dangling lengths allowed)**.
On Waist and Sleeve Areas		
0 – 36 months (infant sizes)	No functional draw cord, tie, tape nor ribbon of **any length** allowed on any infant garment.	Recommended alternative closures rather than drawstrings include **snaps**, hook and loop fasteners, **buttons** and **elastic if completely encased within the garment (no visible loops nor dangling lengths allowed)**.
2T - 16 years. Note that for sizes S,M, L and XL; a size L is equivalent to a size 12 while an XL is a size 16.	Draw cords and ties cannot have dangling lengths that trail below the sleeve hems unless these are applied to short sleeves. The length of dangling ties from short sleeves must finish or end above the elbows. Draw cords may be used to cinch the waist and **must be permanently attached** to the garment with tacking at side seam or center back to prevent pulling through an exposed length that can become an entanglement hazard. Exposed lengths at the waist should not measure more than **3" on each side** when the garment's waist is extended to its fullest width (in the UK, the maximum requirement for the same location and function is 75 mm). The same exposed ends should not exceed **5.5 inches** when the garment is in the relaxed state. Loops of pre-tied bows should not exceed **3 inches.** Tails of decorative attachments should not exceed **8 inches.** Garments intended for sale in the European Union countries cannot have dangling strings, cords nor ties in the back of children's clothing unless it is a sash (exempt and allowed to tie at the back if sash width is wider than 30 mm). See section on Functional and Decorative drawstrings.	
On Hem and edges of Upper and Bottom Garments		
0 – 36 months (infant sizes)	No functional draw cord, tie, tape nor ribbon of **any length** allowed on any infant garment.	Recommended alternative closures rather than drawstrings include **snaps**, hook and loop fasteners, **buttons** and **elastic if completely encased within the garment (no visible loops nor dangling lengths allowed)**.
2T - 16. Note that for sizes S,M, L and XL; a size L is equivalent to a size 12 while an XL is a size 16.	Draw cords and ties cannot be placed at the hem of full length pants, skirts, short pants and upper garments unless these are concealed.	

Drawstring or Draw cord Finishing		
0 – 36 months (infant sizes)	**No cords may be supplied with toggles, caps or knots,** regardless of location of garment construction to prevent fraying.	
2T - 16	**Cordlocks cannot be thicker than the cord if these are visible from the garment's exterior.** Cord locks **may only be used** on outerwear garments when cord and locking device are permanently secured to the garment and both ends are secure within the channels or concealed within the interior of the garment. These should not protrude from garment hems and edges	Appropriate methods of cord finishing are plastic tipping, heat sealing or bar tacking. Where plastic tipping is used to terminate cords, it must withstand a pull-off force of at least **17 lbs. sustained for 10 seconds.**
FUNCTIONAL: Cords, Ribbons, Bows, Sashes, Ties Defined as a string, cord, tape, fabric strip, ribbon or band of fabric usually worn about the waist as an accessory or for the purpose of fastening and drawing closed in addition to knotting to form a bow. A tie or sash is not capable of controlling fullness. **These cannot be located in the hood and neck areas.**		
0 – 36 months (infant sizes)	No functional ties, cords, ribbons, bows nor sashes of **any length** allowed on any infant garment.	
2T - 16	Tied belts. Cords, ribbons and ties are not allowed to emerge from the back unless it's a sash. Tied belts, cords, ribbons and ties are allowed only if these are tied at the front. Ties and Sashes **must be permanently attached** to the garment with tacking at side seam or center back to *prevent pulling through an exposed length that can become an entanglement hazard.* All ends should be free of decorations or knots. The maximum allowable length is **5.5 inches (14 cm).** Aprons or sashes can have a maximum length of **14 inches (36 cm) from the tie point but cannot extend below the hem.**	
Belts Defined as a separate continuous band of flexible material, usually worn around the waist and fastened at the ends with a buckle. Tied belts are considered sashes.		
0 – 36 months (infant sizes)	No functional belts of **any length** allowed on any infant garment	
2T - 16	Belts should whenever possible, be integral to the garment (i.e. not separate) or must be **permanently attached** with tacking at side seam or center back to prevent removal through one side, making it long enough to create an entanglement hazard.	
DECORATIVE: Cords, Ribbons, Bows, Sashes, Ties Defined as a string, cord, tape, fabric strip, ribbon or band of fabric that is stitched in the middle to create a permanent non-functional pre-tied bow or tie. **These cannot be located in the hood and neck areas.**		
0 – 36 months (infant sizes)	No decorative cords, ties or ribbons over **3.0 inches** in length. Bows must be **pre-tied** and **permanently attached** to the garment with tails not exceeding **3.0 inches** in length. Loop of pre-tied bows should not exceed **3 inches in circumference**. Cords, ties, ribbons and bows must withstand a pull of force of at least **21 lbs**. **held for 10 seconds**.	**NOTE:** These items should not be positioned so that they are easily accessible to the mouth. Where ribbons or bows are used for this age group, the ends should be adequately secured to prevent unraveling (bar tacking, heat sealing, or the use of plastic tipping on cords). **NOTE:** Where plastic tipping is used to terminate cords, it must withstand a pull-off force of at least **21 lbs. sustained for 10 seconds.**

2T - 16	Tails of decorative attachments on a garment (**pre-tied or untied**) should not exceed **8 inches (20 cm)** and must be permanently attached to the garment. Decorative sashes can reach to a maximum of **36 cm (14 inches) from the tie point but cannot extend below the garment's hem.**	
Neckties		
0 - 5	Conventional neckties - similar to those worn by adults, are not suitable for children **under five years of age.**	**Velcro** or **clip-on** fasteners are acceptable and preferred.
5 and over	No restrictions on fastening methods.	
Zipper Pulls and embellishments:		
All ages	In the UK, zipper pulls and embellishments cannot be longer than **75 mm** in length nor can these hang below the garment's edges.	Snaps, fabric encasements to conceal protruding zipper pulls.
Loops (ex: waist belt loops)		
All ages	In the UK, fixed loops which protrude from the garment shall not be more than **75 mm** in circumference. Flat loops which do not protrude from the garment shall not be more than **75 mm** in length.	

Loops in Apparel Accessories:

Products with design details that form loops or dangling cords need to meet maximum allowable length and circumferential measurements as these present entrapment hazards. Requirements vary by the age of the child and product type. Cords, straps and elastics for children 18 months old and younger, need to measure less than 12 inches long when measured to the maximum length in a free state and, under a load of 5 lbs. This maximum measurement also applies to headbands that form an enclosed loop. The restriction doesn't apply to kids ages 3 years and above.

Hoods:

The United Kingdom does not allow sleepwear for babies under 12 months to have hoods due to suffocation dangers. Non-sleepwear garments for babies under 12 months should not have hoods made from impermeable fabrics due to suffocation hazard.

Neck Stretch Measurements:

Garments or products intended to be pulled over the head must meet the minimum circumferential measurements when stretched:

Size Range	Description	Minimum Neck Stretch Measurement in inches (full circumference)	Minimum Neck Stretch Measurement in inches (half circumference)
0 - 3 months	**New Born**	**18**	**9**
3 - 6 months	**Infant**	**19**	**9.5**
6 – 12 months	**Infant**	**20**	**10**
12 – 24 months	**Infant**	**20.5**	**10.25**
2T – 4T	**Toddler**	**21**	**10.5**
4/5 to 6/6X	**Youth**	**22**	**11**
7/8 to 10/12	**Youth**	**23**	**11.5**
12/14 to 16/18	**Youth**	**24**	**12**
Assessment should be made as the following:			
Pass = The neck stretch gauge goes through the neck opening smoothly, without distorting the gauge or causing product seam failure			
Fail = The neck stretch gauge goes through the neck opening with gauge distortion or garment seam failure; or gauge unable to go through neck opening			

VI. Flammability

The flammability test methods and requirements are specific to the product type and the countries where these products will be sold. Each product's test protocol indicates the flammability test method and acceptance criteria. WSI does not allow exemptions to flammability tests due to a fabric being classified as low risk. Neither does WSI accept continuing guarantees of compliance from fabric mills or vendors to replace laboratory tests.

Non Apparel:
All non-apparel textile products, intended for the United States, unless otherwise specified in this section; must be tested for flammability using the ASTM D1230 test procedure. Fabrics must meet the Class 1 requirement. WSI reserves the right to test every color should such fabrics present a high risk for flammability. Fabrics that are of high risk are either light weight or have a raised fiber surface.

Certain fiber types and fabric finishes are also known to increase the risk for flammability. Home Textiles for Canada are subject to the requirements of CAN/CGSB 4.2 No. 27.5-94.

Bedding for Canada:
Though the US and Canadian test procedures use the same test equipment, Canada's requirement for bedding is stricter than requirements for the US and other non-bedding home products for Canada. The Class 1 requirement for the US is a burn rate minimum of 7.0 seconds for raised surfaces and 3.5 seconds for plain surfaces. All fabrics for Canada must not burn at a rate lower than 7 seconds to qualify for Class 1 category.

Bedding for the United Kingdom:
WSI requires all home textiles to be used over a bed tested to ISO 12952-1:2010 and EN 12952- 2:1999 Burning Behavior of Bedding Items, General and Specific Test Methods for the Ignitability by a Smouldering Cigarette. Passing requirements are as follows:

No Progressive smoldering ignition
No Flaming ignition

United Kingdom (UK):

Throws used over living room furniture, pillow inserts, seating slipcovers and inserts for seat cushions need to comply with flammability requirements detailed in Statutory Instrument 1988 No. 1324 The Furniture and Furnishings (Fire) (Safety) Regulations 1988. Please refer to QA Manuals distributed by the Furniture team and Bureau Veritas Test protocols 11995-GBR and 13000-GBR for the full requirements that relate to home textiles that require testing as per the Statutory Instrument.
http://www.merseyfire.gov.uk/aspx/pages/prevention/furnitureguide.pdf
http://www.legislation.gov.uk/uksi/1988/1324/contents/made

Other Flammability Requirements:

Certain products require specific flammability tests such as:

- ASTM D4151 for Blankets,
- CPAI-84 for Tents
- CPAI-75 for Sleeping Bags.

Please consult the individual test protocols for requirements.

Flammability Tests required in Certificates of Compliance required by the United States:

The flammability results for the following products intended for sale in the United States must meet requirements. In addition to meeting the requirements, results should be declared in a Children's Product Certificate (CPC) if intended for children 12 years old or younger.

Though Canada does not require Certificates of Compliance at the current time, Canadian requirements are advised in this section as requirements are similar to those of the United States unless stated otherwise.

Floor Coverings:

Carpets and rugs must meet the requirements of 16 CFR 1630/1631 if intended for the US market and, Canadian Standard Textile Test Methods 27.6 & 30.2 if intended for Canada. The addition of flame retardants must be declared. Should these products be sold to children, the flammability test can only be conducted by a CPSC-approved third party laboratory. WSI's approved laboratories within the Bureau Veritas and Intertek Consumer Goods network are CPSC-approved.

US regulations: http://www.ecfr.gov/cgi-bin/text-idx?SID=4e2a58e55712e9c5b735a044289b94cb&mc=true&tpl=/ecfrbrowse/Title16/16cfr1630_main_02.tpl

Canada's regulations: http://www.hc-sc.gc.ca/cps-spc/alt_formats/hecs- sesc/pdf/pubs/indust/carpets-tapis/carpets-tapis-eng.pdf

Wearing Apparel:

US Regulation: http://www.cpsc.gov/PageFiles/112119/testapparel.pdf

Canadian Regulation: http://www.hc-sc.gc.ca/cps-spc/pubs/indust/flammability-inflammabilite/index-eng.php#a3

All flammability tests for wearing apparel need to be conducted by a CPSC-approved laboratory.

All wearing apparel, except children's sleepwear must meet ASTM general wearing apparel flammability test 16 CFR 1610 with Class 1 rating and without a surface flash. A surface flash is defined as the complete burning of the time cord, without burning the base fabric.

Children's costumes are wearing apparel and therefore must meet 16 CFR 1610 General Wearing Apparel Flammability requirements.

Adult Nightwear for Canada:

Though the US and Canadian test procedures use the same test equipment, Canada's requirement for adult nightwear is stricter than the US requirement's. The Class 1 requirement for the US is a burn rate minimum of 7.0 seconds for raised surfaces and 3.5 seconds for plain surfaces. All fabrics for Canada must not burn at a rate lower than 7 seconds to qualify for Class 1 category. Canada does not require conformity certificates that the US requires.

Children's Sleepwear Flammability Requirements:
United States Sleepwear Regulations:
For sizes 0 through 6X
http://www.gpo.gov/fdsys/pkg/CFR-2012-title16-vol2/pdf/CFR-2012-title16-vol2-part1615.pdf

For Sizes 7 through14
http://www.gpo.gov/fdsys/pkg/CFR-2012-title16-vol2/pdf/CFR-2012-title16-vol2-part1616.pdf

Children's sleepwear in the United States is classified as either tight-fitting or loose-fitting.

The flammability test for tight-fitting sleepwear is the same as the procedure for General Wearing Apparel (16 CFR 1610). However, in addition to the flammability test, tight fitting sleepwear must follow strict design limitations and maximum allowable width measurements specific to each size. The maximum allowable dimensions are presented in 16 CFR 1615/1616.

Children's loose-fitting sleepwear must meet the requirements of 16 CFR 1615/1616.

Sleepwear for infants, ages 9 months and younger; are exempt from the loose-fitting flammability requirements. However, such sleepwear should meet flammability requirements for General Wearing Apparel 16 CFR 1610.

The CPSC requires that garments generally classified as loungewear must be tested according to children's sleepwear requirements. Relevant factors to be considered when deciding whether a particular garment is an item of children's sleepwear include:

- The nature of the product and its suitability for use by children for sleeping
- The manner in which the product is distributed and promoted.
- The likelihood that the product will be used by children for sleeping or activities related to sleeping.
- Use of traditional sleepwear fabrics
    - Jersey Knit 2.4 – 5.2 ounces/square yard
    - Blanket Weight Fleece 5.0 – 7.0 ounces/square yard
    - Brushed Jersey 5.7 – 6.7 ounces/square yard
    - Stretch Terry 5.5 – 7.7 ounces/square yard
    - Interlock and Rib Knit 4.0 – 6.0 ounces/square yard
    - Warp Knit Flannel 2.6 – 4.2 ounces/square yard
- Use of prints and surface designs that suggest sleep-related activities

Sleepwear Labeling
Garments which are not intended as sleepwear, but might be perceived as sleepwear, may not be labeled with the statement "not intended as sleepwear." This label cannot be used to supersede any flammability or sleepwear regulations. The Consumer Products Safety Commission does not distinguish children's loungewear from children's sleepwear. Please contact WSI QA for firm advice on garments that may fall under these categories.

Tight-fitting Sleepwear:
All articles of children's sleepwear that meet the snug-fitting requirements and associated flammability test must include hangtags and permanent labels.

Hangtags

Hangtags inform the customer at point of purchase that the garment should be worn snug fitting. The tag **(1 1/2" x 6 ¼")** must have black lettering **in 18 pt. Arial** font against yellow background meeting specifications for Standard Safety Yellow (Hue 5.0Y; Value/Chroma 8.0/12) as described in ANSI Z535.1-1998 and read as follows:

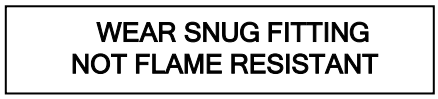


Packages

If the garments are sold in packages, then the packaging must include the language above that would otherwise appear on the hangtag. The label must have a text box that measures (3 ¾" x ¾") and text must be **11 pt. Arial** font adhering to the color guidelines of the hangtag.

Garment

A permanent label is required for all garments, which allows the consumer to distinguish between tight fitting sleepwear and flame resistant sleepwear over the life of the garment. The warning must appear on the front of the sizing label immediately below the size designation. The text must contrast with the background color of the label, be a minimum of **5 pt. sans- serif** font in all capital letters and set apart from other label text by a line border.



Loose-fitting Sleepwear:

Loose-fitting sleepwear is tested in increments of fabric production units (FPU) and garment production units (GPU). Every piece of loose-fitting sleepwear should be traceable to its fabric and garment production units. For this reason, the FPU and GPU #s are stated on every piece of loose-fitting sleepwear. This information should be on a permanently attached label and should be legible beyond the life of the garment. Please see Supplement D for detailed testing guidelines. Laboratory testing procedures are also described in: http://www.cpsc.gov/PageFiles/112002/sleepwearlab.pdf

Canadian Sleepwear Regulations:

http://www.hc-sc.gc.ca/cps-spc/pubs/indust/sleepwear-vetements_nuit/index-eng.php

Canada's flammability regulations, as detailed in their Hazardous Product Act; differs from the US requirements. Certain design details may not be acceptable for tight-fitting sleepwear or, silhouettes that may be exempt from the loose-fitting flame-retardant sleepwear requirement in the US may be classified as loose-fitting sleepwear in Canada. Please contact WSI QA for guidance.

Camisoles, polo pajamas and sleepers need to meet maximum width dimensions and require tight cuffs at the end of sleeves and pants. Such sleepwear is tested using CAN/CGSB 4.2 NO. 27.5 - 94 entitled *Textile Test Methods - Flame Resistance - 45° Angle Test - One Second Flame Impingement* and must have a time of flame spread of 7 seconds or less. Furthermore, these should not have any item of fabric, ornamentation, or trim, such as appliqués, embroidery, lace or ribbon, which extends more than 6mm from the point of attachment to the outer surface of the garment. Loose edges up to 5cm are permitted at the neck only. Nightcaps and slippers are also subject to the same flammability test method and cannot be attached to sleepwear. Sleepwear for infants up 7 kg in weight and with a chest circumference measurement of 508 mm or less is also subject to the same requirement.

Nightgowns, nightshirts, dressing gowns, bathrobes, housecoats, robes, pajamas and baby-doll pajamas should be tested following the US requirements for loose fitting sleepwear. Children's sleepwear differs from adults when such sleepwear has maximum circumference measurements of 980 mm (Chest area) and 980 mm (seat area).

Australian Sleepwear Requirements:

Children's sleepwear in Australia are tested and labeled according to 4 products categories. These categories and the associated test results determine whether or not a sleepwear product should bear a Low Fire Danger or Keep Away from Fire warning label. Certain infant sleepwear requires tog ratings on the label which describe the garment's extent of thermal insulation.

Please access the requirements using the following link:
http://www.productsafety.gov.au/standards/nightwear-for-children

UK Nightwear Requirements:

The Nightwear (Safety) Regulations 1985 sets the standard for nightwear flammability. Though the European Union issued a harmonized standard BS EN 14878:2007 Textiles Burning Behavior Children's Nightwear, parts of the EU standard are less stringent than the UK standard. The UK regulation will take priority over the EU standard in such cases.

The UK regulation covers children's and adult nightwear and can be accessed using the following link: http://www.legislation.gov.uk/uksi/1985/2043/made

Nightwear need to meet the testing requirements and bear a warning label stating "KEEP AWAY FROM FIRE" in red, 10 point font.

If a flame-retardant chemical had been added, the following statement is also required on the sewn in label: "DO NOT WASH AT MORE THAN 50^{o}C. CHECK SUITABILITY OF WASHING AGENT" (in black letters).

VII. Thermal Labeling: Optional unless required by WSI Concepts

In the United Kingdom and Australia, it is normal practice for duvets, infant bedding, sleep sacks and domestic oven gloves to indicate thermal performance known as a tog value or tog rating. Insufficient thermal performance compared to the claimed value in adult and children's products may lead to vulnerable age groups being too cold or too warm when sleeping.

Overheating of infants while sleeping can be avoided by adhering to tog value requirements. Tog ratings for infants are determined through BS 8510:2009 Child Use and Care articles – Safety of Children's Sleep Bags –Safety requirements and test methods. The following tog ratings are recommended:

For the UK: Infant bedding and sleep sacks: 3.5 togs recommended, 4.0 togs, maximum For Australia: Infant sleep sacks: 0.5 – 2.5 togs

C. Product Labeling

All products labels need to comply with the requirements of each country where WSI intends to sell their products. Additional requirements are published each time WSI expands to international markets. At the current time, there are supplemental test protocols that include requirements for Australia and the United Kingdom which should be used in conjunction with the original test protocols intended for the United States and Canada only. These test protocols can be accessed from our approved third-party laboratories' websites:

Bureau Veritas:
https://docushare.cps.bureauveritas.com/docushare/dsweb/View/Collection-245
Username: wsonoma
Password: wsitesting

Intertek Testing Services:
https://getprotocol.intertek.com/wsi/default.aspx
Login id: LT\wsonoma or wsonoma@intertek.com
Password: Wsitesting2016 (password never expires)

Information on labels should remain clear and legible throughout the natural life of the product. Labels should be attached in a secure and conspicuous manner and durable enough to remain attached to the product throughout distribution, sale, resale and until sold and delivered to the ultimate customer. Labels should be permanently sewn on the product unless:

1. The product is reversible wearing apparel without pockets,
2. If sewing on the label harms the appearance or usefulness of the product

If a label cannot be permanently sewn on the product, the information can instead be printed on a hangtag, package or adhesive sticker that can be attached in some other conspicuous place so that the consumer will be able to see the information before buying the product.

The following information should be on the sewn in label(s):

1. Fiber Content
2. Country of Origin
3. Company Identification: Concept name or logo; including city and country
4. Size and dimensions
5. Care instructions and equivalent care symbols
6. IABFLO Bedding registration labels for stuffed furniture and bedding for the US (known as the US Law or Uniform Law Label)
7. Flammability warning labels if required by law (for example, California TB 117-2013 Notice Label)
8. Warning labels indicating special use instructions if required by law (example 'Outdoor Use Only")
9. California Proposition 65 warning labels when necessary and required
10. Oeko-Tex 100 Registration number if desired by the concept.

Information added but not required on the label may not minimize, detract from or conflict with the required information.

All languages must be shown in equal dominance. For access to required text and layout, please access detailed instructions from the websites of the agencies listed in this Manual's Introduction page.

Note on labeling leather products in Mexico: Brand name, country of origin and fiber content Information need to be stamped on the leather material, not printed. Examples of such leather products are: footwear (cutting, lining, outsole), leather goods (product & lining) such as coats, jackets, trousers, skirts, bags, gloves, belts and travel goods as suitcases, briefcases, backpacks, purses, wallets, key chains, boxes, desk items, office, sports, etc

I. Global Label

WSI requires using one label, referred to as the Global label; which can currently satisfy the mandatory requirements of Australia, Canada, Mexico, the United Kingdom and the United States.

Please see Supplement V: Global Label for mandatory labeling information

The Concepts have the option of adding their company logo to the same label or, in a separate label placed adjacent to the global label. Please contact the Brand Packaging offices for specific directions.

Labels must withstand repeated laundering cycles and remain legible throughout the product's expected use life. A minimum height of 1/8 for lowercase letters is recommended.

Please note that labeling requirements can vary by country as in the following examples:

Fiber content:

- Declaring fake fur in the US: Several states including New York, Massachusetts, Wisconsin, Delaware, and New Jersey have their own regulations that state if an item appears to be fur but is not, the label should clearly state that it is "faux fur" and provide the actual material content. Products containing fake or faux fur can also indicate "This product contains faux fur" below the fiber content information.

- Declaring materials of animal origin in Europe: Products containing materials of animal origin should include the statement “Contains non-textile parts of animal origin” as required in European Regulation 1007/2011 Article 13. Examples of non-textile materials of animal origin include pearl, real fur, leather collar or trim, feather ornament or bone accessories.
- In Mexico, Mexico’s Customs office requires the fiber content declared in Spanish. Synthetic fibers are declared in lower case letters. Natural fibers can be declared in all capital letters, all lower case or with the first letter capitalized. Brand logo, country of origin and fiber content information need to be stamped (not printed), if the product is made from leather.

II. Williams-Sonoma Care Label Instruction Grid

The purpose of this care label instruction grid is to promote consistency, accuracy and compliance in care labeling in all William Sonoma Inc. Concepts. According to the Federal Trade Commission’s requirements for Care Labeling, the consumer must be given the minimum direction to care for a product: At a minimum, a washing instruction would include a method of washing and a method of drying, such as ‘Machine Wash Warm, Tumble Dry’. This minimal wording, however, means that the product:

- Can be machine washed in warm water at normal agitation
- tumble dried at any temperature,
- does not need to be ironed,
- is safe to any type of bleach, and
- no warnings are required.

Thus, all elements of a proper washing instruction would have to be considered: washing, drying, ironing, bleaching, and warnings. Washing and Drying “modifiers” are included to add clarity and further directions to the basic care instructions. All textile products are expected to be cleaned throughout its intended useful life. All products should have care instructions and should have a minimum of one of the following care methods: machine or hand washing, dry cleaning or spot cleaning.

Using the Care Label Instruction Grid:
The care instructions need to be presented in the following order: washing, bleaching, drying, ironing and professional textile care.

The following grid provides the required phrases in English, French and Spanish; and the corresponding ISO 3758:2012 care symbols based on the GINETEX Care labeling system. Unless a product does not require ironing nor dry cleaning, all 5 symbols must be used.

A short instruction like “Dry Clean Only” needs the ISO symbols for do not wash (), do not bleach (), do not tumble dry () and some type of ironing symbol () added before the dry clean only symbol ()

Williams-Sonoma Care Label Instruction Grid							
#	1 Washing	2 Wash Modifiers	3 Bleaching/ Dry Cleaning	4 Drying	5 Drying Modifiers	6 Ironing Instruction	7 Special Instructions
1	Machine Wash Cold Gentle Cycle Laver à la machine à l'eau froide cycle délicat Lavar a máquina en agua fría ciclo delicado 	With like colors Avec des colueurs semblables Con colores similares	 (Any bleaching agent allowed, not required to be stated in words) cualquier agente de blanqueo es permitido, no se requiere que sean expresados en palabras	Tumble Dry Low Sécher par culbutage à basse température Seca en secadora a temperatura baja 	Remove Promptly Enlevez promptement Retirar inmediatamente	Warm Iron As Needed Repasser à une température moyenne au besoin Plancha a temperatura media si es necesario 	Dry Clean Only Nettoyage à sec uniquement Sólo limpieza en seco 
2	Machine Wash Cold Laver à la machine à l'eau froide Lavar a máquina en agua fría 	Wash Inside Out Laver à l'envers Lavar por el reverso	Only Non – Chlorine Bleach When Needed Utiliser au besoin un agent de blanchiment sans chlore Usar únicamente lejía sin cloro si es necesario 	Tumble Dry Medium Séchage par culbutage à température moyenne Secar en secadora a temperatura media 	No Heat Pas de chaleur Sin calor	Warm Iron As Needed on Reverse Side Only Repasser à une température moyenne à l'envers seulement Planchar a temperatura media si es necesario, sólo por el reverso 	Professional Dry Clean Only Uniquement nettoyage à sec professionnel Lavado en seco profesional 

#	1 Washing	2 Wash Modifiers	3 Bleaching/ Dry Cleaning	4 Drying	5 Drying Modifiers	6 Ironing Instruction	7 Special Instructions
3	Machine Wash Warm Gentle Cycle Laver à la machine à l'eau tiède cycle délicat Lavar a máquina en agua tibia, ciclo delicado 	Color may transfer when new, wash before use La couleur peut déteindre avant le premier lavage. Veuillez laver avant de utiliser Para no transferir colores favor de lavar antes de usar	Do Not Bleach Ne pas utiliser d'agent de blanchiment No utilice lejía 	Tumble Dry Séchage par culbutage Secar en secadora a temperatura media 		Warm Iron as Needed, Do Not Iron Decoration Repasser à une température moyenne au besoin. Ne pas repasser le tissu décoratif Planchar a temperatura media si es necesario; no planchar los adornos 	Professional Rug Clean Only Nettoyage uniquement par un spécialiste du tapis Lavado en seco profesional para alfombras
	Machine Wash Warm Laver à la machine à l'eau tiède Lavar a máquina en agua tibia, ciclo normal 	Gentle Cycle cycle délicat Ciclo delicado		(Note: For EASY CARE PROGRAMS ONLY) Tumble Dry low on permanent press cycle Sécher par culbutage à basse température; réglage prssage permanent. Secar en secadora a temperatura baja 		(Note: For EASY CARE PROGRAMS ONLY) Warm Iron As Desired Repasser à une température moyenne si désiré Planchar a temperatura media si se desea 	Professional Dry Clean Leather Method Only Nettoyage à sec uniquement par un spécialiste du cuir Lavado en seco profesional para pieles
4	Machine Wash Laver à la machine Lavar a máquina, ciclo normal 	Remove Insert Before Washing Enlevez le coussin interieur avant de lavage Retirar almohada antes de lavar		Do Not Tumble Dry Ne pas Séchage par culbutage No secar en secadora 		Iron On Lowest Setting As Needed On Reverse Side Only Repasser à basse température, à l'envers seulement Planchar a la temperatura mínima si es necesario, sólo por el reverso 	Do Not Dry Clean Ne pas nettoyer à sec No limpiar en seco 

#	1 Washing	2 Wash Modifiers	3 Bleaching/ Dry Cleaning	4 Drying	5 Drying Modifiers	6 Ironing Instruction	7 Special Instructions
5	Hand Wash Cold Laver à la main à l'eau froide Lave a mano en agua fría 	Separately Separement Por separado		Line Dry Essorer et suspendre sur un corde pour le séchage Secar colgado 		Iron on Lowest Setting as Needed, Do Not Iron Decoration Repasser à basse température au besoin, ne pas repasser le tissu décoratif Planchar a la temperatura mínima si es necesario; no plancha los adornos 	Wipe Clean with a Damp Cloth or Sponge Essuyage à l'aide d'un linge ou d'une éponge humide Limpiar con un paño o una esponja humedecida
6	Do Not Wash Ne pas laver No lavar	Do Not Wring nor Twist Ne pas essorer No escurrir		Reshape Dry Flat Restaure la forme et faire sécher a plat sur une surface plane appropriée Enderezar y secar sobre una superficie plana 		Iron On Lowest Setting As Needed Repasser à basse température, au besoin Planchar a la temperatura mínima si es necesario 	
7				Lay Flat to Dry sécher sur une surface plane appropriée Dejar secar sobre una superficie plana 		Do Not Iron Ne pas repasser No planchar 	
8				Drip Dry Suspendre sur un corde pour le séchage Colgar sobre la linea para secar 		Do Not Steam Iron Ne pas repasser à la vapeur No planchar de vapor 	
9						Steam iron to restore shape Repasser à la vapeur, pour restaurer la forme Usar plancha de vapor para recuperar la forma	

Williams-Sonoma, Inc

Additional Special Instructions:

ISO Symbol	English	French	Spanish
A. 	For Best Results, Dry Clean	Pour un résultat optimal nettoyer à sec	Para obtener resultados óptimos, limpiar en seco
B. 	May Be Dry Cleaned	Peut être nettoyé à sec	Puede limpiarse en seco
C.	If part of a coordinate set, dryclean for best results	Lorsque l'article fait partie d'un ensemble coordonné, nettoyage à sec Pour un résultat optimal	Si forma parte de un conjunto o juego, limpiar en seco para obtener mejores resultados
D.	Large covers (full/queen/king) use large capacity machine	Les dessus de lit de grande taille (lit deux places, grand lit deux places, très grand lit deux places) doivent être placés dans une laveuse de grande capacité	Para las fundas grandes (para cama matrimonial/queen/king) usar una lavadora de gran capacidad
E.	NOTE: large covers (full/queen/king) use large capacity machine	NOTA : Les dessus de grande taille (lit deux places, grand lit deux places, très grand lit deux places) doivent être placés dans une laveuse de grande capacité	NOTA: Para los cobertores grandes (para cama matrimonial/queen/king) usar una lavadora de gran capacidad
F.	Gently Brush Spots or Stains With A Soft Cloth, Do Not Wash, Do Not Dryclean	Frottez doucement les taches ou les éclaboussures à l'aide d'un tissu doux. Ne pas laver, ne pas nettoyer à sec.	Limpiar suavemente las manchas con un cepillo o paño húmedo; no lavar; no limpiar en seco
G.	Place in mesh bag prior to laundering	Placez dans un sac-filet avant de laver	Meter en una bolsa de malla antes de lavar
H.	Spot Clean by Professional Dry Cleaner Only	Nettoyage en surface uniquement par un nettoyeur à sec professionnel	Limpiar las manchas superficiales sólo mediante limpieza en seco profesional
I. Use same symbols as in row F	Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry	Nettoyage en surface avec un humide chiffon blanc, épongez pour enlever l'excédent d'eau et sécher à l'air	Limpiar las manchas superficiales con un paño blanco húmedo; presionar con el paño para eliminar el exceso de agua; secar al aire
J.	Build Up of Soap Can Affect Fabric Flammability, Do Not Use Soap, Use Detergent Only	L'accumulation de savon peut affecter l'inflammabilité du tissu, N'utilisez pas de savon, utilisez seulement du détergent	La acumulación de jabón puede afectar al carácter inflamable del tejido; no usar jabón, usar sólo detergente
K.	Spot Clean with a Damp White Cloth, Blot to Remove Excess Water, Air Dry or Consult with a Professional Upholstery Cleaner	Nettoyage en surface avec un humide chiffon blanc épongez pour enlever l'excédent d'eau et sécher à l'air ou nettoyeur par un spécialiste du tapisserie ou meubles rembourrés.	Limpiar las manchas superficiales con un paño blanco húmedo; presionar con el paño para eliminar el exceso de agua; secar al aire o consultar con un profesional de tapicería.

III. Pottery Barn Concept Care and Use Instructions for Rugs Natural Fiber Rugs

Rug Care:

Vacuum regularly on a low-power setting, using a vacuum cleaner without a beater brush, to prevent debris from settling into the fibers. For best results, vacuum from different directions, making several passes over the area.

Spot clean. Remove soil with soft brush. Remove spills immediately; if liquid, blot with clean un-dyed cloth by pressing firmly around the spill to absorb as much as possible. For hard-to-remove stains, professional cleaning is recommended.

Avoid direct and continuous exposure to sunlight. Use rug protectors under the legs of heavy furniture to avoid flattening piles.

Natural fibers can become dry and brittle over time with use and may crack or break off, resulting in shedding. Shedding of loose fibers is also normal with new rugs and a natural result of being handmade. Shedding should diminish with regular vacuuming and proper care.

Do not pull loose ends. Clip them with scissors to remove.

Due to the natural fibers and craftsmanship, minor imperfections may appear in the weave. These are not defects but common occurrences in items of this nature.

To protect your investment, we recommend using a rug pad. A rug pad provides traction between the rug and floor to prevent slipping. It adds padding and keeps the rug smooth and flat. Extending the life of the rug, a pad protects the canvas backing and prevents any possible color transfer.

Rotating your Rug:
Rotate or reposition your rug every 3-6 months to promote even wear on the surface and extend the life of the rug. Rotating your rug will also aide in a more uniform floor surface patina and decrease the likelihood of the rug pad or exposed backing adhering to the floor surface where they are placed.

Do not place rugs on hardwood floors that have not had time to completely cure.

French Translations for Natural Fiber Rugs/ Tapis en fibres naturelles:

Entretien du tapis:

Passez régulièrement un aspirateur sans brosse de battage à puissance faible afin d'éviter l'accumulation des débris entre les fibres. Pour de meilleurs résultats, passez l'aspirateur plusieurs fois au même endroit dans plusieurs directions.

Nettoyez les taches. Enlevez la saleté à l'aide d'une brosse douce. Épongez immédiatement les éclaboussures; si elles sont liquides, séchez-les à l'aide d'un linge propre en exerçant une pression ferme afin de les absorber le plus possible. Un nettoyage professionnel est recommandé pour les taches difficiles à retirer.

Évitez l'exposition directe et continue au soleil. Placez des patins protège-tapis sous les pieds de vos meubles lourds afin d'éviter qu'ils n'écrasent les poils du tapis.

Au fil du temps, les fibres naturelles peuvent s'assécher, se casser, craquer ou se détacher, causant un peluchage du tapis. Le détachement des fibres libres des tapis neufs est normal et est une conséquence naturelle de la fabrication à la main. Réduisez le peluchage en passant l'aspirateur régulièrement et en prenant soin de votre tapis.

Ne tirez pas sur les brins détachés. Coupez-les à l'aide de ciseaux.

Le tissage peut présenter des imperfections mineures en raison du caractère artisanal et des fibres naturelles du tapis. Ce ne sont pas des défauts, mais plutôt des caractéristiques communes des articles de cette nature.

Afin de protéger votre investissement, nous vous recommandons d'utiliser un sous-tapis. Un sous- tapis maximise l'adhérence entre le tapis et le plancher afin d'éviter qu'il ne glisse. Il donne également davantage d'épaisseur au tapis qui reste bien à plat. Le sous-tapis prolonge la vie du tapis en protégeant sa toile protectrice et en prévenant les transferts de couleur.

Changez l'orientation de votre tapis :
Repositionnez ou changez l'orientation du tapis tous les 3 ou 6 mois afin d'assurer une usure uniforme et de prolonger sa durée de vie. Changer l'orientation de votre tapis favorisera également l'uniformisation de la patine du plancher et empêchera que le sous-tapis ou la toile protectrice adhèrent à la surface sur laquelle ils sont placés.

Ne placez pas de tapis sur des planchers en bois franc qui ne sont pas complètement secs.

SPANISH TRANSLATIONS for Natural Fiber Rugs/ Alfombras de fibras naturales:
Cuidado de la alfombra:
Límpiela regularmente con una aspiradora sin cepillo colector a una potencia baja, para evitar que los residuos se asienten en las fibras. Para obtener óptimos resultados, aspírela en diferentes direcciones, pasando varias veces por su superficie.

Limpieza de manchas puntuales. Quite la suciedad con un cepillo suave. En caso de derrames, actúe inmediatamente. Si el derrame es un líquido, séquelo aplicando un paño limpio sin tintura sobre la superficie, sin frotar, presionando con firmeza alrededor de la mancha, para absorber la mayor cantidad posible. En el caso de manchas muy rebeldes, se recomienda contratar un servicio de limpieza profesional.

Evite la exposición directa y continua a la luz solar. Utilice protectores de alfombra bajo las patas de muebles pesados para evitar que se aplasten las fibras.

Con el tiempo, las fibras naturales pueden secarse y volverse quebradizas, y romperse o desprenderse, lo cual podría llevar a una pérdida de fibras. La pérdida de fibras también es normal en alfombras nuevas; se debe a que son hechas a mano. Por lo general, dicha pérdida disminuye si el producto se aspira con regularidad y se cuida adecuadamente.

No tire de los cabos sueltos, córtelos con tijeras.

Dado que la alfombra está hecha a mano con fibras naturales, el tejido puede presentar pequeñas imperfecciones. Esto es algo que suele ocurrir en productos de este tipo; no se trata de defectos.

Para proteger su inversión, le recomendamos utilizar una base antideslizante para alfombras. Una base antideslizante ofrece adherencia entre la alfombra y el piso a fin de evitar resbalones. Proporciona una superficie acolchada y mantiene la alfombra lisa y sin desniveles. La base antideslizante también prolonga la vida útil de la alfombra, ya que protege el tejido del reverso y evita la transferencia de color.

Cambio de posición:
Rote la alfombra o cámbiela de posición cada 3 a 6 meses para que el desgaste sea parejo, lo cual prolongará la vida útil de la alfombra. Rotar la alfombra también ayudará a que se forme una pátina uniforme en la superficie del piso, reduciendo el riesgo de que la base antideslizante o el tejido del reverso se adhieran al piso sobre el que están colocados.

No coloque la alfombra en pisos de madera que no fueron curados el tiempo necesario.

Synthetic Outdoor/Indoor Rugs
Rug Care:
Vacuum regularly and/or shake to remove dust. For best results, use a vacuum cleaner without a beater brush and on a low-power setting, to prevent debris from settling into the fibers. Vacuum from different directions, making several passes over the area.

May be rinsed regularly with an outdoor hose and mild soap. May be brushed when wet for further cleaning if necessary. Allow rug to dry completely before use after exposure to excessive water from a hose or rain. Do not leave in standing water for extended periods of time in order to avoid mold/mildew growth.

Remove spills immediately; if liquid, blot with a clean, undyed cloth by pressing firmly aournd the spill to absorb as much as possible. Harsh chemicals may damage or fade the rug.

Rotate or reposition your rug and/or rug pad every 3 months to equalize wear and extend the life of the rug. Do not place rugs on finished hardwood floors that have not had time to completely cure. Use of a rug pad is recommended.

Store your rug by rolling it front side out and wrapping in cloth for protection. Do not fold or store rug in an airtight plastic bag. Place in a dry, well-ventilated area.

THIS RUG IS SUITABLE FOR USE EITHER INDOORS OR OUTDOORS.

FRENCH TRANSLATIONS for Synthetic Outdoor/Indoor Rugs / Tapis synthétiques intérieurs/extérieurs:
Entretien du tapis:
Passez l’aspirateur régulièrement ou secouez pour enlever la poussière. Pour de meilleurs résultats, utilisez un aspirateur sans brosse de battage à puissance faible afin d'éviter l'accumulation des débris entre les fibres. Passez l'aspirateur plusieurs fois au même endroit dans plusieurs directions.

Peut être régulièrement rincé à l'aide d'un tuyau d’arrosage extérieur et d'un savon doux. Peut être brossé pendant qu’il est encore humide pour un nettoyage en profondeur, au besoin. Après avoir été exposé à une grande quantité d'eau ou de pluie, laissez le tapis sécher complètement avant de l'utiliser. Ne le laissez pas tremper dans l'eau stagnante pendant de longues périodes afin d'éviter la croissance de moisissures.

Épongez immédiatement les éclaboussures; si elles sont liquides, séchez-les à l'aide d'un linge propre en exerçant une pression ferme afin de les absorber le plus possible. Les produits chimiques agressifs peuvent endommager ou décolorer le tapis.

Repositionnez ou changez l’orientation du tapis et/ou du sous-tapis tous les 3 mois afin d’assurer une usure uniforme et de prolonger leur durée de vie. Ne placez pas de tapis sur des planchers en bois franc vernis qui ne sont pas complètement secs. L'utilisation d'un sous-tapis est recommandée.

Rangez le tapis en le roulant sur lui-même, avec les poils à l’extérieur, et enveloppez-le dans un linge protecteur. Ne pliez pas le tapis et ne le rangez pas dans un sac hermétique. Rangez le tapis dans un endroit sec et bien aéré.

CE TAPIS PEUT ÊTRE UTILISÉ À L'INTÉRIEUR COMME À L'EXTÉRIEUR.

SPANISH TRANSLATIONS for Synthetic Indoor/Outdoor Rug / Alfombras sintéticas de exterior/interior:
Cuidado de la alfombra:
Aspire la alfombra con regularidad y/o sacúdala para eliminar el polvo. Para obtener mejores resultados, utilice una aspiradora sin cepillo colector, a una potencia baja, para evitar que los residuos se asienten en las fibras. Aspírela en diferentes direcciones, pasando varias veces por su superficie.

Si lo desea, puede lavarla regularmente con una manguera exterior y un jabón suave. De ser necesario, puede cepillarla cuando aún esté mojada para lograr una limpieza más profunda. Si la alfombra estuvo expuesta a la lluvia o si la mojó con una manguera, déjela secar completamente antes de volver a utilizarla. No la deje en agua estancada por períodos extensos, a fin de evitar el desarrollo de moho.

En caso de derrames, actúe inmediatamente. Si el derrame es un líquido, séquelo aplicando un paño limpio sin tintura sobre la superficie sin frotar, presionando con firmeza alrededor de la mancha para absorber la mayor cantidad posible. Los productos químicos fuertes pueden dañar o desteñir la alfombra.

Rote o cambie de posición la alfombra o la base antideslizante cada tres meses para que el desgaste sea parejo; eso prolongará la vida útil de la alfombra. No coloque la alfombra en pisos de madera que no fueron curados el tiempo necesario. Se recomienda el uso de bases antideslizantes.

Para guardar la alfombra, enróllela con la parte superior hacia afuera y envuélvala con una tela para su protección. No la doble ni la guarde en bolsas de plástico herméticas. Manténgala en un ambiente seco y bien ventilado.

ESTA ALFOMBRA ES APTA PARA SU USO TANTO EN INTERIORES COMO EN EL EXTERIOR.

Wool or PET, Tufted or Handloom, Pile Rugs
Rug Care:
Due to the inherent qualities of tufted rugs, shedding of loose fibers will occur. This will diminish over time. Vacuum regularly using a vacuum cleaner without a beater brush and on a low-power setting, to prevent debris from settling into the roots of the fibers. For best results, vacuum from different directions, making several passes over the area.

Do not pull loose ends. Clip them with scissors to remove.

Attend to spills immediately. Blot with a clean, undyed cloth to absorb as much of the spill possible. Working from the outer edge toward the center of the spot, blot (do not rub) the area by pressing down firmly to prevent the spill from spreading and absorb as much as possible. For spot cleaning, apply water in very small amounts; do not saturate. If applying cleaning solvents, test in a small inconspicuous area before using.

For general maintenance or stubborn stains, use an experienced cleaning service that specializes in hand made rugs. Select rug repair shops also offer cleaning services.

Do not dry clean. Harsh chemicals may damage or fade rugs. Rug Pads:

To protect your investment, we recommend using a rug pad. A rug pad provides traction between the rug and floor to prevent slipping. It adds padding and keeps the rug smooth and flat. Extending the life of the rug, a pad protects the canvas backing and prevents any possible color transfer.

Rotating your Rug:
Rotate or reposition your rug every 3-6 months to promote even wear on the surface and extend the life of the rug. Rotating your rug will also aide in a more uniform floor surface patina and decrease the likelihood of the rug pad or exposed backing adhering to the floor surface where they are placed.

Avoid direct and continuous exposure to sunlight. Use rug protectors under the legs of heavy furniture to avoid flattening piles.

Storage:
Store your rug by rolling it front side out and wrapping in cloth for protection. Do not fold or store in an airtight plastic bag. Place in a dry, well-ventilated area.

This product contains synthetic latex.

FRENCH TRANSLATIONS for Wool or PET, Tufted or Handloom, Pile Rugs / Tapis en laine ou en PET, touffetés ou artisanaux, tapis à poils:
Entretien du tapis:
De par leur nature, les tapis touffetés perdront quelques fibres détachées. Le peluchage diminuera avec le temps. Passez régulièrement un aspirateur sans brosse de battage à puissance faible afin d'éviter l'accumulation des débris à la base des fibres. Pour de meilleurs résultats, passez l'aspirateur plusieurs fois au même endroit dans plusieurs directions.

Ne tirez pas sur les brins détachés. Coupez-les à l'aide de ciseaux.

Épongez immédiatement les éclaboussures. Séchez-les à l'aide d'un linge propre en exerçant une pression ferme afin de les absorber le plus possible. En commençant par le contour extérieur de la tache vers le centre, épongez (ne frottez pas) la zone en appuyant fermement afin d'éviter la propagation du liquide et de l'absorber le plus possible. Pour nettoyer les taches, appliquez très peu d'eau; ne saturez pas le tapis. Avant d'utiliser un solvant de nettoyage, testez-le d'abord sur une petite partie peu visible.

Pour l'entretien général ou les taches tenaces, faites appel à un service de nettoyage expérimenté et spécialisé dans les tapis faits à la main. Certaines cordonneries offrent également un service de nettoyage de tapis.

Ne pas laver à sec. Les produits chimiques agressifs peuvent endommager ou décolorer les tapis.

Sous-tapis:
Afin de protéger votre investissement, nous vous recommandons d'utiliser un sous-tapis. Un sous-tapis maximise l'adhérence entre le tapis et le plancher afin d'éviter qu'il ne glisse. Il donne également davantage d'épaisseur au tapis qui reste bien à plat. Le sous-tapis prolonge la vie du tapis en protégeant sa toile protectrice et en prévenant les transferts de couleur.

Changez l'orientation de votre tapis:
Repositionnez ou changez l'orientation du tapis tous les 3 ou 6 mois afin d'assurer une usure uniforme et de prolonger sa durée de vie. Changer l'orientation de votre tapis favorisera également l'uniformisation de la patine du plancher et empêchera que le sous-tapis ou la toile protectrice adhèrent à la surface sur laquelle ils sont placés. Évitez l'exposition directe et continue au soleil. Placez des patins protège-tapis sous les pieds de vos meubles lourds afin d'éviter qu'ils n'écrasent les poils du tapis.

Rangement:
Rangez le tapis en le roulant sur lui-même, avec les poils à l'extérieur, et enveloppez-le dans un linge protecteur. Ne pliez pas le tapis et ne le rangez pas dans un sac hermétique. Rangez le tapis dans un endroit sec et bien aéré.

Ce produit contient du latex synthétique.

SPANISH TRANSLATIONS for Wool or PET, Tufted or Handloom, Pile Rugs / Alfombras de pelo cortado de lana o poliéster, empenachadas o tejidas manualmente entelar:
Cuidado de la alfombra:
Por sus características propias, las alfombras empenachadas sueltan fibras, lo cual será cada vez menos frecuente a medida que pase el tiempo. Límpiela regularmente con una aspiradora sin cepillo colector y a una potencia, baja para evitar que los residuos se asienten en la raíz de las fibras. Para obtener óptimos resultados, aspírela en diferentes direcciones, pasando varias veces por su superficie.

No tire de los cabos sueltos, córtelos con tijeras.

En caso de derrames, actúe de inmediato. Absorba el líquido con un paño limpio sin tintura. Aplique el paño sobre la superficie, sin frotar, presionando con firmeza desde afuera hacia el centro de la mancha, para evitar que se propague y absorber la mayor cantidad posible de líquido. Para limpiar manchas puntuales, aplique una cantidad muy pequeña de agua y procure no empapar la superficie. Si desea aplicar solventes de limpieza, pruebe los productos en un área poco visible antes de aplicarlos.

Para realizar un mantenimiento general o eliminar manchas rebeldes, contrate un servicio especializado en limpieza de alfombras hechas a mano. Algunas tiendas de reparación de alfombras también ofrecen un servicio de limpieza.

No limpie la alfombra en seco. Los químicos fuertes pueden dañar o desteñir la alfombra.

Bases antideslizantes:
Para proteger su inversión, le recomendamos utilizar una base antideslizante para alfombras. Este tipo de productos ofrece adherencia entre la alfombra y el piso a fin de evitar resbalones. Proporciona una superficie acolchada y mantiene la alfombra lisa y sin desniveles. La base antideslizante también prolonga la vida útil de la alfombra, ya que protege el tejido del reverso y evita la transferencia de color.

Cambio de posición:
Rote la alfombra o cámbiela de posición cada 3 a 6 meses para que el desgaste sea parejo, lo cual prolongará la vida útil de la alfombra. Rotar la alfombra también ayudará a que se forme una pátina uniforme en la superficie del piso, reduciendo el riesgo de que la base antideslizante o el tejido del reverso se adhieran al piso sobre el que están colocados.

Evite la exposición directa y continua a la luz solar. Utilice protectores de alfombra bajo las patas de muebles pesados para evitar que se aplasten las fibras.

Almacenamiento:

Para guardar la alfombra, enróllela con la parte superior hacia afuera y envuélvala con una tela para su protección. No la doble ni la guarde en bolsas de plástico herméticas. Manténgala en un ambiente seco y bien ventilado.

Este producto contiene látex sintético.

IV. Guidelines for Selecting a Proper Care Label – Primary, Secondary, and Tertiary Care Methods

These guidelines advise WSI's preferred care instructions for each product category. The care instructions are listed as **Primary, Secondary or Tertiary** and listed under the specific protocol to which they apply. Please note that it is not mandatory that the product fit one of the exact care statements listed. These guidelines were created specifically to identify what the most appropriate care would be for a product on a general basis and what the next alternative but reasonable care method would be should the product fail to meet requirements after subjecting to the primary care method.

The guide is also provided to assist vendors in selecting appropriate care instructions that would be stated in the test request form. The final care instruction will always depend on the performance of the final product in laboratory tests. For this reason, only the care instructions the laboratory recommends at the stage 3 or Final Product Qualification stage should be used on the product's label.

Prior to submitting products for testing, the vendor should discuss with the sourcing/merchant team to agree on whether or not the product should be washable. The vendor can propose a care method that can be followed by the average consumer. If the vendor is unclear on what care method to use, they may submit the product with the primary care instruction listed for the product type. If the product fails when the primary care method is applied, the product will be tested to the secondary care instruction. If the product continues to fail to the secondary care instruction, then testing continues through the tertiary care instruction. If the product cannot pass testing for the listed primary, secondary nor tertiary care instructions; the vendor should immediately notify Williams Sonoma Quality Assurance for applicability of other special care instructions.

The US Federal Trade Commission requires the below listed items to be in a care label. These should be stated in the sequence of cleaning the product. Ironing and Bleaching Instructions are determined in testing and should be added to the care instructions whenever there is the potential for a customer to iron or bleach a product.

1. **Washing Instruction**: The label must state whether the product should be washed by hand or machine. The label also must give a water temperature setting. If the product can be harmed when washed in normal agitation, the care instructions should include the words "Gentle Cycle."
2. **Bleach Warning**: The label must state what type of bleach is safe for the product. If the product cannot safely be bleached, the care instructions should state "Do Not Bleach."
3. **Drying Instruction**: The label must state if the product can be machine dried or dried by some other method. If machine dried it must include a temperature (low or medium) that is safe for the product.
4. **Ironing Instruction**: Even if regular ironing of a product is not needed, an ironing caution with the proper temperature should be included for any product that may need an occasional touch up. Special ironing cautions for products that contain pile or decoration that cannot be ironed in a regular way have been included in the Williams Sonoma care label grid.
5. **Dry cleaning Instruction**: "Dry Clean Only" can only be used when the product is not washable. Stating "Professionally Dry Clean" requires special instructions to go along with it such as: the type of dry cleaning solvent if regularly used will harm the product or, if the product cannot be steamed. It is an added bonus to offer the customer the dry clean option if it can be safely done in addition to a machine wash and dry set of instructions. After listing the proper wash method, add the special instruction "May Be Dry Cleaned." To add this option to the label the product must be tested for and PASS for the dry clean instruction.

Violations

Please note: Failure to provide reliable care instructions and warnings for the useful life of an item is a violation of the Federal Trade Commission Act. Violators are subject to enforcement actions and penalties of up to $11,000 for each offense. In enforcement actions, the FTC may contend that each mislabeled garment/product is a violation. Penalties have ranged as high as $300,000.

V. Williams-Sonoma Primary, Secondary, and Tertiary Care Instructions by Protocol

Protocol/Product	Primary Care	Secondary Care	Tertiary Care
WL–1001–US/CN Bedspread, Blanket, Electric Blanket, Comforter, Duvet, Throw *electric blankets may require specialized care	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed **Silk/Wool/Embellished:** Dry Clean Only	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed **Silk/Wool/Embellished:** Dry Clean Only	Dry Clean Only
WL–1004–US/CN Bed Linens (Sheets & Pillow Cases) Sham, Bed skirt	Machine Wash Warm Only Non-Chlorine Bleach When Needed Tumble Dry Low at Permanent Press Cycle, Warm Iron As Needed **Silk/Wool/Embellished:** Dry Clean Only	Machine Wash Warm Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low at Permanent Press Cycle, Warm Iron As Needed **Silk/Wool/Embellished:** Dry Clean Only	Dry Clean Only
WL–1010–US/CN Towels (Kitchen/Bath/ Beach/Hooded)	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Remove Promptly	Machine Wash Warm Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Remove Promptly	No tertiary care is listed for this product as these products need to pass for a washable care
WL–1015–US/CN Pillows (Inserts)	If decorated with fragile trim: Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry or Without decoration: Machine Wash Cold, Gentle Cycle, Tumble Dry Low	Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry	No tertiary care is listed for this product as inserts are subject to distortion in laundering
WL-1020-US/CN Table Linens (Tablecloths/ Napkins/Runners)	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	Hand Wash Cold Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed
WL-1025-US/CN Placemats Natural Fiber Placemats	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed **Natural Fiber** Wipe Clean with a Damp Cloth or Sponge	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed **Natural Fiber** Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry	Machine Wash Cold Gentle Cycle Only Non- Chlorine Bleach When Needed Line Dry Warm Iron As Needed **Natural Fiber** Gently Brush Spots or Stains with a Soft Cloth, Do Not Wash, Do Not Dry Clean
WL-1030-US/CN Crib Bumper Pad	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Warm Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non- Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed

Protocol/Product	Primary Care	Secondary Care	Tertiary Care
WL-1035-US/CN Mattress Pads	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Warm Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed
WL–1040 US/CN Floor Coverings (Mats & Rugs) Note: See additional recommended cares for rugs listed on the WSI care label grid	**Bath Mats** Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Medium **Rugs (Wool)** Professional Rug Clean Only	**Bath Mats** Machine Wash Warm Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low **Rugs (Wool)** No other options for cleaning wool rugs are available	**Bath Mats** Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Line Dry **Rugs (Wool)** No other options for cleaning wool rugs are available
WL–1045 US/CN Pillow/Cushion Covers Woven/Leather	Machine Wash Warm Only Non Chlorine Bleach when Needed, Tumble Dry, Warm Iron as Needed **Silk/Wool/Embellished**: Dry Clean Only **Leather:** Gently Brush Spots Or Stains With Soft Cloth. Do Not Wash, Do Not Dry Clean	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed **Silk/Wool/Embellished**: Spot Clean With A Damp White Cloth, Blot to Remove Excess Water, Air Dry	Hand Wash Cold Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed
WL-1046 US/CN Pillow/Cushion Covers (Knit Only)	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed **Silk/Wool/Embellished**: Dry Clean Only	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed **Silk/Wool/Embellished**: Spot Clean With A Damp White Cloth, Blot to Remove Excess Water, Air Dry	Hand Wash Cold Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed
WL-1048-US/CN Ironing Board Cover	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed
WL-1065-US/CN Fabric Shower Curtains	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed
WL-1075 US/CN Tree Skirt / Stocking WL-1075 US/CN Tree Skirt / Stocking	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed **Wool/Embellished**: Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed **Wool/Embellished**: Spot Clean by Professional Dry Cleaner Only	Spot Clean Only With A Damp White Cloth, Blot To Remove Excess Water, Air Dry

Protocol/Product	Primary Care	Secondary Care	Tertiary Care
WL-1085 US/CN Quilts (Fabric & Finished Quilt)	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed Silk/Wool/Embellished: Dry Clean Only	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed Silk/Wool/Embellished: Dry Clean Only	Dry Clean Only
WL-1100 US/CN Curtains & Drapes	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed Silk/Wool/Embellished: Dry Clean Only	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed Silk/Wool/Embellished: Dry Clean Only	Dry Clean Only
WL-1120 US/CN Burping Pad/Bib	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Warm Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	No tertiary care is listed for this product as these products need to pass for a washable care
WL-1150-US/CN Laundry Bag/Fabric Cosmetic Bag, Basket Liners	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed	Hand Wash Cold Only Non-Chlorine Bleach When Needed Line Dry
WL-1155-US/CN Canvas Wrap	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed	Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry
WL-1160-US/CN Cushion (Non-Removable Cover)/ Mattress	Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry	Spot Clean By Professional Dry Cleaner Only	No tertiary care is listed for this product
WL-1170-US/CN Oven Mitts	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low	No tertiary care is listed for this product
WL-1171 US/CN Hot Pads	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low	No tertiary care is listed for this product
WL-1190 US/CN Apron	Machine Wash Warm Only Non- Chlorine Bleach When Needed Tumble Dry Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Line Dry Warm Iron As Needed
WL-3110.05 US/CN Slipcovers	Machine Wash Cold Gentle Cycle Only Non-Chlorine Bleach When Needed Tumble Dry Low Warm Iron As Needed	Dry Clean Only	Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry
WL-3110.04 US/CN Upholstery	Spot Clean With A Damp White Cloth, Blot To Remove Excess Water, Air Dry	Consult with a Professional Upholstery Cleaner	No tertiary care is listed for this product

VI. IABFLO-required Labels for Products with Stuffing

Certain states in the United States are members of the International Association of Bedding and Furniture Law Officials (IABFLO). Detailed information can be accessed at www.iabflo.org. These member States require special licensing for stuffed articles such as upholstery and pillows. Filled products cannot be sold in these States and provinces unless the distributor or the manufacturer is registered in each State and province. Filled products must be labeled so that the consumer is aware of the contents of concealed filling material and to assure traceability to the manufacturer or distributor. This ensures that unsanitary or contaminated materials are not used as filling or covering materials. There are differences between States with regards to the type of products that require registration and labeling. All member States require labeling and registration of stuffed bedding, decorative pillows and furniture. But in addition to these, the State of Utah, requires fill content disclosure and registration of outerwear containing stuffing materials.

Required Registration for Home Textiles

WSI requires all vendors producing stuffed articles to obtain registration in the State of California.

Applications for each license are available on the following websites:

California: http://www.bearhfti.ca.gov

In addition to California, the following states require registration and payment of fees:

Connecticut	http://www.ct.gov/dcp/cwp
Delaware	http://dhss.delaware.gov/dhss/dph/hsp/bed.html
Michigan	http://www.detroitmi.gov
Massachusetts	http://www.mass.gov/eohhs/docs/dph/environmental/foodsafety/bed-app.pdf
New York*	http://www.dos.ny.gov/licensing/bedding/bedding.html
North Carolina	http://www.ncagr.gov/spcap/sleep/documents/2014NewNCManufacturersApp.pdf
Ohio	http://www.com.state.oh.us/
Oklahoma	http://www.oklahoma.gov
Pennsylvania	www.pa.gov
Rhode Island	http://www.dbr.state.ri.us
Utah	http://www.ag.utah.gov/divs-progs/38-food-safety-and-consumer- protection/246-bedding-how-to-apply.html
Virginia	http://www.vdh.state.va.us/EnvironmentalHealth/FOOD/BEDDING/forms
West Virginia	http://www.legis.state.wv.us/WVCODe/code.cfm?chap=47&art=1A

* New York State requires registration of manufacturers of box springs and mattresses only

Each vendor should register with California first and then use the assigned number to acquire a license in the other States. Each state may assess fines for non-compliance with their local license laws. Williams- Sonoma, Inc. is not responsible for fines assessed for non-compliance.

Vendor and Agent's Responsibility

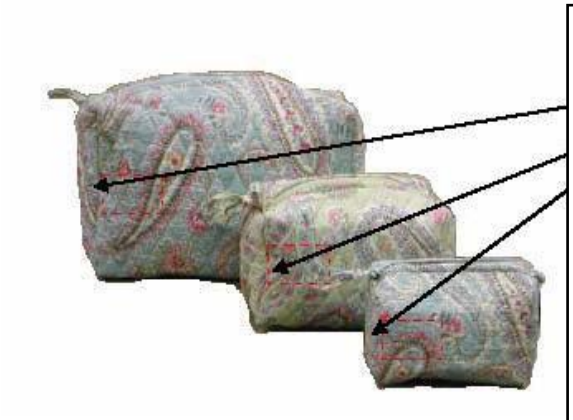
It is vendor's and agent's responsibility to ensure that each vendor registers in all of the above US States that require registration. Vendor must also pay the associated fees charged by each State and province. A vendor must also renew the license before the expiration date. Note that some States require yearly renewals.

Guidelines for format and placement of US uniform law labels can be found by accessing http://www.iabflo.org.

Positioning IABFLO Labels:
For the purpose of the following illustrations, the IABFLO label for the US is referred to as the "Uniform Law Label".

The placement shown in these diagrams indicates the general seam where labels should be located, not necessarily the exact location. The law labels may be sewn into the identified seams at any location in that seam as long as it is clearly visible and sewn on an outside seam. Please check with each Concepts technical specifications for the exact location required for the placement.

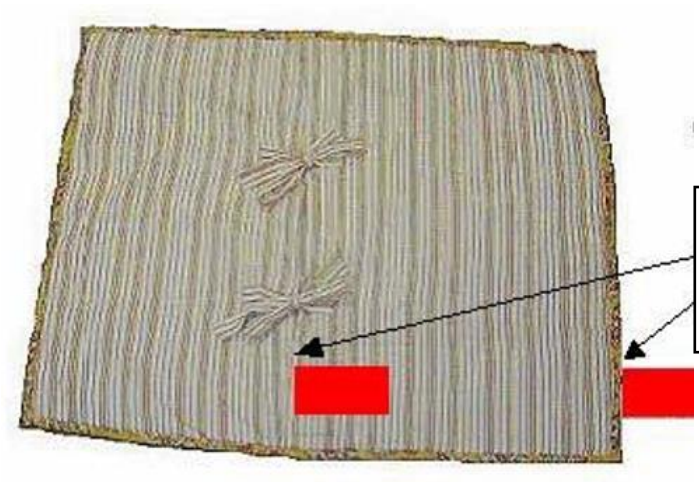
Accessories



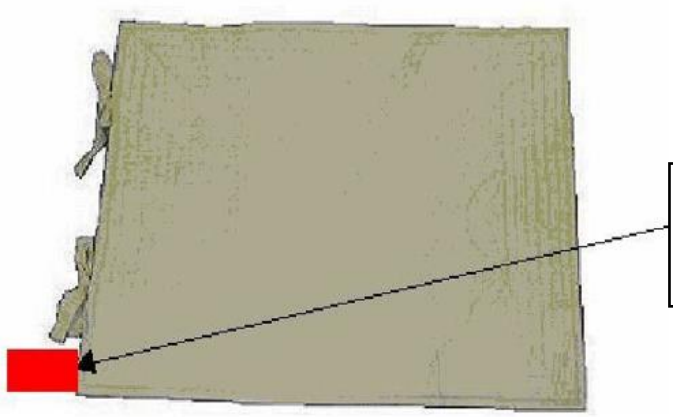
These products are meant to be opened and will be opened for use by the customer.

Uniform law label (if required) may go on the inside of the bags in a seam where they are not hidden or tucked inside of a pocket or lining and are immediately visible when the product is unzipped or opened. We do not recommend sewing the label next to a zipper as there is potential for the tag to interfere with the workability of the zipper.

Bedding Shams

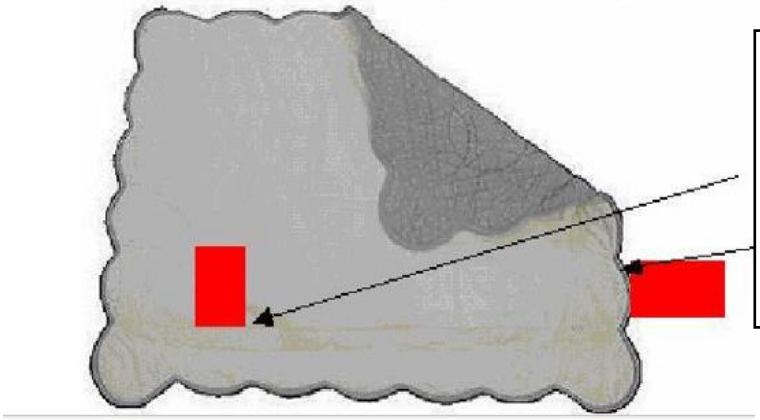


Uniform law label may go either on the outside edge seam or on the outside of the tie flap as shown.



Uniform Law Label may go on the outside edge of the sham.

Quilted and filled front Bedding Sham with zipper closure



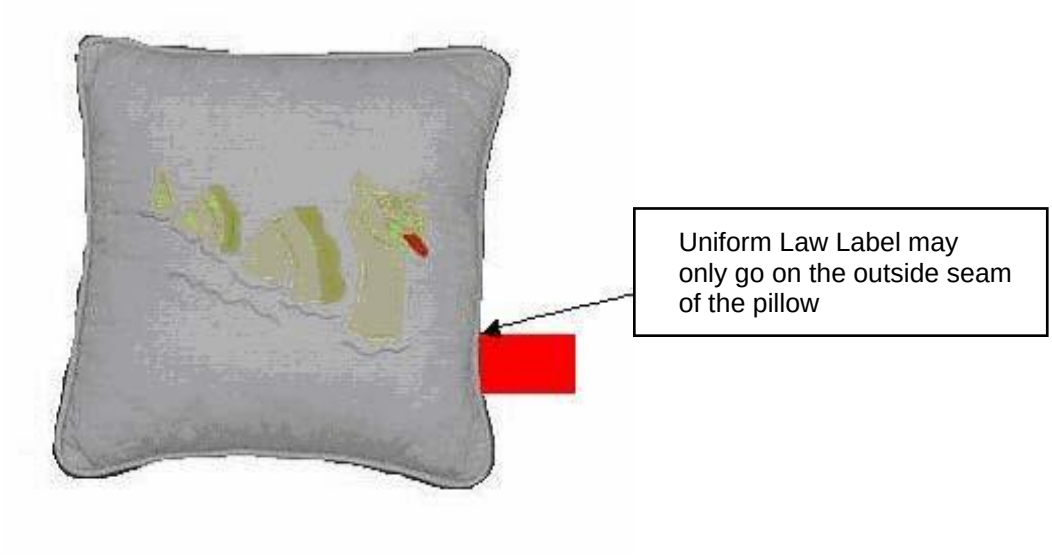
Uniform Law Label may go on the outside edge seam or on the outside seam of the zipper. We do not recommend sewing the labels next to the zipper as there is potential for the tag to interfere with the workability of the zipper.

Quilted and filled front sham with envelope closure that has no ties, zippers, buttons or other closure devices

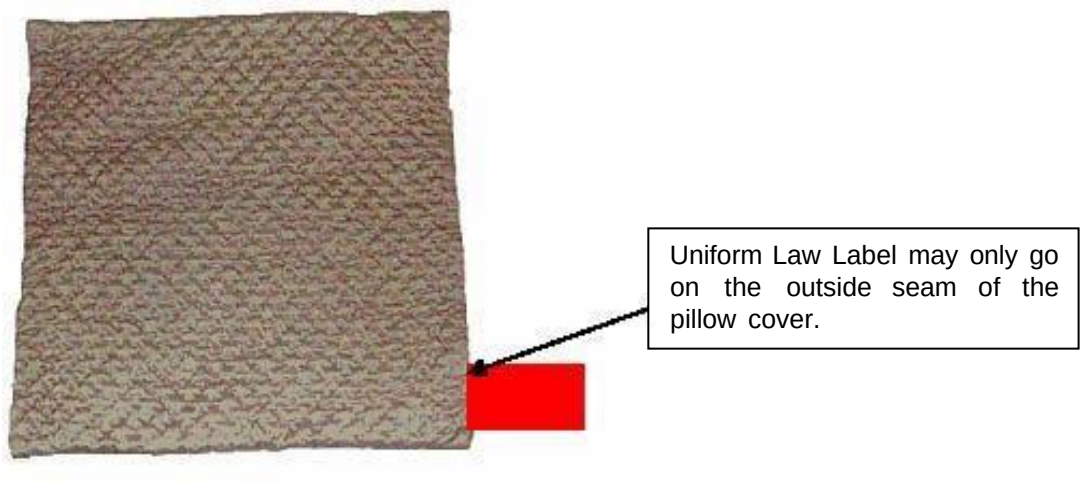


Uniform Law label may be attached to the outside of the top flap of the envelope closure. However, it may also be attached to the INSIDE of the top flap of the envelope on the edge so that if the sham flap is opened the label is immediately visible and accessible.

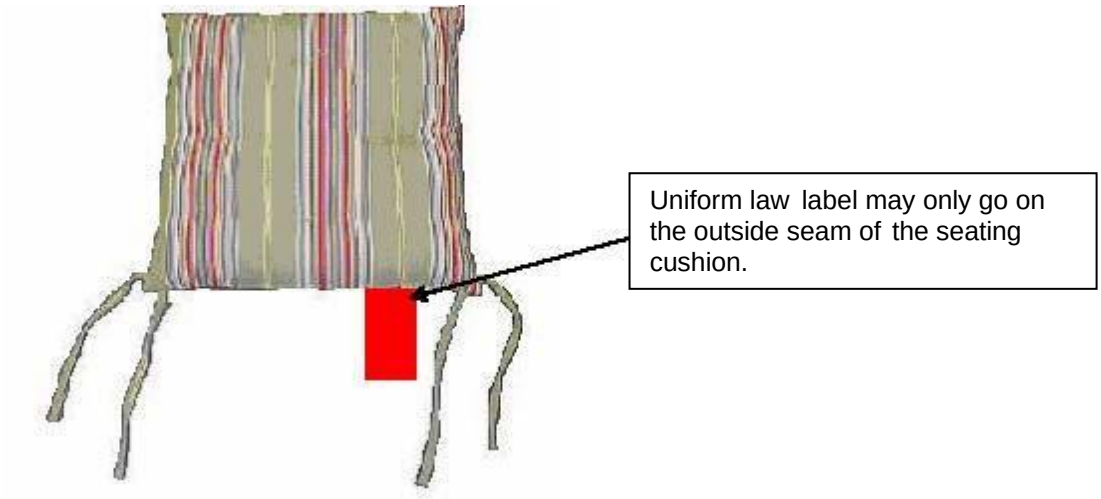
PILLOWS, SEATING CUSHIONS, INSERTS and PILLOW COVERS



Quilted and filled Removable Pillow Cover with zipper, sold separately, with no insert or filler



Seating Cushion with Non-Removable Cover that is sewn shut and filled with stuffing or foam



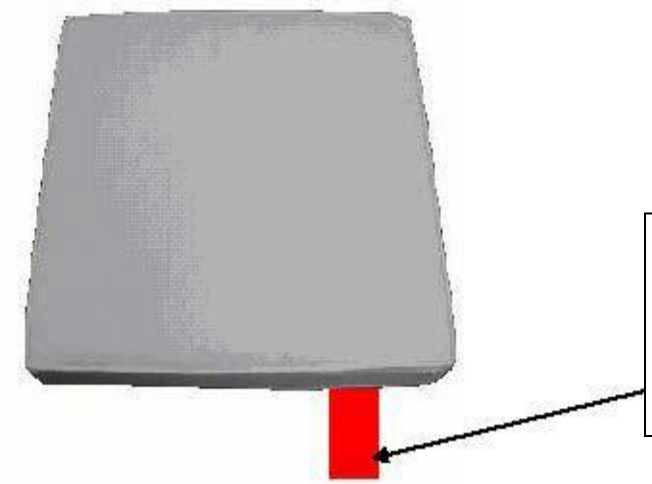
Williams-Sonoma, Inc

Removable Seating Cushion Cover sold separately with no Insert, quilting or Filling



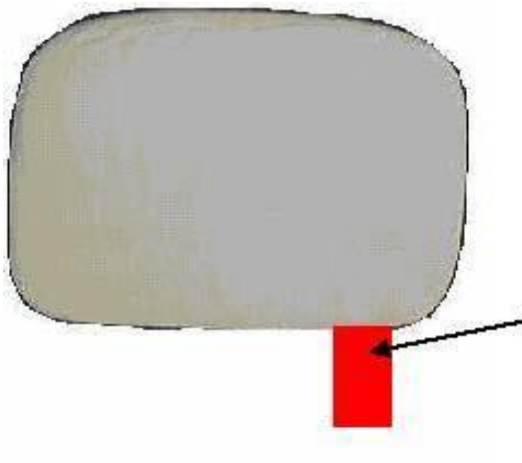
This product is not quilted or filled or sold with an insert. No Uniform Law Label is required.

Removeable Seating Cushion Cover sold with Insert inside the cover



This removable seating cushion cover is sold with the insert in the cover. It will not be sold without the cover nor the cover sold separately. Uniform law labels may go on the outside seam of the seating cushion.

Seating Cushion Insert, sold separately, without Cover



Uniform law label may go on the outside seam of the seating cushion insert.

D. Supplement

I. Children's Flame-Resistant Sleepwear Summary of US Requirements (Ages 0-16, Size 0-6X and 7- 14)

Please note that the following instructions apply to children's sleepwear intended for sale in the US only. Different sets of rules apply to sleepwear intended for sale in other countries. WSI will publish country specific instructions as the need arises. Please contact The Textiles QA team should there be a need for information beyond the US requirements.

DEFINITIONS:
Children's Sleepwear: Any product of wearing apparel in the sizes covered by the standard such as nightgowns, pajamas or similar related items such as robes, intended to be worn primarily for sleeping or activities related to sleeping except:

- diapers and underwear
- infant garments (sized for a child 9 months of age or younger)
- tight-fitting garment.

Tight-fitting sleepwear: Children's sleepwear in sizes intended to be worn by children over 9 months or age through children's size 14. Such sleepwear:

1. Meets the maximum allowable dimensions at specified garment locations. In the US, these are maximum dimensions per size at the chest, waist, seat, upper arm, thigh, wrist and ankle.
2. Has no item of fabric, ornamentation or trim such as lace, appliqués or ribbon which extends more than 6 mm (1/4 inch) from the point of attachment to the outer surface of the garment.

Tight-fitting sleepwear is under the Exempt sleepwear classification. Exempt sleepwear is exempt from the testing procedure and acceptance criteria set for loose-fitting sleepwear. However, it must pass the flammability requirement that applies to General Wearing Apparel.

Loose-fitting sleepwear: Children's sleepwear in sizes intended to be worn by children over 9 months of age through children's size 14; that exceed the maximum dimensions required of tight-fitting sleepwear. These are also known as Non-Exempt sleepwear, meaning these cannot be exempt from the testing procedure and acceptance criteria set for loose-fitting sleepwear.

Exempt sleepwear:

- Children's sleepwear that are intended to be worn by children at or under 9 months of age
- Length of garments of intended for children 9 of age or younger must not exceed 25.75 inches (one piece) or 15.75 inches for each of a 2-piece garment
- Children's sleepwear intended to be worn by children above 9 months of age but is tight-fitting.
- Must pass the CFR 1610 (Flammability of General Wearing Apparel)

Non-exempt sleepwear:

- Children's sleepwear that are intended to be worn by children above 9 months of age that are loose-fitting.
- Must pass 16 CFR 1615/1616 (Flammability of Children's Sleepwear Sizes 0-6X and Sizes 7-14). Testing should be conducted in the sequential order of:
    - Fabric Test (FPU)
    - Secondary Fabric (FPU)
    - FPU After 50 Washes
    - Prototype Trim
    - Prototype Seam
    - Production Garments (GPU)

LABELING REQUIREMENT:

- Exempt sleepwear in the US must bear the following yellow CPSC hangtag:



MERCHANDISING (Exempt & Non-Exempt)

- Sleepwear must be merchandised in its own area, with regulated signs.
- Sleepwear cannot share graphics or related prints or ornamentation as non-sleepwear garments.

TESTING REQUIREMENTS FOR LOOSE-FITTING SLEEPWEAR

Fabric test: Fabric Production Unit (FPU)

- Test results are tracked according to the designated FPU number.
- An FPU number identifies the roll, color and other identifying codes that distinguish one production unit from another.
- One FPU=5,000 yards' fabric of the same color. (An FPU can contain less than 5,000 yards, but
- NOT more).
- Separate FPU numbers must be assigned for each color, print or pattern produced, even if they will all be used for the same style number.

Example:

Style #	123456	
Colors:	A) Red Hearts	B) Blue Moons
Total Yardage:	A+B= 20,000 yards	
Yardage Per Color:	A) 8,000 yards	B) 12,000 yards
Number of FPUs Required for Testing	A) 2 FPUs	B) 3 FPUs

- Normal Sampling: Fabric is to be cut from the beginning and end of 5,000 yards of an FPU.

FPU After 50 Wash Test

All vendors must conduct a test after 50 laundering cycles for every major production season even if the same fabric is used for multiple seasons.

- **Fabrics with flame retardant finish:** Every FPU for every style & color must be tested before & after 50 wash cycles.
- **Fabrics that are not treated with a flame-retardant finish**: One report, for an FPU after 50 wash cycles, can be used across styles & colors provided that the fabric construction is the same.

Example:

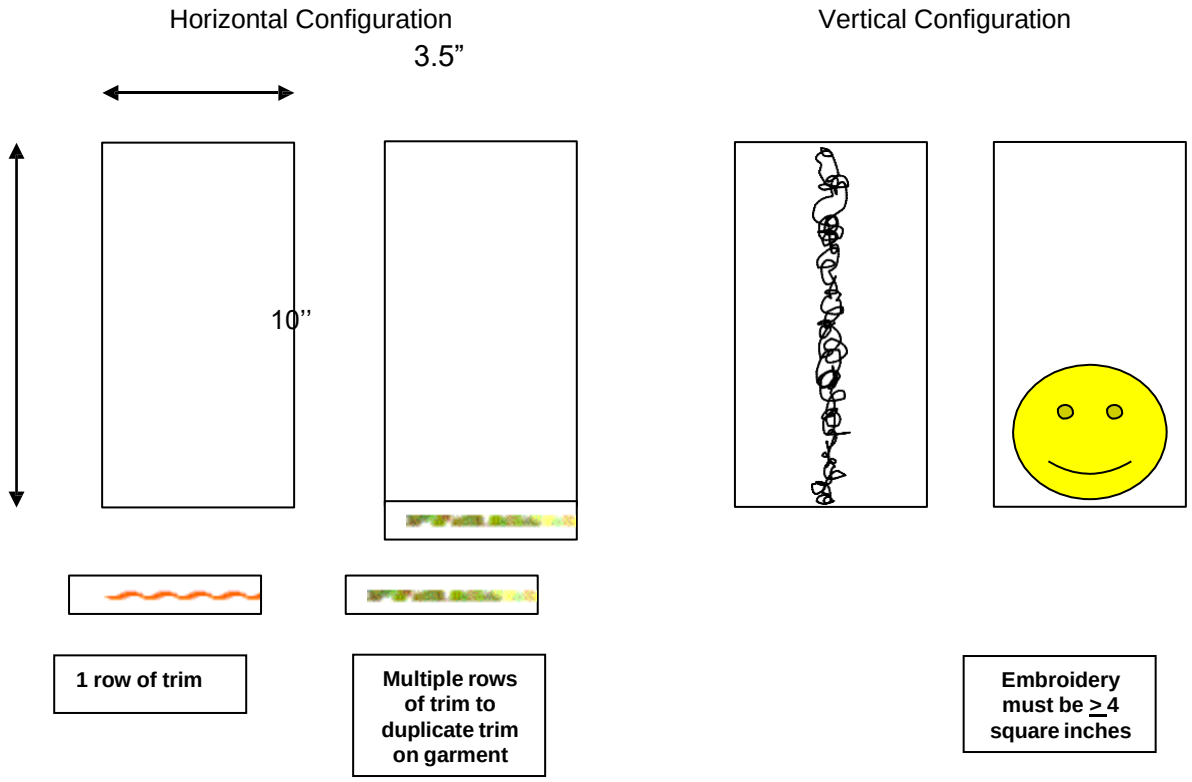
Style #	Description	Color	FPU After 50 Wash Test
A	Girls PJ Pants, **205** grams/square meter, 100% Polyester, Interlock	Pink Blossom	Can be shared
B	Girls PJ Pants, **205** grams/square meter, 100% Polyester, Interlock	Blue Whisper	Can be shared
C	Boys PJ Pants, **205** grams/square meter, 100% Polyester, Interlock	Navy Blue	Can be shared
D	Girls PJ Pants, **105** grams/square meter, 100% Polyester, Interlock	Pink Blossom	Cannot be shared with any of the above due to difference in fabric weight.

- Secondary fabric(s) are those fabrics to be used in conjunction with the primary fabric for construction of final garment in a different color or fabric type. Use same testing procedures as for a primary fabric. *Sample of secondary fabrics: side panels, lapels, sleeves*

Prototype Trims

- Prototype trims can be defined as ribbons, laces, embroidery, spot prints and ornaments > 4 sq. inches and if longer than 2 inches in any dimension.
- Functional items such as zippers, elastic, interlinings rib knit edge trim or buttons do NOT need to be tested.
- All prototype trim colors must be tested.
- The vendor will prepare 16 samples and send to the lab.
- Trim samples must be sewn with actual thread and production fabric. They must be placed in the specific horizontal or vertical configuration as they would appear on the finished garment.

Example:



Prototype Seams

- Prototype seams can be defined as the area created by two panels of fabric joined together by sewing thread.
- The longest seam type must be tested.
- All other seams 10” or longer must be tested if seam design or construction differs from the longest seam.
- The vendor will prepare 16 samples of each seam type and send to the lab.
- Seam samples must be sewn with the actual thread and production fabric.
- The seam allowance and stitches per inch should be the same as those used in production.
- Each color for a given style must be tested if thread color is different.
- If a prototype seam design fails flammability testing, the seam must be redesigned to find a construction that will pass testing. The vendor must document the change from the original seam construction and forward to WSI QA. If alternate seam constructions do not yield a passing result for an approved FPU, children’s sleepwear cannot be made from this FPU.

Garment Test: Garment Production Testing (GPU)

- Garment production cannot begin until after the vendor has received reports from an approved CPSC third party laboratory show passing results for every FPU, prototype seam and trim design.
- One GPU consists of 500 dozen or 6,000 units
- A GPU is specific to a color or print pattern
- Only the longest seam in the garment is tested.
- Vendor should send 4 randomly sampled garments in the largest size produced or a sufficient number of garments to obtain 15 pieces of 3.5-inch-wide x 10-inch-long specimens of the longest seam type (no more than 5 seams per garment should be used for testing).

- GPU testing only needs to be completed in the original state. Testing after 50 wash cycles is not required.

FAILING GPUs

- If a GPU fails flammability testing it may NOT be re-tested, used or promoted for use as children's sleepwear.
- All finished garments associated with a failed GPU MUST be destroyed.
- The vendor must have an independent third party destroy the garments and supply documentation noting exactly how many garments were destroyed, how the garments were destroyed, and who destroyed them.
- All garments within the GPU must be accounted for in the records.
- The vendor must forward copies of these records WSI QA.

Miscellaneous Notes

- At the beginning of each season, the vendor should meet with WSI QA to review Garment Specification Sheets (GSS), fabric, and trim information; to make sure all of the necessary tests are noted and accounted for in the shared Children's Sleepwear Tracking Sheets.
- Records of test results for FPUs, prototype trims, prototype seams, GPUs and burned specimens MUST be kept for seven years.
- If samples are submitted incorrectly or have the wrong FPU number on the request form, the report will NOT be accepted by WSI QA. Samples must be resubmitted for testing. Reports with addendums are NOT Acceptable. Vendors may NOT add, subtract, or change FPU numbers on a test report.
- Relevant factors to consider when deciding whether a garment is children's sleepwear:
    - Nature of the product and its suitability for use by children for sleeping
    - The manner in which the product is distributed and promoted
    - The likelihood that the product will be used by children for sleeping or activities related to sleeping

What happens if PBK is found to be in violation of the children's sleepwear regulations?

CPSC usually seeks voluntary cooperation in terms of a stop sale and/or consumer level recall. CPSC can:

- seize, condemn, and forfeit on non-complying goods
- issue cease and desist orders (stop sale)
- issue temporary injunction to stop the sale of goods

Are there any civil or criminal penalties for violation of the regulations?

- Civil penalties can be issued for "knowing" violations
    - up to $7,000 per violation or $1.65 million per series of violations
- Criminal penalties for knowing & wilful violations
    - up to $50,000 or 1-year imprisonment

II. Warning Labels for Infant Bedding and Related Accessories

8.2.1 Crib Headboard/Bumper Set or Bumper



3.5 x 7

8.2.2 Fabric Wall Hanging



2.5 x 4

8.2.3 Crib Mattress Covers
8.2.3.1 Crib Flat Covers



2.5 x 3.75

8.2.3.2 Crib Fitted Mattress Cover

⚠ **WARNING**
Possible strangulation or entanglement hazard. Never use crib mattress cover unless it fits securely on crib mattress and wraps around the mattress corners.

⚠ **AVERTISSEMENT**
Risque possible d'étranglement ou d'emmêlement. Ne jamais utiliser le couvre-matelas de lit pour bébé s'il ne s'adapte pas bien au matelas et n'en recouvre pas bien les coins.

⚠ **ADVERTENCIA**
Posible peligro de asfixia o enredo. Nunca use el cubre colchón de la cuna a menos que éste esté bien asegurado debajo del colchón y envuelva todas las esquinas del colchón.

2.5 x 4

8.2.4 Nursery Decorative Pillows

⚠ **WARNING**
To prevent suffocation, do not put any pillow in a crib or near an area where an infant may sleep.
Pillows are a decorator item only and are not intended for an infant's use.

⚠ **AVERTISSEMENT**
Pour prévenir l'étouffement, ne pas placer d'oreiller dans un lit pour bébé ou près d'un endroit où un nourrisson peut dormir.
Les oreillers ne sont que décoratifs et ne doivent pas être utilisés pour un nourrisson.

⚠ **ADVERTENCIA**
Para prevenir asfixia, no ponga ninguna almohada en la cuna o cerca del area donde el bebé podría dormir.
Las almohadas son un artículo de decoración solamente y no están diseñadas para que el bebé las use.

2.5 x 4.5

8.2.5 Diaper Stacker

⚠ **WARNING**
Prevent strangulation or entanglement.
Never place on or attach to a crib.

⚠ **AVERTISSEMENT**
Prévenez l'étranglement et l'emmêlement.
Ne jamais placer ou fixer sur un lit pour bébé.

⚠ **ADVERTENCIA**
Prevenga asfixia o enredo.
Nunca colocar o amarrar a la cuna.

2.5 x 3

8.2.6 Crib Fitted Sheet

⚠ **WARNING**
Prevent possible strangulation or entanglement.
Never use crib sheet unless it fits securely on crib mattress.

⚠ **AVERTISSEMENT**
Prévenez le risque d'étranglement ou d'emmêlement.
Ne jamais utiliser le drap de lit pour bébé s'il ne s'ajuste pas bien au matelas.

⚠ **ADVERTENCIA**
Prevenga posible asfixia o enredo.
Nunca use la sábana para la cuna a menos que ésta esté colocada en forma segura alrededor del colchón.

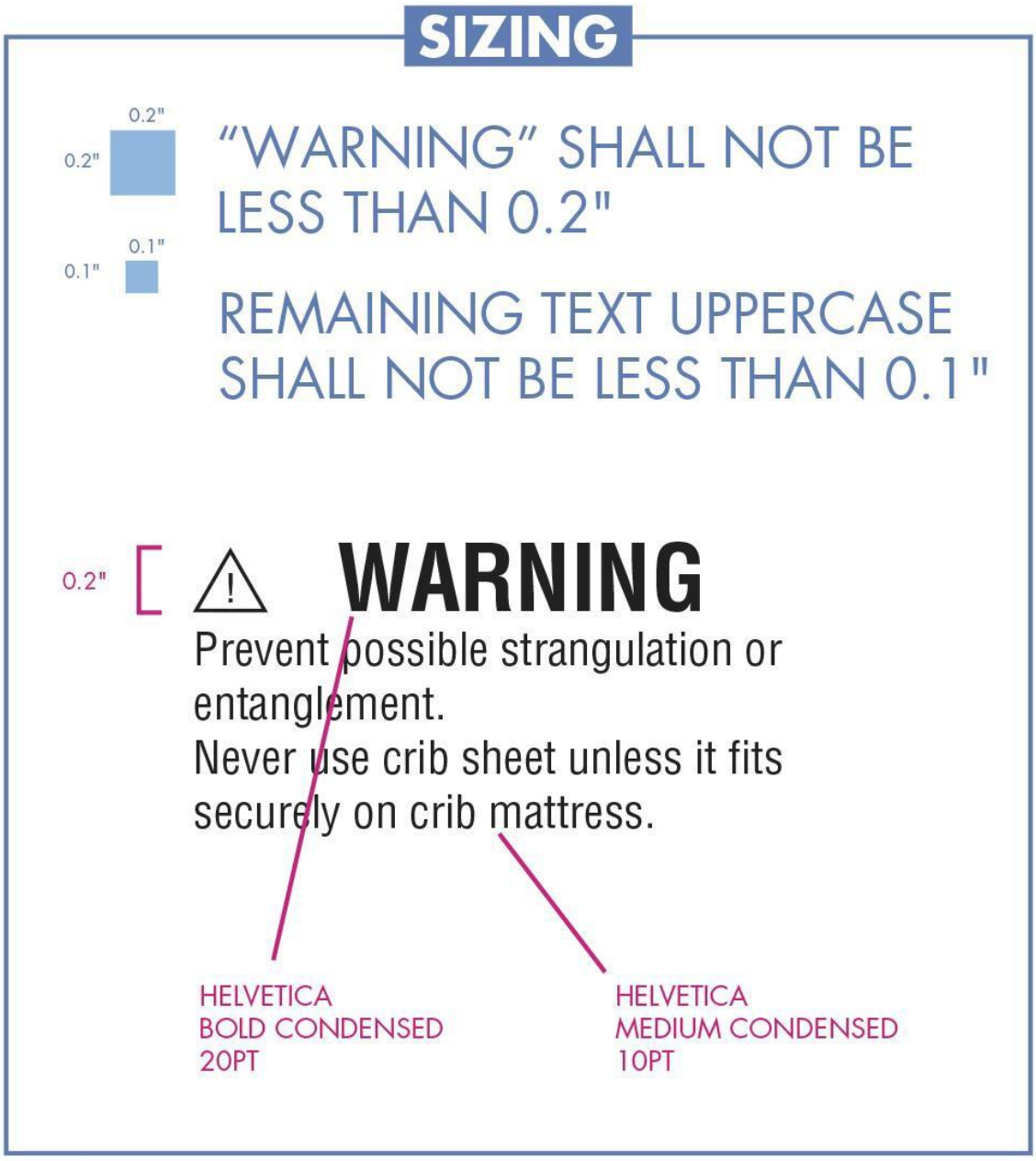
2.5 x 3.5

8.2.6.1 Package Warning Statement for Crib Fitted Sheet
(*No need on Bassinet Fitted Sheet)

⚠ **WARNING**
Prevent possible strangulation or entanglement.
Never use crib sheet unless it fits securely on crib mattress.

⚠ **AVERTISSEMENT**
Prévenez le risque d'étranglement ou d'emmêlement.
Ne jamais utiliser le drap de lit pour bébé s'il ne s'ajuste pas bien au matelas.

⚠ **ADVERTENCIA**
Prevenga posible asfixia o enredo.
Nunca use una sábana para la cuna a menos que esté bien asegurada al colchón de la cuna.



III. Chemical Restrictions on Halloween-Themed Products

The State of California recently advised requirements that apply to all Halloween themed decorations, costumes and costume accessories. These include costumes, and accessories such as wigs, masks, gloves, footwear, belts, bags, hats, costume props, hosiery, weapons, and jewelry intended to accessorize a costume, but excludes makeup; and indoor and outdoor home décor and games such as candy bowls, lawn, wall, door, table ornaments and lights, decorative spiders/webs, lighting, ghosts, witches, goblins, skeletons, bats, cats, and tombstones. **Please note that the details presented can apply to products for adults as well.** Products shall comply with the following requirements:

Arsenic content:

a. All accessible substrates and surface coatings shall not exceed 25 ppm soluble Arsenic content.

Cadmium content:

a. All “mouthable” substrates and surface coatings of products for children under 12 years old shall not exceed 300 ppm total cadmium content
b. All other accessible substrates and surface coatings (other than in (a.)) shall not exceed 75 ppm soluble cadmium content.

Note: A product is considered 'mouthable' if any part of the product can actually be brought to and kept in the mouth by a child so that it can be sucked and chewed. If a product can only be licked, it cannot be contained in the mouth and therefore is not “mouthable.” If a product or part of a product in one dimension is smaller than 5 centimeters, it would be considered small enough to fit in a mouth.

Phthalates content:

a. A product shall not contain more than 0.1% (1000 ppm) each of the following phthalates: DEHP, DBP, BBP.

Notes:

- Actual testing would be conducted on all accessible plastic substrates (including natural and synthetic rubber), plasticizer print, scrapable surface coatings, decals, polymeric coated materials (unscrapable), adhesives and sealants (exclude adhesive for stickers).
- Vendor is responsible for compliance of all other materials.
- For components that must also meet CPSIA phthalates requirements, compositing up to 3 colors / like materials is allowed

Formaldehyde content:

a. All accessible fabric of products for children under 3 years old shall not exceed 20 ppm formaldehyde.
b. All accessible fabric of products (other than in (a.)) shall not exceed 75 ppm formaldehyde

Note: Fabrics include all accessible synthetic and natural fabrics or textiles

Total Lead content:
All accessible components shall comply with the following requirements:

a. Paints and surface coatings shall not exceed 90 ppm total lead content.
b. Substrates of products for children under 12 years old shall not exceed 100 ppm total lead content.
c. Substrates (other than (b.)) shall not exceed 300 ppm total lead content.

Notes:

- For components that must also meet CPSIA requirements, compositing up to 3 colors / like materials (except metals) is allowed,
- Non-suspect materials, except leather, as defined by the Consumer Products Safety Commission in 16 CFR 1500.91 (d) and (e) will not be tested. Vendor is responsible for compliance of these materials.

Halloween products for 2013 should therefore be tested to the above. Prior to these updates from the State of California, WSI’s test protocols only required children’s products to meet all of the above requirements. For this reason, children’s products are expected to meet the above requirements. Should there be products for teen and adult ages that do not meet requirements; these products will need to bear the California Proposition 65 warning label indicating the following:

“**WARNING**: This product contains a chemical known to the State of California to cause cancer or birth defects and other reproductive harm.”

The above warning can only apply to Halloween 2013 products intended for teen through adult ages that fail to meet requirements. This labeling option does not apply to any children's product that fails requirements. Halloween products for children that do not meet the requirements need to be improved and retested to confirm compliance.

Starting Halloween 2014, warning labels will no longer be allowed on failed products, for any age. Products intended for Halloween 2014 will need to be tested and reformulated should these fail to meet any of the above requirements.

In order for the testing laboratory to confirm the test request is a product for Halloween, vendors are requested to include "Halloween" in the description field of the test request form.

IV. Translations



Translation.xlsx

WARNINGS		
FLAMMABLE (FAILS U.S. DEPARTMENT OF COMMERCE STANDARD FF2-70): SHOULD NOT BE USED NEAR SOURCES OF IGNITION.	INFLAMMABLE (NE RÉPOND PAS À LA NORME FF2-70 DU MINISTÈRE DU COMMERCE AMÉRICAIN) : NE PAS UTILISER PRÈS DE SOURCES D'IGNITION.	INFLAMABLE (NO CUMPLE CON EL ESTÁNDAR FF2-70 DEL DEPARTAMENTO DE COMERCIO DE LOS EE. UU.): NO SE DEBE USAR CERCA DE FUENTES DE
For large outdoor rugs that fail for flammability: Caution- Flammable-Do Not Use in locations exposed to open flame or sources of intense heat. Do not use indoors.	Pour les grands tapis d'extérieur qui ne répondent pas à la norme d'inflammabilité : Attention – inflammable – ne pas utiliser près d'une flamme ou d'une source de chaleur intense. Ne pas utiliser à l'intérieur.	Para alfombras grandes de exteriores que no pasan las normas de inflamabilidad: Precaución: inflamable. No usar en lugares expuestos a llama abierta o a fuentes de calor intenso. No usar en interiores.
WARNING: KEEP ALL FLAME AND HEAT SOURCES AWAY FROM THIS TENT FABRIC. This tent fabric meets the flammability requirement of CPAI-84. The fabric may burn if left in continuous contact with any flame source. The application of any foreign substance to the tent fabric may render the flame-resistant properties ineffective.	AVERTISSEMENT : MAINTENIR CETTE TOILE DE TENTE À L'ÉCART DE TOUTES FLAMMES ET SOURCES DE CHALEUR. Cette toile de tente répond aux exigences en matière d'inflammabilité de la norme CPAI-84. Le tissu pourrait s'enflammer s'il reste en contact continu avec une source d'ignition. L'application de toute substance étrangère sur le tissu de la tente pourrait rendre inefficaces les propriétés des matériaux résistants aux flammes.	ADVERTENCIA: MANTENER TODAS LAS LLAMAS Y FUENTES DE CALOR ALEJADAS DE ESTA TELA DE TIENDA DE CAMPAÑA. Esta tela para tienda de campaña cumple los requisitos de inflamabilidad de CPAI-84. La tela puede quemarse si se deja en contacto continuo con cualquier fuente de llama. La aplicación de cualquier sustancia extraña a la tela de la tienda de campaña puede hacer que las propiedades de resistencia a la llama
This Sleeping Bag Conforms to the CPAI-75 Rate-of-Burn Standard for Sleeping Bags.	Ce sac de couchage est conforme à la norme CPAI-75 relative à la vitesse de combustion pour les sacs de couchage.	Esta bolsa de dormir cumple con el estándar de velocidad de combustión CPAI-75 para bolsas de dormir.
WARNING: CHOKING HAZARD – Small Parts. Not for children under 3 years.	MISE EN GARDE: POSSIBILITÉ D'ÉTOUFFEMENT – contient de petites pièces. Ne convient pas aux enfants de moins de 3 ans.	ADVERTENCIA: RIESGO DE ASFIXIA: piezas pequeñas. No adecuado para niños menores de 3 años.

CAUTION: Not recommended for children under 3 years of age. May contain small parts which present a choking hazard for young children.	ATTENTION: Ne convient pas aux enfants de moins de 3 ans. Peut contenir des petites pièces qui présentent un risque de suffocation pour les jeunes enfants.	PRECAUCIÓN: No se recomienda para niños menores de 3 años de edad. Puede contener piezas pequeñas que representan un riesgo de asfixia para los niños pequeños.
WARNING: For safety's sake, remove all tags and plastic fasteners before giving this toy to your child. These attachments are not part of this toy.	MISE EN GARDE: Par mesure de sécurité, enlever toutes les étiquettes et les attaches en plastique avant de donner ce jouet à votre enfant. Ces accessoires ne font pas partie du jouet.	ADVERTENCIA: Por seguridad, quite todas las etiquetas y los sujetadores de plástico antes de darle este juguete a su niño. Estos accesorios no son parte del juguete.
WARNING: STRANGULATION HAZARD – Not recommended for children under 2 years of age.	MISE EN GARDE: DANGER DE ÉTRANGLEMENT – Ce jouet contient de petites pièces et des billes. Ne convient pas aux enfants de moins de 2 ans.	ADVERTENCIA: RIESGO DE ESTRANGULAMIENTO: No se recomienda para niños menores de 2 años de edad.
CAUTION: Please keep this product out of reach of children under 18 months	ATTENTION: Veuillez garder ce produit hors de portée des enfants de moins de 18 mois	PRECAUCIÓN: Mantenga este producto fuera del alcance de niños menores de 18 meses
WARNING: Children can suffocate in the filling inside the chair. This bag should only be opened to replace the insert. Do not leave bag open, children can crawl inside the bag and suffocate. For Locking Zipper Mechanisms: Secure the zipper lock mechanism with the key supplied. Remove and keep the key in a safe place away from children after closing and locking the zipper. Disabled Zipper Mechanisms: This insert is not refillable. Throw away the insert in the event of pellet fill leakage.	MISE EN GARDE: Les enfants peuvent suffoquer dans le rembourrage contenu à l'intérieur de cette chaise. Le sac devrait seulement être ouvert pour remplacer le sac d'insertion. Ne laissez pas le sac ouvert, les enfant peuvent ramper a l'intérieur du sac et suffoquer. Pour Verrouiller le Mécanisme de la Fermeture Éclair: Sécurisez le loquet du mécanisme de la fermeture éclair avec la clé fournie. Retirez et conservez la clé dans un endroit sûr hors de la portée des enfants après avoir fermé et verrouillé la fermeture éclair. Mécanisme de Fermeture éclair désengagé: Cette insertion ne peut pas être remplie de nouveau. Jetez l'insertion s'il y a une perte de rembourrage.	ADVERTENCIA: Los niños pueden asfixiarse en el relleno del puf. Este puf solo debe abrirse para reemplazar la bolsa para el relleno. No deje el puf abierto, ya que los niños pueden entrar gateando al puf y asfixiarse. Para cerrar con llave el mecanismo de la cremallera: Asegurar el mecanismo de cierre con llave de la cremallera con la llave suministrada. Retirar y guardar la llave en un lugar seguro que no esté al alcance de los niños después de trabar la cremallera y cerrarla con llave. Mecanismos de la cremallera desactivados: Este relleno no se puede volver a llenar. Desechar la bolsa para el relleno si presenta fugas de bolitas.

V. Global Label

WSI requires using one label, referred to as the Global label; which can currently satisfy the mandatory requirements of Australia, Canada, Mexico, the United Kingdom, the United States, Chile, South Korea, Philippines, Kuwait, UAE, Bahrain, Qatar, Lebanon and KSA. The Concepts have the option of adding their company logo to the same label or, in a separate label placed adjacent to the global label. Please contact the Brand Packaging offices for specific directions.

Labels must withstand repeated laundering cycles and remain legible throughout the product's expected use life. A minimum height of 1/8 for lowercase letters is recommended.

Please note that the guideline does not replace the need for other required labels such as those added to sleepwear, law labels for filled products etc. These labels will continue to be used where currently advised.

Upon adding the availability of these labels, we have partnered with Avery Dennison to supply these globally. Avery Dennison has implemented an IT solution for online ordering. In addition, Avery Dennison can provide customer service to help each vendor with their orders so that you can receive your orders in a timely fashion. If you have questions, please reach out to the customer service team listed below.

First	Last	Title	City	State/ County	Telephone	Email
Linda	Zhou	Customer Services Supervisor	Kowloon Bay	HK	852.3146.8490	linda.zhou@ap.averydennison.com
Kennis	Yip	Customer Service Manager	Kowloon Bay	HK	852.3146.8263	kennis.yip@ap.averydennison.com
Johnny	He	Customer Service Officer WSI E-Q customers	Guangzhou	China	86.20.3900.3097	johnny.he@ap.averydennison.com
Jessica	Zhou	Customer Service Officer WSI A-D customers	Guangzhou	China	86.20.3930.6566	JessicaY.Zhou@ap.averydennison.com
Jessie	Du	Assistant Customer Service Officer WSI U-Z customers	Guangzhou	China	86.20.39991.8346	Jessie.Du@ap.averydennison.com
Lisa	Yang	Assistant Customer Service Officer WSI R-T customers	Guangzhou	China	86.20.3930.6279	Lisa.Yang@ap.averydennison.com
Sammy	Luo	Customer Service Supervisor	Guangzhou	China	86.20.3930.6422	sammy.luo@ap.averydennison.com
Eric	Yuan	Customer Service Manager	Guangzhou	China	86 20 3930 6220	eric.yuan@ap.averydennison.com
Emanuela	Valianti	Customer Service	Ancarano TE	Italy	39 0861 870080	emanuela.valianti@eu.averydennison.com
Debora	Lupini	Customer Service	Ancarano TE	Italy	39 861 8131	debora.lupini@eu.averydennison.com
Esra	Ozturk	Customer Service Representative	Istanbul	Turkey	90 (212) 4674176	Esra.ozturk@eu.averydennison.com
Yasemin	Sonmex	Senior Customer Service Representative	Istanbul	Turkey	90 (212) 4674176	yasemin.sonmez@eu.averydennison.com
Ravi	Venkategowda	Senior Customer Service Executive	Bangalore	India	0091 (0)80 67744745	Ravi.Venkategowda@ap.averydennison.com

Cindy	Anderson	Customer Service	Greensboro	NC	336.808.7155	cindy.anderson@averydennison.com
Ally	Chen	Customer Service	Taipei	Taiwan	TEL:886-2-8512-7732	ally.chen@ap.averydennison.com
Rhama	Ramadhanty	Customer Service	Jawa Barat	Indonesia	62 21-89901550 Ext: 246	Rhama.r.ramadhanty@ap.averydennison.com
Yana	Noviana	Customer Service Manager	Jawa Barat	Indonesia	62-21-89901550 Ext.280	Yana.Noviana@ap.averydennison.com
Jurapin	Sinlaparodjanapanich	Customer Service	Bang Sao Thong	Thailand	02-740-4755-60 ext.779	jurapin.s@ap.averydennison.com
Supannee	Chanachai	Customer Service	Bang Sao Thong	Thailand	02-740-4755-60 ext.787	supannee.chanachai@ap.averydennison.com
Yaymak	Wandee	Customer Service Supervisor	Bang Sao Thong	Thailand		wandee.yaymak@ap.averydennison.com
Santiago	Camacho	Customer Service Representative	Santa Rosa Jáuregui	Mexico	52 -442-2295600 Ext. 5641	santiago.camacho@averydennison.com
Elly	Le	Customer Service Executive	Binh Duong	Vietnam	84 837763205	elly.le@ap.averydennison.com
Sophie	Nguyen (Uyen)	Customer Service Manager	Binh Duong	Vietnam	(084) 650-3784022 Ext# 313	sophie.nguyen@ap.averydennison.com

Additional Product Tracking Label:

All Softlines products (Adult and Children) need to have an additional Product Tracking Label with the brand name, product name (as per PLM), city and country of manufacture, the date of manufacture, some tracking number (example Lot #, Batch #, etc.), and SKU number. Product tracking labels must be sewn on the product. If the label cannot be sewn on the product, the required information must be added in a hangtag or to the packaging.

NOTE: IT IS NOT MANDATORY TO ORDER PRODUCT TRACKING LABELS FROM AVERY VENDOR'S CAN PRINT THESE ON THEIR OWN.

Pottery Barn Kids,
Product name
Shanghai, China,
01/2014
Lot 2014, Batch 05
SKU Number

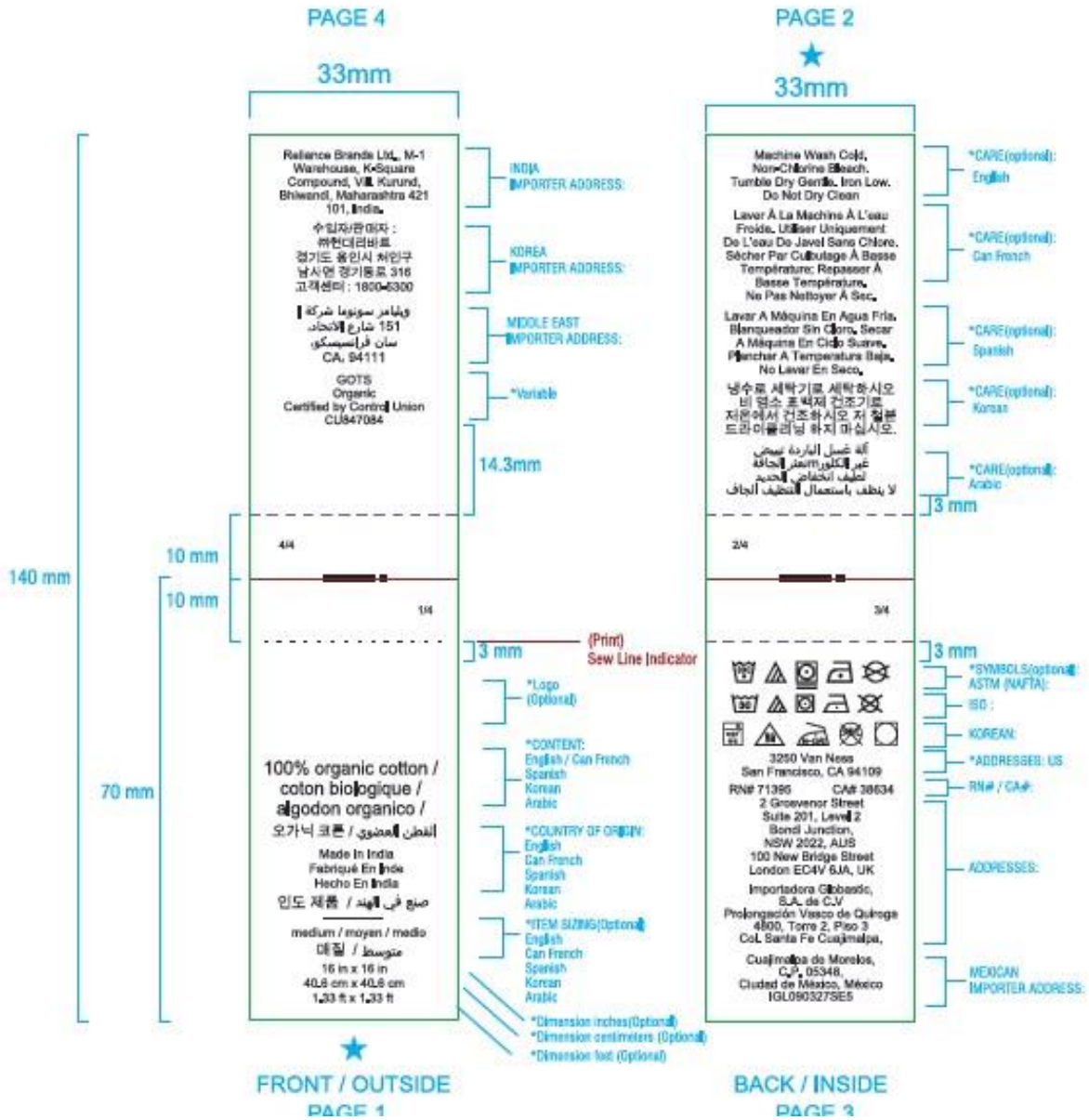
Leather products intended for sale in Mexico must have the following information stamped (not printed) on the product:

- Brand
- Country of Origin
- Fiber content declared in order of predominance
- Leather products subject to the above labeling requirement are: footwear (cutting, lining, outsole)

- coats, jackets, trousers, skirts
- bags, gloves, belts
- travel goods such as suitcases, briefcases, backpacks, purses, wallets, key chain, boxes, desk items, office, sports equipment

The illustration on the next page is not true to scale. It shows the mandatory information in the correct order and placement only.

Note: Dimensions (length and width) are mandatory to be noted on the care label for all textile products.



VI. Children's Sleepwear Flammability test for Australia

The mandatory standard for children's nightwear is based on Australian/New Zealand Standard AS/NZS 1249:2003 Children's Nightwear and Limited Daywear having reduced fire hazard, with variations and additions made by the Trade Practices (Consumer Product Safety Standards (Children's Nightwear and Paper Patterns for Children's Nightwear) Regulations 2007. Note that the scope of the regulation applies to nightwear and limited daywear. The full standard can be accessed at:
http://www.productsafety.gov.au/standards/nightwear-for-children
https://law.resource.org/pub/nz/ibr/as-nzs.1249.2003.pdf

The Regulation specifies the design, performance and labeling requirements for four categories of children's nightwear, together with some garments commonly worn for day and night. It also covers requirements for the labeling of paper patterns for these garments.

The following garments need to comply with the standard:

- pyjamas
- pyjama-style over-garments
- nightdresses
- nightshirts
- dressing gowns
- bathrobes
- infant sleep bags with sleeves or arm openings. Note: Infant sleep bags may fall into either Category 1 or 4 garment. Flammability tests and labeling requirements differ between categories.
- other items styled and recognized as nightwear
- knitted all-in-ones, sizes 00–2, of any style, made from fabrics with a mass less than 280 g/m2
- knitted all-in-ones, sizes 2 and over, of a style which identifies them as nightwear
- woven all-in-ones, of a style which identifies them as nightwear and
- loose boxer shorts

The following garments are excluded from the standard:

- leggings
- t-shirts
- close-fitting boxer shorts (underwear)
- headwear (beanies, hats, headbands)
- footwear (slippers, bed socks)
- handwear (gloves, mittens)
- swimwear

Trims:
The following trims are covered by the standard and need to meet the specified burning behavior criteria and satisfy size limits:

- piping
- patch Pockets
- ribbon
- overlays
- lace
- frills
- inserts
- motifs
- appliqués
- edge trims

Trims excluded from the standard include:

- attachments at the neck opening of a garment
- belt loops
- belts and cords at the waist
- elastic
- embroidery and ribbed fabric used in the neck, waist or cuff hem of garments
- fabric covered buttons
- detachable bibs
- hanger loops
- appliqués, motifs, pockets, overlays, frill and inserts made from the same fabric but not necessarily of the same color as the base fabric of the garment
- Basque: a continuous band of knitted ribbing elasticized fabric or elastic on the neck, waist or cuff hems of garments, designed to fit the body.

GARMENT CATEGORIES:
The mandatory standard requires children's sleepwear in sizes ranging from 00-14, to be tested and classified into one of four categories:

Category 1:
Garments made from fabric and trims that pass low flammability tests. This includes some wool, some synthetics and some heavy cotton fabrics.

Test method: ISO 6941 with time of flame spread at 12 seconds or greater in the length and widthwise directions, not one specimen exhibiting a burn time of <10 seconds of flame spread; before and after washing as per the test method's procedure. Fabrics with a pile or nap are tested to ISO 10047 with a burning time of 10 seconds or greater after washing as per the test procedure. Trim in these garments should also comply with the flammability requirement when tested in combination with the fabric.

Trim:
Fabric and trim combinations are subject to the same test methods as the garment's fabrics. If the combination of fabric and trims conforms to the flame spread and surface burning time limits, no limitations apply to the use of such trims. Other trims shall meet the following requirements:

1. Edge trims on any edge of the garment other than the neck opening shall not have a free edge wider than 1.5 cm.
2. Trims other than the edge trims with a free edge shall have a sum total width of free edge of not more than 5 cm.
3. Trims shall not have loose portions or attachments wider than 1.5 cm or extend more than 10 cm from the point of attachment to the garment, or beyond the hem or cuffs of the garment.
4. Appliqués, motifs and overlays shall be limited to the total amount of area for the range of garment sizes listed as follows:

Garment Size	Total area, cm^2
00-3	90
4-7	135
8-14	180

5. Corded trim or piping in any material in any orientation can be added provided that these do not have free ends.
6. Inserts used above the waistline or above the elbow on the sleeve can be used without restrictions. However, when used below these areas, the amount of trim need to be limited according to the garment's size. Details are provided in the Standard.

Attachments at the Neck Opening (Excluding Basques):
If the combination of garment fabrics and attachments at the neck opening conform to the flame spread and surface burning time limits for the fabric, no limitations are applied to their use. Either the width or length of the attachments to the neck opening, when measured from the neck seam; shall not be wider or longer than the distance given in the following table:

Sizes 00 to 9	**Sizes 10-14**
10 cm	15 cm

Category 2:
Garments made from fabrics which are more flammable than the fabrics used for Category 1 garments. Category 2 garments are styled to reduce fire hazard. These include close-fitting nightwear such as pajamas and sleep suits. Maximum length and width dimensions are specified for each size.

Test method: ISO 10047 for fabrics with a pile or nap. Fabrics shall have a surface burning time of 10 seconds or greater after washing to the required test procedure.

Maximum Dimensions for Garments in Category 2 (measurements in centimeters):

Size	Top-length	Top width at hem (1/2 circumference)	Top-sleeve width (1/2 circumference)	Pants-leg width (1/2 circumference)
00	34	35	14	21.5
0	37	36	14	21.5
1	40	38	15	22
2	43	40	15.5	23
3	46	41	16	23.5
4	48	42	16	24.5
5	50	46	16.5	25
6	53	48	17	26
7	54	49	17.5	27
8	56	52	18	28
9	58	53	18.5	29
10	60	54	19	30
11	62	56	19.5	31
12	64	58	20	32
14	68	62	21	34

The dimensions of the garment shall conform to the limits set out in the table above and the following:

- One-piece garments which do not have a jacket do not have to be measured for a width measurement
- The width given for the sleeve and pants leg shall be the maximum width for the entire sleeve or pants leg below the point of measurement
- The pants-leg width at the ankle shall not be greater than that at the knee
- For sleeves and pant legs which are drawn in by elastic or by a basque, the measurement shall be taken with the garment in its finished state, i.e. with elastic in its relaxed state.
- When the garment has shoulder straps consisting of loose end ties, the length of the garment plus the length of the loose tie shall not exceed the allowable top length by more than 25 cm.
- Where garments are marked with a range of size (ex. 4-6), the garments shall meet the dimensional requirements of the smaller size.

Trims:
Trims shall meet the same guidelines as in category 1 and points 3-6. Except for patch pockets that do not have edge trim on the pocket opening, trim shall not have a free edge wider than 1.5 cm.

Attachments at the Neck Opening (Excluding Basques):
If the combination of garment fabrics and attachments at the neck opening conform to the flame spread and surface burning time limits for the fabric, no limitations are applied to their use. Either the width or length of the attachments to the neck opening, when measured from the neck seam; shall not be wider or longer than the distance given in the following table:

Sizes 00 to 9	Sizes 10-14
10 cm	15 cm

Fastenings: Garments fastened down the length of the top shall have a secure closure within 15 cm of the lower hem.

Slits: Garment slits shall not extend more than 15 cm from the lower hem.

Category 3:
Garments which include babies' all in-ones such as onesies, shortalls, blanket sleepers, jumpsuits, coveralls, overalls, gro-suits and rompers, in sizes 00-2. All- in-ones are single piece garments designed to be joined at the crotch or permanently joined at the crotch, which cover the torso from at least the crotch to the chest and which may include sleeves and legs. These garments have their own category because there is little difference between daywear and nightwear. This category applies to garments made mostly from knitted fabrics weighing less than 280 g/m2 and, where the surface area of the close fitting portion of the garment is more than 80% of the total surface area of the garment.

Test method: ISO 10047 for fabrics with a pile or nap. Fabrics shall have a burning time of 10 seconds or greater after washing to the required test procedure.

Trim:
If the garment contains a trim with a pile or nap, the trim shall not exceed the following areas:

Garment Size	Total area, cm^2
00-3	90
4-7	135
8-14	180

Trim that exceed the above measurements should pass the surface burn requirements stated for the fabric.

If a Category 3 garment forms part of a set with a garment that is not nightwear, the following information should be provided in the garment's sewn in label, adhesive label, swing tag or printed on the packaging:

"Only the all-in-one garment has been assessed for fire hazard."

Category 4:
Garments that do not fall in compliance with the requirements of categories 1, 2 or 3 are Category 4 garments. This category includes looser fitting garments, infant sleep bags and garments with quilted fabrics.

Specific Surface Burning Behavior Requirements:
Category 4 garments shall comply with specific burning behavior requirements. When tested to ISO 10047, fabrics with a pile or nap shall have a surface burning time of 10 seconds or greater after washing to the required test procedure. If a garment contains a fabric with a pile or nap on the inside which does not comply with the surface burning time requirement, there shall be either:

1. a fabric without a pile or nap or,
2. a fabric with a pile or nap which meets the surface burn requirements and extends for at least 2.5 centimeters on the inside of the garment, including sleeves of any length, and all openings below the waistline, including leg openings.

Restricted Fabrics:
If made with base fabrics of cellulosic, acetate or acrylic fibers, or mixtures of 50% or more of these fibers; such fabrics shall weigh less than 130 grams per square meter.

Maximum Garment Length Requirement:
Garments using restricted fabrics described above are also subject to Maximum garment length requirements as follows:

Maximum Garment Length for Restricted Fabrics in Category 4 for Girls and Boys (Measurement in centimeters):

Size	Maximum length single piece garment or jacket	Maximum length of pyjama trouser
00	38	23
0	44	26
1	48	29
2	52	31
3	55	33
4	60	36
5	64	39
6	68	41
7	70	44
8	73	47
9	76	49
10	79	51
11	82	54
12	86	56
14	92	60

Where the garment has shoulder straps consisting of loose end ties, the length of the garment plus the length of the loose tie shall not exceed the allowable length stated by more than 25 centimeters. Where garments are marked with a range of sizes, e.g. 4-6, the garment shall meet the dimensional requirements of the smaller size.

Quilted Garments:
Quilted garments that do not comply with the burning behavior requirements for Category 1 garments shall have a total content of cellulosic, acetate or acrylic fiber, or mixtures of these: of less than 50%. The outer layer of such fabrics shall also contain cellulosic, acetate or acrylic fibers or mixtures; of less than 50%.

Infant Sleep bags:
Sleep bags designed to be opened at the bottom: Infant sleep bags that have sleeves or arm openings, with or without a front or back opening, and which are designed to be opened across or around the bottom by means of buttons, a zipper, a drawstring, elastic, or any other reclosable fastening; shall comply with the requirements of Category 4 garments unless they comply with the requirements of Category 1.

Sleep bags which are permanently closed at the bottom: Infant sleep bags that have sleeves or arm openings, with or without a front or back opening, but are permanently closed at the bottom (either by design or be a seam); are not required to comply with restrictions on cellulosic, acetate or acrylic fibers nor quilted fabrics. These, however, should carry the Category 4 label unless it complies with the requirements of Category 1.

Garments that are not made of pile nor nap fabrics, do not use restricted fabrics, are not quilted nor sleep bags are not subject to any restrictions under this category, i.e. they comply with the Standard and are regarded as Category 4 garments.

LABELING:
In addition to categorization, nightwear needs to be permanently marked with the following information on the garment and in packaging if the package obscures the information affixed to the garment:

1. Name or trademark of the manufacturer or supplier (Pottery Barn Kids)
2. Numerical garment size. Sizes specific to the Australian and New Zealand markets are detailed in AS1182:1997 Size Coding Scheme for Infants' and Children's Clothing – Underwear and Outerwear.
3. Gender if for sizes larger than infants
4. Height, chest and/or waist dimensions in centimeters. See example below showing required information in points 2 through 4. All fields including the phrase “To Fit” is required. Upper garments require height and chest measurements while lower garments require the height and waist measurements.

   7 Girls
   To Fit Height 125 cm Chest 66 cm
   Waist 66 cm 5.
5. Weight in kilograms if the sleepwear is intended for infants. Infant sizes also require the height measurement in centimeters.
6. Cleaning instructions suitable for preserving the flame-retardant treatment applied to the fabric to reduce the risk of burning
7. Bear a permanently affixed, fire hazard information label. The fire hazard label shall be located inside the back neck of a top or one-piece garment. In pants, the label shall be located at the waist or waistband or at the top of the center back seam. The labels shall be as close as possible to the top and center of each piece as the design allows. Where there is more than one piece, each piece shall be labeled with the highest fire category of any piece in the garment.

   The fire hazard label for Categories 1, 2 and 3 should state “Low Fire Danger”:





The label for categories 1, 2 and 3 may have other information on the label together with the fire hazard information. The words shall be black on a white ground. The words may appear on one line. The words shall be in upper case, monoline typeface of medium width characters not less than 2.5 millimeters high.

The label for Category 4 garments should state: WARNING: HIGH FIRE DANGER KEEP AWAY FROM FIRE. Each statement shall commence on a separate line (see example below):



The words and symbol shall be black on a red label. The red label color shall be R13 Signal Red as specifics in AZ 2700 or 537 Signal Red as specified in NZS 7702. The triangle shall not be less than 17 mm in height and not less than 33 mm length at the base. The words shall be in upper case, monocline typeface of medium width characters not less than 2.5 mm high. The word “WARNING” shall be in bold, upper case, typeface.

Unlike the label for categories 1, 2 and 3; the fire hazard information label for category 4 garments shall not contain any information other than the fire hazard. Other required information such as garment size, fiber content, care instructions, country of origin, name or trademark of the manufacturer or supplier, and the presence of chemical treatments added to reduce the risk of burning; need to be declared in a separate label that should not obscure the fire hazard label.



CHAPTER 5D: PRODUCT INSPECTION

A. Overview

This chapter outlines procedures and requirements for inspections of Williams-Sonoma, Inc. (WSI) product.

Independently from the outcome of any inspection, vendors are ultimately responsible for overall product quality of goods delivered to WSI and are liable to be charged back for defective product. Vendors may also be also liable for inspection costs of existing WSI stock if widespread defects are found.

Vendors should keep a record of product inspections and maintain the inspection records for 3 years. These reports should be provided to WSI upon request.

B. Product Inspections

I. Agent and Vendor Requirements

All sampling plans are based on AQL standards. Refer to Table A and Table B below for examples.

TABLE A

SAMPLE SIZE CODE LETTERS							
Lot or batch size	General Inspection Levels			Special Inspection Levels			
	I	II	III	S-1	S-2	S-3	S-4
2 to 8	A	A	B	A	A	A	A
9 to 15	A	B	C	A	A	A	A
16 to 25	B	C	D	A	A	B	B
26 to 50	C	D	E	A	B	B	C
51 to 90	C	E	F	B	B	C	C
91 to 150	D	F	G	B	B	C	D
151 to 280	E	G	H	B	C	D	E
281 to 500	F	H	J	B	C	D	E
501 to 1200	G	J	K	C	C	E	F
1201 to 3200	H	K	L	C	D	E	G
3201 to 10000	J	L	M	C	D	F	G
10001 to 35000	K	M	N	C	D	F	H
35001 to 150000	L	N	P	D	E	G	J
150001 to 500000	M	P	Q	D	E	G	J
500001 and over	N	Q	R	D	E	H	K

TABLE B

SINGLE SAMPLING PLANS FOR NORMAL INSPECTION

Sample size code letter	Sample size code	Acceptance Quality Limits (Normal Inspection)																			
		0.065		0.1		0.15		0.25		0.4		0.65		1.0		1.5		2.5		4		6.5	
		Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re	Ac	Re
A	2	↓		↓		↓		↓		↓		↓		↓		↓		↓		↓		0	1
B	3	↓		↓		↓		↓		↓		↓		↓		↓		↓		0	1	↑	
C	5	↓		↓		↓		↓		↓		↓		↓		↓		0	1	↑		↕	
D	8	↓		↓		↓		↓		↓		↓		↓		0	1	↑		↓		1	2
E	13	↓		↓		↓		↓		↓		↓		0	1	↕		↓		1	2	2	3
F	20	↓		↓		↓		↓		↓		0	1	↑		↓		1	2	2	3	3	4
G	32	↓		↓		↓		↓		0	1	↑		↓		1	2	2	3	3	4	5	6
H	50	↓		↓		↓		0	1	↑		↓		1	2	2	3	3	4	5	6	7	8
J	80	↓		↓		0	1	↑		↓		1	2	2	3	3	4	5	6	7	8	10	11
K	125	↓		0	1	↑		↓		1	2	2	3	3	4	5	6	7	8	10	11	14	15
L	200	0	1	↑		↓		1	2	2	3	3	4	5	6	7	8	10	11	14	15	21	22
M	315	↑		↓		1	2	2	3	3	4	5	6	7	8	10	11	14	15	21	22	↑	
N	500	↓		1	2	2	3	3	4	5	6	7	8	10	11	14	15	21	22	↑			
P	800	1	2	2	3	3	4	5	6	7	8	10	11	14	15	21	22	↑					
Q	1250	2	3	3	4	5	6	7	8	10	11	14	15	21	22	↑							
R	2000	3	4	5	6	7	8	10	11	14	15	21	22	↑									

↓ = Use first sampling below arrow. If sample size, or exceeds, lot batch size, do 100% inspection
↑ = Use first sampling plan above arrow
Ac = Acceptance number
Re = Rejection number

II. Defect Classification

Types of defects / products or category could be different based on risks, which needs to be communicated to and agreed with WSI.

Critical defects	Major defects	Minor defects
• Violation of any U.S. or Canadian regulation (ie: incorrect nutrition label, missing country of origin label, incorrect care label, etc.) • Hazardous or unsafe for use by consumer (ie: needle fragment in textile item, nail protruding from wood item, etc.) • Evidence of insect infestation • Moisture content of wood item not in compliance with WSI standard • Vendors must note that WSI has a **zero-tolerance policy**, one critical defect results in failed audit, regardless of location on item	• Affects **appearance** (ie: corrosion of metal item does not function as intended, cracked glass, etc.) • Affects **durability** (ie: inadequate cabinet joints, inadequate textile tear strength, etc.) • Affects **performance** (ie: lighting fixture will not light, candle won't burn, container lid does not seal as intended, etc.) • Non-compliance with approved sample or specifications (ie: wrong item, wrong colour or measurements out of tolerance, etc.) • Likely to cause customer return • Cannot be sold as First Quality	• Does not significantly compromise the appearance, durability or performance of the item • Not likely to cause customer return • May be sold as First Quality

In the event of failed quality with goods arriving at the DC, Vendor will be charged for all inspection costs relating to failed inspection or product not ready for inspection, see Chapter 10: Vendor Non-Compliance.

C. WSI Inspection Requests

WSI may elect to send representatives or use internal/third party inspection services for special inspection requests.

I. Inspection Appointment Scheduling Procedure

- Inspection scheduling occurs between inspection service by or selected by WSI and Agent (or Vendor if no Agent).
- Six days' notice is required of all scheduling changes. It is the Agent's (Vendor's if no Agent) responsibility to contact inspection service directly for appointment changes.

II. Vendor's Role in the Inspection Process

- POs flagged for inspection may not ship without Inspection Service or WSI authorization.
- PO must have already passed both Vendor and Agent final inspections.
- Entire PO must be 100% complete; minimum 50% packed (large items such as furniture need only one unit packed).

III. Inspection Conclusions

Abort:	Inspector attempts inspection, entire PO not ready	NO SHIP, Reschedule
Pass:	Shipment conforms to WSI standards	SHIP
Fail:	Shipment does not conform to WSI standards	NO SHIP, 100% inspect, Reschedule
Hold:	Requires decision from WSI	NO SHIP, Wait for WSI decision

IV. Payment for Inspections

- WSI pays for the first completed inspection (regardless of Pass/Fail/Hold conclusion).
- Vendor pays for Aborted (shipment not ready for inspection) and all re-inspections.

V. Reports

- Inspector is required to leave a copy of the inspection report with the Vendor before leaving the premises.
- Inspector is required to review all rejected units and reason for rejection with Vendor.
- Inspection Certificate shall be issued along the inspection report in WSI format. Contact WSI QA for details.

VI. Samples and Photos

- Failed / On Hold inspections require samples and/or photos to substantiate conclusion.
- Inspector forwards samples immediately to WSI QA Inspections Department using WSI UPS account number. Contact the Buyer for this number.

VII. Disputes

Contact WSI QA (see below for e-mail address) immediately.
Do not ship until dispute is resolved in writing.

CHAPTER 5E: PARTIALS

A. Overview

I. Vendors Partials Replacements

All vendors may be requested by WSI Associates for low-cost parts replacements.

Vendors are required to cooperate with such requests where possible.

Vendors may be liable for the cost of product defects/customer returns if they do not provide reasonable parts replacements.

II. Definition of Partials

Partials are the small parts, components or hardware for the WSI merchandise, sometimes used to assemble the product. They may be/include:

- Small parts placed in the blister pack (hardware, knobs, pulls etc…)
- Smaller components placed inside a separate carton box, placed inside a drawer box or in a compartment in the furniture such as a finial, bun feet, wood plugs, wood dowels etc.
- Lighting shades, crystals, globes etc.

III. Purpose & Scope

The purpose of this Standard Partials / Replacement Parts SOP is:

- To better serve customers in need of missing/damaged hardware
- To reduce Damage & Quality ratings by reducing customer returns
- Avoid wasteful cannibalization of furniture and lighting merchandise to replace missing or damaged hardware parts

CHAPTER 5F: PRODUCT LABELING REQUIREMENTS

Overview

Williams-Sonoma, Inc. (WSI) products must comply with all U.S. and Canadian laws and regulations.

A. Requirements

1. All WSI products must be labeled in accordance with U.S. and Canadian regulations.
2. All WSI products must be manufactured to comply with all regulatory, industry requirements in accordance with U.S. and Canadian standards, and WSI standards as outlined in our protocols/PG's (product guidelines).
3. All regulated products must bear appropriate warning labels, as required.
4. NOTE: In addition to the above, West Elm requires all labels to include Spanish.

B. Procedures

1. Product Specification packets from WSI Product Development (PD) should include applicable warning and labeling requirements.
2. Vendor must confirm that all regulated products are properly labeled, meet U.S. and Canadian regulatory standards, and bear necessary warnings.
3. Regulatory labeling requirements must be confirmed and approved prior to the testing process. Completed product tests (see Chapter 5B: Product Testing) will confirm label compliance with regulatory requirements. NOTE: The actual individual package does not need to be submitted into testing to confirm that the artwork is accurate. A photocopy of the information can be submitted with the product and MUST be done at time of Product Testing.
4. Final approval authority on all regulatory and labeling issues rests with the WSI Product Safety & Reliability Team (see contacts below).

C. Labeling By Product Category

Labeling of the following products is regulated by U.S. and Canadian government agencies. When submitting these products for testing, all proposed labeling and warning information must be included. For detailed information, consult product specifications. All retail package labeling must accurately reflect the identity and quantity of package contents. WSI will not tolerate any misrepresentations on product packages or labels.

D. Country of Origin

The Country of Origin for labeling, packaging, and invoicing purposes is regulated by US Customs. WSI Customs confirms and/or determines the Custom's Country of Origin for all imported WSI product.

Please contact Customs - WSICustoms@wsgc.com with any questions regarding the correct Country of Origin for any WSI imported product prior to labeling. (See Chapter 9: Customs Requirements for details regarding how Agents/Vendors are provided Country of Origin Information.)

1. Food
   All packaged food sold in the U.S and Canada must include the following information on the label.
   - Identity of the product (bilingual)
   - Net quantity of contents (bilingual/U.S. and metric)
   - List of ingredients (bilingual)
   - Name and address of Manufacturer, Packer or Distributor
   - Country of origin
   - Expiration Date/Durable Life Date (if applicable) Best Before Dates, see Food Vendor Requirements in Chapter 4 for required format.
   - Nutrition Facts Panel (unless qualified for small business exemption) – U.S. and Canada
   - Please visit http://www.fda.gov/Food/GuidanceRegulation/GuidanceDocumentsRegulatoryInformation/LabelingNutrition/ucm2006828.htm for US requirements and http://www.inspection.gc.ca/english/fssa/labeti/quest/nutrition-part1e.shtml for specific Canadian requirements
   - If your product contains organic ingredients, please visit USDA website for organic labeling guidelines: www.ams.usda.gov/nop
   - For specific food labeling requirements, please contact Gloria Tai, Food Development at gtai@wsgc.com

2. Food ware
   - Includes ceramic and enameled metalware intended for use with food
   - Must be permanently and indelibly marked with manufacturer or importer name
   - Country of origin
   - Please refer to Chapter 9: Customs Requirements for more information regarding food ware or ceramics

3. Cosmetics/Personal care items
   - Identity of the product (bilingual)
   - Net quantity of contents (bilingual/U.S. and metric)
   - List of ingredients (bilingual)
   - Name and address of Manufacturer, Packer or Distributor
   - Country of origin

4. All Textiles
   - Please refer to Chapter 5C: Softlines Guideline

5. Upholstered Furniture
   - Must include Stuffed Articles Labels (for both U.S. and Canada) identifying the hidden stuffing contents

6. Children's Products
   Please consult your PD packet and your Sourcing partner to confirm that all required regulatory labeling information is included on all PBK products. The following products require special warnings:
   - Art Materials
   - Baby Carriers
   - Booster Seats
   - Chemical or Liquid Filled Toys
   - Electrical Toys
   - Flotation Devices/Pools
   - Games
   - Infant Cushions
   - Indoor/Outdoor Play/Sports Equipment
   - Mobiles
   - Play pens/yards
   - Plush
   - Strollers
   - Toys

7. Children's Furniture
   Please consult your product development packet and your Sourcing partner to confirm that all required shelf packaging, assembly instruction and/or labeling information is included on all PBK products. The following products require special warnings:
   - Bunk Beds
   - Cribs
   - Toddler Beds
   - Highchairs
   - Step Stools
   - Toy Storage Bin/Chests
   - Loft Beds

8. Candles
   - Must include WSI approved candle labels. Contact Product Safety & Reliability below for further information. Reference 'Consumer Commodities' information below.

9. Consumer Commodities
   Includes candles, potpourri, cleaning solutions
   - Identity of the product (bilingual)
   - Net quantity of contents (U.S. measure and metric equivalent)
   - Name and address of Manufacturer, Packer or Distributor
   - Country of origin

10. Electrical Items
    During product testing, these items must be tested against the appropriate regulations to verify compliance for both U.S. and Canadian regulations.
    - Air Cleaners
    - Blenders/Mixers
    - Bread Makers
    - Can Openers
    - CD Players
    - Ceiling Fans
    - Coffee Makers
    - Crock Pots
    - Deep Fat Fryers
    - Electric Fans
    - Holiday Lights
    - Ice Cream Makers
    - Lamps/Lighting Fixtures
    - Microwave Oven
    - Portable Fans
    - Radios
    - Smoke Detectors
    - Toasters
    - Toaster Ovens
    - Waffle Irons

11. Charcoal/Gas Appliances
    During product testing, these items must be tested against the appropriate regulations for both the U.S. and Canada to verify compliance.
    - Charcoal Grills
    - Butane & Propane Grills
    - Portable Grills
    - Gas Distribution Systems

12. Clocks
    US Customs regulates marking method, location, and wording of Country of Origin and Movement information for clocks. Refer to Chapter 10 Custom of the International Shipment Manual for clocks and watches.
    - The origin of the clock movement determines the Country of Origin of the whole clock.
    - Marking Methods – must be permanent: die-sinking, engraving, stamping (including by means of indelible ink), or mold-marking (either indented or raised).
    - Movement - Permanent marking is required:
        - Country of Origin
        - Manufacturer name
        - Number of Jewels
    - Case – Permanent Marking is required:
        - Country of Origin

    Refer to Clocks and Watches Marking and Labeling Requirements for more information.

    Contact WSI Customs in order to confirm marking at Customs-WSICustoms@wsgc.com

13. Flatware: Knives and Forks
    US Customs regulates the Country of Origin marking method for all Knives and Forks.
    - Each Knife and Fork must be individually marked, even when sold in a Set.
    - Marking method must be permanent: die stamping, cast-in-the-mold lettering, etching (acid or electrolytic), engraving.

    Contact WSI Customs in order to confirm method or location at Customs-WSICustoms@wsgc.com

E. Regulated Product Categories

The following product categories are subject to U.S. and Canadian government regulations, and must be manufactured in conformity with them. Government regulations may include size requirements, flammability standards, or other requirements. During product testing, these items must be tested against the appropriate regulations to verify compliance.

- Children's Furniture
- Children's textiles
- Cosmetics/personal care items
- Food
- Food-ware
- Household chemicals
- Candles
- Consumer Commodities
- Electrical Items
- Charcoal/Gas Appliances
- Rugs
- Toys
- Textiles with Concealed Stuffing
- Textiles
- Upholstered Furniture

Questions?

E-mail WSI Product Safety & Reliability at the appropriate email address below:
For Hard-lines, e-mail HardlinesQAtesting@wsgc.com
For Soft-lines, e-mail TextilesQAtesting@wsgc.com
For Kids, e-mail PBKidsQAtesting@wsgc.com
For Customs, e-mail Customs-WSICustoms@wsgc.com

CHAPTER 5G: INFESTATION & PEST PREVENTION

A. Overview

This chapter outlines requirements and expectation for vendors providing products to Williams-Sonoma, Inc. (WSI) regarding Infestation & Pest prevention measures.

Vendors are ultimately responsible for overall integrity of the product and for those to be shipped to WSI to be free of any pest or infestations, be it in goods, packaging materials or container space.

This responsibility may be on vendor independently from any document being provided or from the outcome of any inspection, may this be performed by Vendor, WSI, 3rd party or governmental agency.

Vendors may be liable and be charged back:

- for infested value of product and all associated costs following the disposal and destruction
- for sanitization of the infested areas
- for any fee(s)

Vendors may also be also liable for inspection costs of existing WSI stock if widespread infestation are found originating by shipping of contaminated/infested products.

B. Securing Product integrity from infestation & Inspections

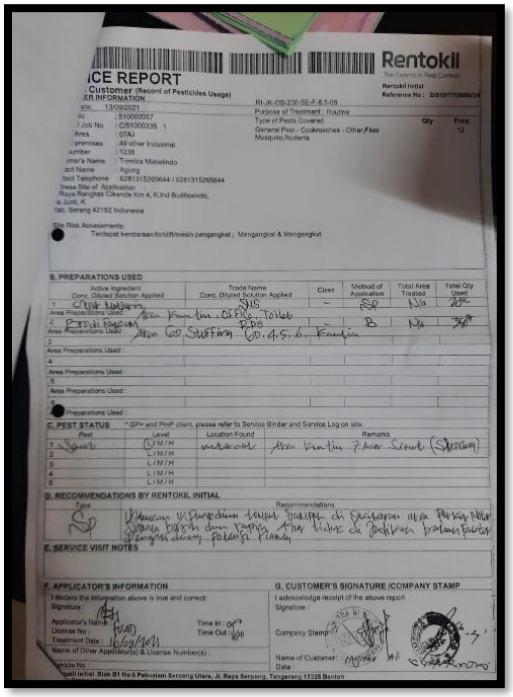
Agent and Vendor Requirements

Vendors should always ensure products are kept safe from pest infestation by implementing the necessary measures to prevent the development, contact or spreading of pests in production or storage facilities.

This may be, but not limited to, fumigations, disinfections, traps or lures, chemical spray, washes, and or cleaning after based on the vendor type of product manufactured, the country of origin and targeted pests within guidance of either in country guidance for export.

Vendors are encouraged to engage in all necessary pest prevention measures on regular basis and to keep record of those actions/treatments for up to 3 years.

Inspection or afterwork reports, company invoices and the specifics of the treatment completed (that may be including the use of specific chemicals) should be available and provided to WSI upon request.



(Example of afterwork report)

Vendors are required to inspect the product, packaging and container (floor-sides-roof) prior to loading and maintain the inspection records for 3 years.

These reports should be provided to WSI upon request.

Attached file link (Excel for pre-loading inspection) as reference checklist for Loading Container.

Vendor is **NOT to load** a shipment if in presence of suspected infestation in any goods or packaging materials and/or if there are signs of possible pest infestation present in the container.

Vendor is to record evidence, via photographic and internal inspection reports, if such situation occurs and immediately contact your WSI business partner for next step actions.

CHAPTER 5H: MATERIAL INSPECTIONS REQUIREMENTS

WSI Leather Quality Standards and Vendor Responsibilities

We are reinforcing WSI's leather quality standards to ensure consistency and excellence in our finished products.

The primary objective is to make clear that vendors bear the ultimate responsibility for securing the correct leather grade and quality before production begins. If there is any uncertainty regarding grading or quality, vendors are encouraged, at their own discretion, to use an WSI approved third-party service for inspection and grading, at their own expense.

- All vendors will be formally notified that WSI products must meet established leather quality standards.
- Vendors are responsible for verifying that the leather meets these standards and is properly graded, regardless of the source.
- Use of third-party services, such as **BV Impactiva' s Leather Technical Team**, is entirely at the vendor's discretion. WSI's primary focus remains on ensuring that the **final finished product** meets our established quality standards

BV Impactiva Team Mathieu Vassal mvassal@impactiva.com Contact: +856 2055531427 Mary Ge mge@impactiva.com Contact: +86 150 0576 7856 Veda : veda@impactiva.com Contact: +91 75501 96533	

Leather Standards – Please refer to the WSI Leather Defects Guidelines for reference or contact Williams Sonoma business team to get the latest version.

Peter Li: Email: gli@wsgc.com

CHAPTER 6: PRODUCT ENGINEERING

A. Total Quality Vendor SharePoint

Total Quality Vendor site is a one-stop SharePoint site, accessible to all WSI Vendors with validated credentials. Find information on new and existing initiatives, keep up to date on the latest policies and process workflows, locate design guidance documents and templates, apply for new system user accounts, search for product reports, and discover all the latest WSI news and happenings.

Please click this link to TOTAL QUALITY - Vendor Access Workflow and request for access before proceeding.

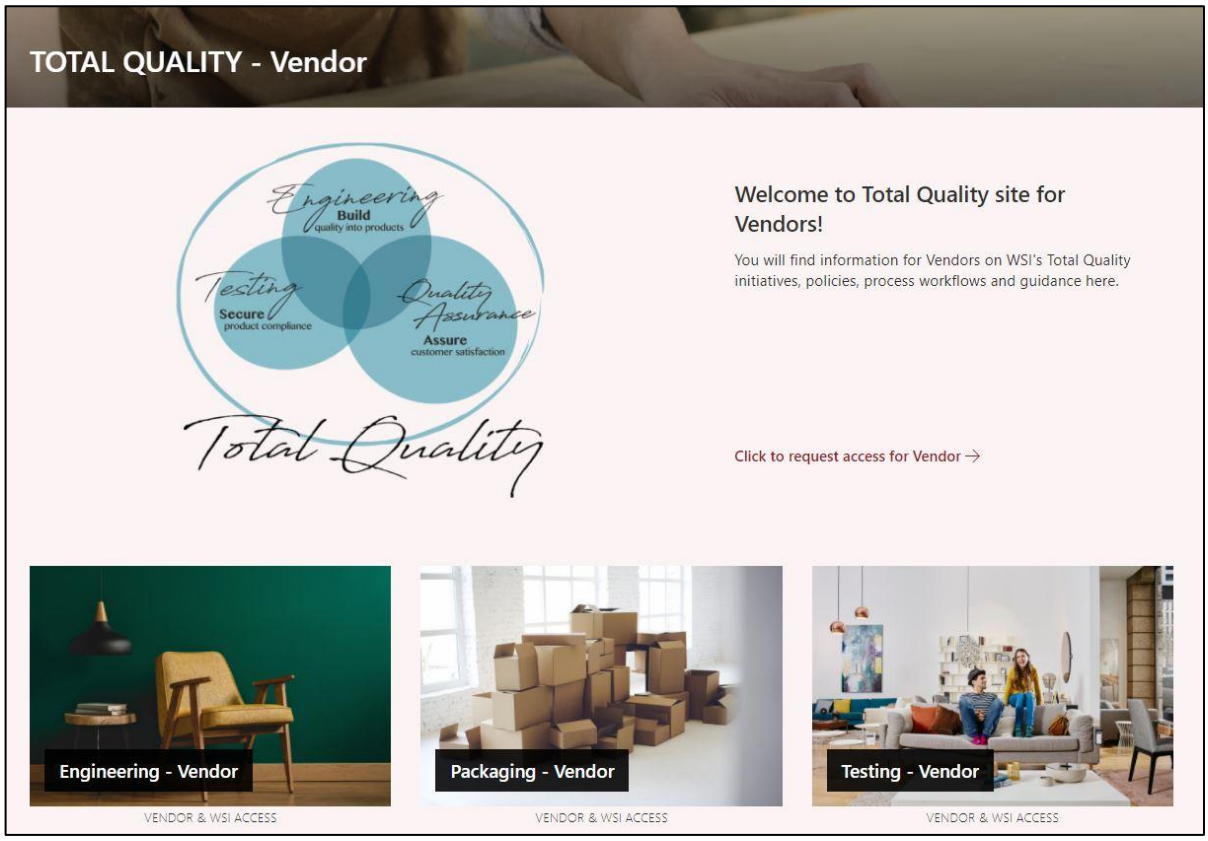


Figure 1: Total Quality – Vendor Site

B. Product Engineering Guidance

Refer to Engineering guidance for standardization to secure product quality.

Please click ENGINEERING.

CHAPTER 7A: PACKAGING SPECIFICATIONS

A. Packaging Specifications (Click on below links to go directly to that specification.)

ECO PACKAGING REQUIREMENT: 70-100% (by weight) of all packaging materials must be recyclable. This applies to all carryover, core and new developments. All mention of EPS/Styrofoam in the below specifications must be converted to paper-based materials. EPS/Styrofoam can only be used when explicitly approved in writing by WSI Package Engineering

1. Basket (Lightweight Item) Packaging 03-000080-1
2. Beds & Bed Component Packaging 03-000051-3
3. Brand (Retail) Packaging 03-000061-0
4. Brand Packaging Carton Inspection (Post Testing) 03-000076-3
5. Carton Marking Requirements 03-000071-10
6. Case-Goods Packaging 03-000053-5
7. Chair Packaging 03-000055-2
8. Component Identification Packaging 03-000066-0
9. Container (Trailer) Loading & Bracing Requirements 03-000069-8
10. Corrugated Container Requirements 03-000100-5
11. Crib Packaging 03-000057-0
12. DC Package Testing Process & Determination of Claims 03-000090-0
13. Email Subject Line Format for Incoming Reports 03-000085-0
14. Foam Cushion Design Guidelines 03-000086-0
15. Food Packaging 03-000103-2
16. Glassware Packaging 03-000079-2
17. Good Protective Packaging Practices 03-000058-0
18. Hardware Packaging 03-000070-1
19. High Gloss Product Abrasion Protection Requirements 03-000064-0
20. Knock Down & Semi KD Component Packaging 03-000054-1
21. Lighting Packaging 03-000081-2
22. Load Plan Development Approval Process 03-000101-0
23. Marble Handling SOP 03-000104-0
24. Marble (Single) Top Packaging Requirements and Testing Protocol 03-000105-0
25. Mirrors & Sheet Glass Packaging 03-000082-4
26. Napkin Packaging Requirements
27. Ornament Packaging 03-000074-1
28. Package Testing Equipment & Lab Requirements 03-000063-0
29. Pallet Construction Requirements 03-000072-5
30. Palletization Requirements 03-000088-2
31. Pillow (Filled) Packaging Requirements
32. Plate & Bowl Packaging 03-000084-3
33. Polybag Printing & Construction Requirements 03-000073-7
34. Product Description Label Requirements 03-000062-3
35. Rug Packaging Specification 03-000078-7
36. Sample Preparation for Transit Testing 03-000067-0
37. Ship Mode UPS Exel Specification 03-000106-0
38. Soft-line Packaging 03-000083-4
39. Table Packaging 03-000052-1
40. Transit Test Protocols 03-000060-3
41. Upholstered Furniture Packaging 03-000056-1
42. UPS Label Requirements for Cartons over 70 lbs. 03-000068-0
43. Wood Furniture Abrasion Protection Requirements for WSH 03-000065-0
44. Wood Packaging Material Requirements 03-000087-3

1. Basket (Lightweight Item) Packaging 03-000080-1

1.1. PURPOSE

The purpose of this specification is to provide vendors with packaging requirements for lightweight baskets. A lightweight basket has no metal inner frame and weighs less than thirty pounds (< 30 lb.). Please consult WSI package engineering if the basket weighs more than thirty pounds or has a metal frame.

1.2. APPLICATION

This specification applies to Retail and DTC baskets supplied to all WSI Brands.

1.3. PACKAGING REQUIREMENTS

1.3.1. Master Carton Requirements for Baskets weighing < 30 lb.

1.3.1.1. Construction/Style: RSC with Doublewall Corrugated

- Minimum Burst Strength of 150 PSI Doublewall
- 38 ECT using TAPPI T 811 Rigid Support Compression Tester
- Cobb Test per TAPPI T 441

1.3.1.2. Closure: H Taping Required. Stapling and Strapping are not allowed

1.3.1.3. Labeling: All MC/DL cartons must be labeled per the vendor manual requirements. Contact Supply Chain Operations for assistance.

1.3.2. Retail and DTC (MC/DL)

1.3.2.1. **Retail: MC/DL** = Master Carton / Distribution Lot. The DL is the number of units allocated to the Retail stores. The Retail DL basket quantity must equal the MC basket quantity.

1.3.2.2. **DTC: MC/SU** = Master Carton / Selling Unit. The MC basket quantity is determined buyer or sourcing manager. The MC can have multiple baskets unless the individual basket dimensions exceed the CMO requirements, then they are considered larger separate ship. For separate ship baskets, the MC basket quantity must contain one selling unit.

1.3.2.3. **Dimensions/Weight**: Whenever possible, Baskets should be nested in the MC/DL carton, to reduce the size of the master carton.

DTC Separate Ship Baskets

If the size of the basket or basket set exceeds the Conveyable Mail Order (CMO) size and weight requirements, then the basket or basket set must be packaged individually into a master carton. The CMO dimension and weight requirements are < 27” x 18” x 12” and weight < 30 lb.

1.3.2.4. **Conveyable Separate Ship**: The conveyable separate ship dimension and weight requirements are < 52” x52” x 32” and weight < 75 lb. These must be packed as single baskets or a single basket set.

1.3.2.5. **Non-Conveyable Separate Ship**: If the master carton exceeds the conveyable requirements, then it is categorized as non-conveyable separate ship > 52” x 35” x 32” and > 75 lb. and therefore these cartons are not handled on the DC conveyor systems. These must be packed as single baskets or a single basket set.

1.3.2.6. **Basket Sets**: If the baskets are being sold in sets, the size and weight of the nested basket set will be used to determine if the CMO requirements are met as listed above.

1.3.3. Inner Carton/Surface Protection

An inner carton is not required for baskets; except for Retail and DTC fragile handle baskets. All baskets, both DTC and Retail, must have surface protection.

1.3.3.1. **Inner Cartons**: If the basket has a large or fragile handle, an individual inner carton is required for each basket/basket set. The inner cartons must meet the same construction and closure requirements outlined as the master carton. Please contact WSI Package Engineering for help in determining if a handled basket requires an individual inner carton.

1.3.3.2. **Surface Protection**: Each basket must have surface protection. The preferred surface protection is a paper wrap.

1.3.3.3. **Paper Wrap**: Each basket must be fully wrapped in paper to prevent the basket from getting dusty or scratched. The paper should be secured by tape. The tape must not contact the actual basket. The paper should be unprinted newsprint, 30 lb. basis weight or heavier.

1.3.3.4. **Polybags**: Poly bags or other plastic wrapping materials are not recommended for natural fiber baskets, due to possible moisture entrapment.

1.3.4. Basket Ticketing

Please contact Supply Chain Operations for additional ticketing information. All ticketing must follow the requirements in the vendor manual.

1.3.4.1. **Retail**: Baskets should have the Retail SKU ticket affixed to the bottom of the basket or on the hangtag, if used.

1.3.4.2. **DTC**: Three SKU stickers are required. A SKU sticker must be affixed to the outside of the outermost wrapping (i.e. paper wrap) around the basket or if an inner carton is used, the SKU sticker must be placed on the inner carton. A second SKU sticker must be affixed to the bottom of the basket. The third SKU sticker must be affixed to the outside of the master carton in order for the product to be properly processed through the WSI DC paperless picking environment.

Top of chapter

2. Beds & Bed Component Packaging 03-000051-3

70-100% of all packaging materials must be paper based. All mention of EPS foam in the below specification must be converted to paper-based materials. EPS foam can only be used when explicitly approved in writing by WSI Package Engineering.

2.1. PURPOSE

The purpose of this specification is to provide vendors with our basic packaging requirements for bed products, which includes headboards, footboards, side rails, slats, ladders, storage units, trundles and other accessories.

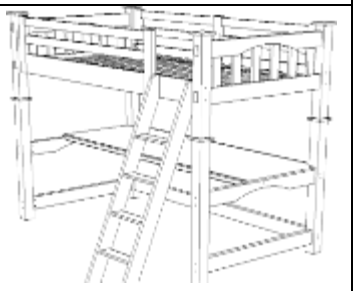
2.2. APPLICATION

This procedure applies to all bed products that do not have specific packaging instructions. This specification does not cover mattresses. Contact WSI Packaging for details.

2.3. DEFINITIONS

The following are example of various types of beds. Note: The various product types WSI offers are not limited to those shown below.

Basic Complete Bed	Standard Headboard	Headboard (Upholster)
		
Standard Bed With Trundle	**Bunk Bed Full Over Full**	**Bunk Bed Twin Over Full**
		
Day Bed	**Day Bed With Trundle**	**Iron Day Bed With Trundle**
		
Platform Bed With Backrest	**Storage Bed Dresser**	**Storage Bed (Headboard)**

		
Storage Bed	**Storage Bed**	**Loft Bed**
		

2.4. PACKAGE DESIGN ORGANIZATION

Bed components must be packed in a specific manner. If a bed is packed in more than 1 carton, the carton must be marked “Carton 1 of X”. “X” being the total number of cartons to complete one unit of bed set. The component(s) should be grouped and packed in according to the following matrix.

Additionally, there may be SKU / Set-SKU implication.

Product	Number of Cartons	Carton #	Contains
Headboard only	1	1 of 1	Headboard
Standard Bed	2	1 of 2	Headboard and Footboard
		2 of 2	Siderails, Slats, Finials and Hardware
Day Bed	2	1 of 2	Back Panel and 2 Side/End Panels
		2 of 2	Siderails, Slats, Finials and Hardware
Bunk Bed Standard Twin over Twin Twin over Full Full over Full	4	1 of 4	Headboard and Footboard (Same size Twin/Full)
		2 of 4	Headboard and Footboard (Same size Twin/Full)
		3 of 4	Siderails, Slats, Finials and Hardware
		4 of 4	Ladder
Loft Bed	2	1 of 2	2 End Panels
		2 of 2	Siderails, Guard Rails, Slats, Finials and Hardware
Storage Bed Standard	2	1 of 2	Headboard and Footboard
		2 of 2	Siderails, Slats, Finials and Hardware
Storage Bed Non-standard	3	1 of 3	Headboard with storage feature. May need to be palletized
		2 of 3	Footboard
		3 of 3	Siderails, Slats, Finials and Hardware
Platform Bed	2	1 of 2	Headboard and Footboard
		2 of 2	Siderails, Slats, and Hardware

The matrix above lists standard beds and standard options only. If a product has extra options, the extra options must be packed in the LAST of the series of cartons. If the option is large and cannot fit in the last carton, it must be packaged in its own carton.

Example 1: Platform Bed with Backrest

The matrix above identifies the number of cartons as 2 for a Platform bed. The headboard and footboard will be packaged in carton 1. The siderails, slats, and hardware will be packaged in Carton. 2. The backrest, which is a non-standard feature, will be packed in the 3rd carton as long as it does not fit in the second carton.

Example 2: Storage Bed

If the storage component is integral to the headboard and the gross weight of the headboard package exceeds 150 lbs, the unit may need to be packed on custom pallet (Per WSI Specifications for Pallets: Palletization Requirements & Pallet Construction Requirements, Document Number 03- 000072). This is applicable for all individual cartons with a gross weight exceeding 150 lbs. (68 kg). Contact WSI Packaging Engineering if you have questions.

Example 3: Storage Bed with Under-bed Dresser:

In this example the Under-bed Dresser Component will be packaged in carton number 3.

2.5. REQUIREMENTS:

Component Separation

All components require separation from each other, as well as surface protection (see section 5.3). Corrugated board or foam should be used to protect and separate the different product layers / components within a carton – this is critical in KD (Knocked- Down) / RTA (Ready-To-Assemble) product construction.

Void Fill

Blocking and bracing within the void space(s) is critical when packing headboards and footboards. Fill the void space(s) within the corrugated carton with solid/rigid packaging material(s) to eliminate shifting and migration of both the product component(s) and the packaging material(s). Possible void fill components include: empty set-up corrugated box(es) (labeled as “EMPTY BOX”), honeycomb blocks, and corrugated build up pads (See Figures 2 – 5).

Surface Protection

2.5.1. All surfaces of a product must be clean and free from dirt, grease, glues, or foreign matter before packing.

2.5.2. Full coverage protection of the product with non-abrasive material(s) such as: layers of polyethylene foam sheeting, non-woven polypropylene fabric sheeting for High-Gloss products (Per WSI Specification for High Gloss Product Abrasion Protection Requirements), a poly-bag (Per standards outlined in WSI Specification for Polybag Printing & Construction Requirements), third-web bubblewrap or non-abrasive paper can be used where applicable. Stretch-wrapping around the product & non- abrasive materials to further restrict components movement is also recommended.

2.5.3. Impact protection materials, such as expanded polystyrene (EPS), polyethylene (PE), built-up corrugated or hexacomb® /“honeycomb” forms, blocks, corners and planks, must be used to absorb shock and to block/brace the product from movement within the package (See Figures 2 – 5).

2.5.4. Removable finials should be wrapped in a non-abrasive material and packed separately inside its own corrugated carton. This carton should be packed with the siderails per the above table.

Legs

2.5.5. Legs must be protected to prevent structural as well as cosmetic damage by eliminating direct contact with other components and abrasive packaging material such as EPS foam & corrugated material.

2.5.6. To prevent pointed legs from puncturing through cartons, corrugated sheet(s), wood squares, plastic forms, etc. should be used - as needed - to increase surface contact area between the leg and the carton.

2.5.7. For all headboards and footboards that are packed inside of a corrugated container with a length greater than 60 in. (152.4 cm) – or Queen size and larger– must be blocked and braced using a plywood plank 3/8 in. (9 mm) minimum thickness to prevent the legs from puncturing the corrugated container when in racking / storage. Secure the plywood plank to the shipping carton to restrict movement (See Figure 5). Additionally, this wood component will need to meet the requirements outlined in the Wood & Composite Wood Panel Packaging Material Requirements, Document Number 03-000087.

Edge and Corner Protection

All edges and corners must be protected from impact with corner blocks and angle pads.

2.5.8. A minimum coverage of 50% of any given length / edge should be protected. For products weighing over 150 lbs. (68 kg), the minimum thickness of corrugated, EPS or EPE foam, angle / corner pads or channel pads must be 1.5 in. (3.8 cm). For products weighing below 150 lbs. (68 kg), the minimum thickness of 1 in. (2.5 cm) of corrugated, honeycomb, EPS or EPE foam, angle / corner pads or channel pads.

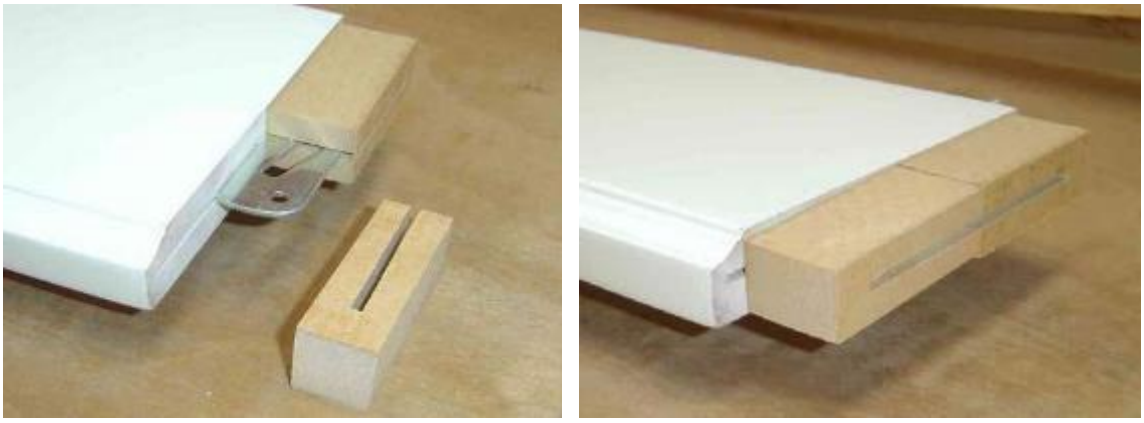
When using Expanded Polystyrene (EPS): Preferred method - Molded EPS

Material density no lower than - 1.0 lb/ft3 (16 kg/m3) this applies to all critical components, edge protectors and corner protectors.

2.5.9. Siderail Bed-Hook / “J”-Hook protection: Protect metal hooks of the Siderails from end drops (impact) by increasing the bearing surface with rigid wood block or MDF blocks with slot cut-out for the hooks (See Figure 1). These wood components will need to meet the requirements outlined in the Wood & Composite Wood Panel Packaging Material Requirements, Document Number 03-000087.

Figure 1

Protect J-Hook / Bed-Hook with wooden/MDF block with cut-out



2.5.10. Stretch wrapping around the packaging and the product to further contain the components or tape packaging components to the abrasion barrier so they act as one unit is recommended

Associated Hardware & QC Verification Sticker

See the Hardware Packaging Requirements, for packaging and identification of the Bed hardware.

Inner Carton(s)

Any and all inner cartons shall be printed with their contents and quantity as they relate to the Assembly Instructions (AI). Example: “Component A – Finials – Quantity 4”

Outer Container

In most cases, the outer container / box will be a FTD (Full Telescoping Design Style Trays), a FOL (Full Overlap Slotted Container), or FPF (Five Panel Folder) constructed from Doublewall (5-Ply) Corrugated with a Burst strength of a minimum of 275 lb/in2 (1896 kPa) test.

Crating

In special cases, open style crating may be required to ensure a product is properly protected from handling and shipping damage. The requirement for crating depends on the design complexity of the item. Reference the Wood & Composite Wood Panel Packaging Material Requirements, Document Number 03-000087 for details.

Container Closure

Use only approved carton closure methods / materials. Staples are not acceptable. Reference the Corrugated Container Requirements for details.

Carton Marking / Labeling

Reference the Carton Markings Requirements for details.

Figure 2

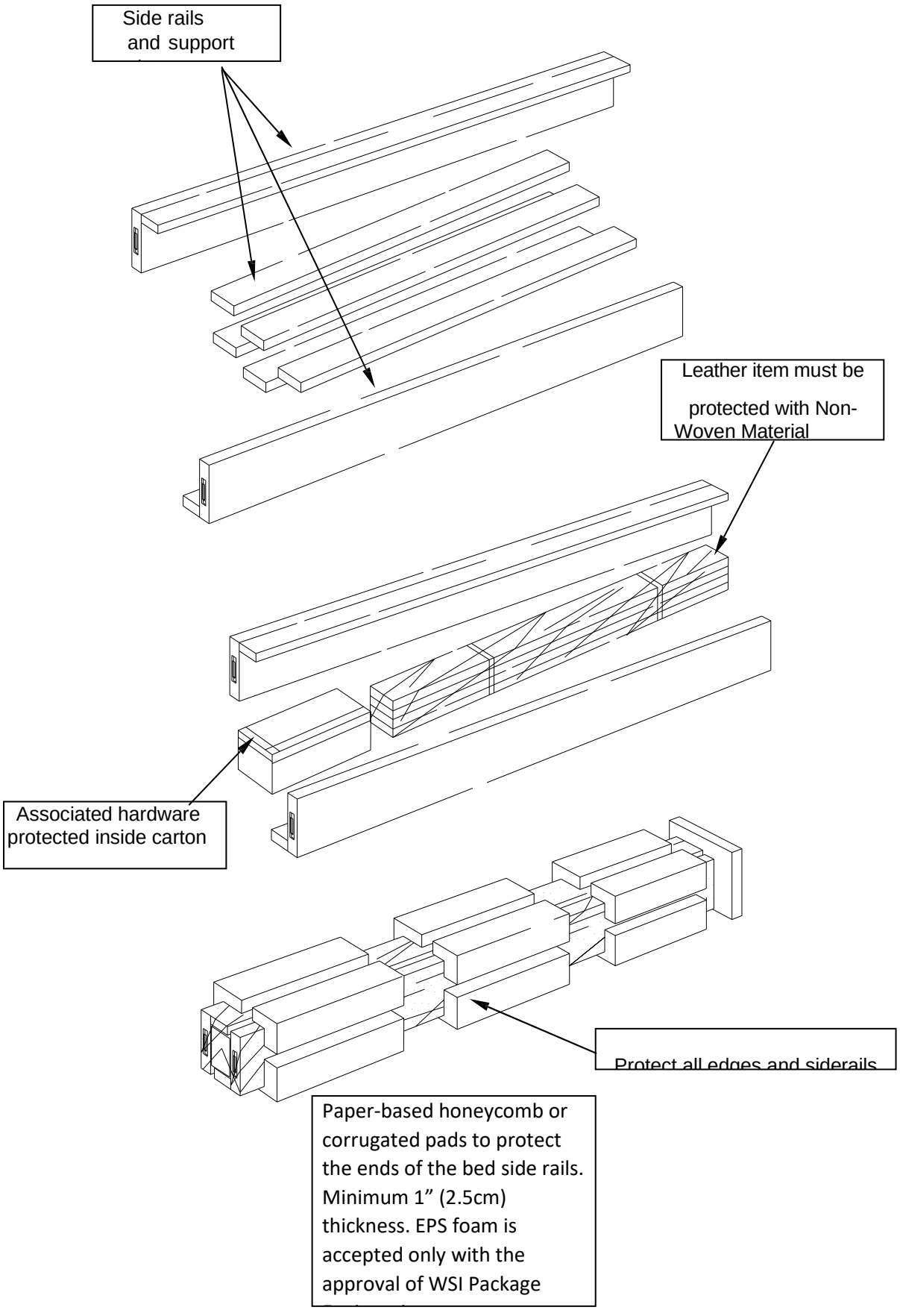

Side rails
and support
Leather item must be
protected with Non-
Woven Material
Associated hardware
protected inside carton
Protect all edges and siderails
Paper-based honeycomb or
corrugated pads to protect
the ends of the bed side rails.
Minimum 1” (2.5cm)
thickness. EPS foam is
accepted only with the
approval of WSI Package

Figure 3

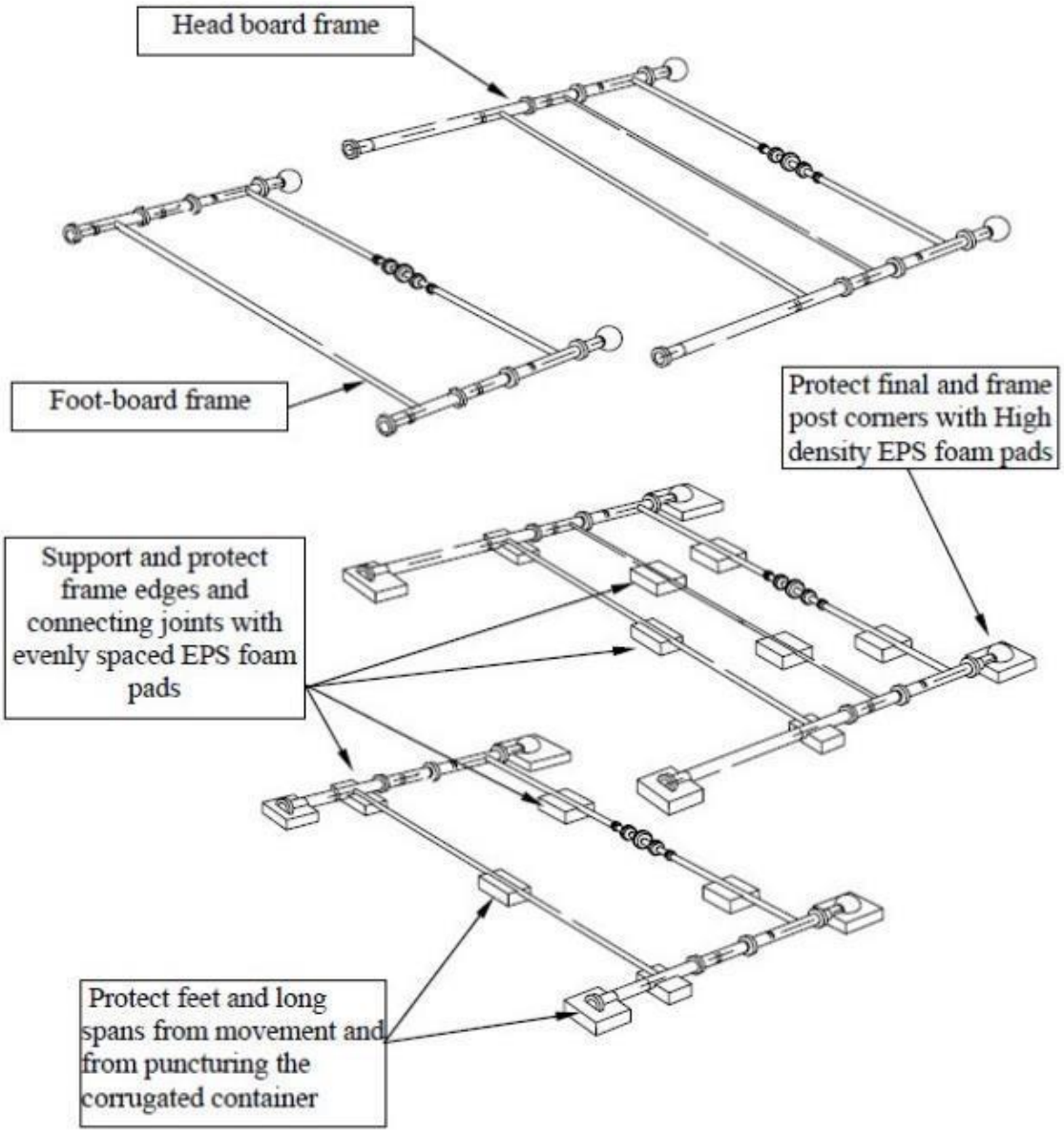

Head board frame
Foot-board frame
Protect final and frame post corners with High density EPS foam pads
Support and protect frame edges and connecting joints with evenly spaced EPS foam pads
Protect feet and long spans from movement and from puncturing the corrugated container

Figure 4

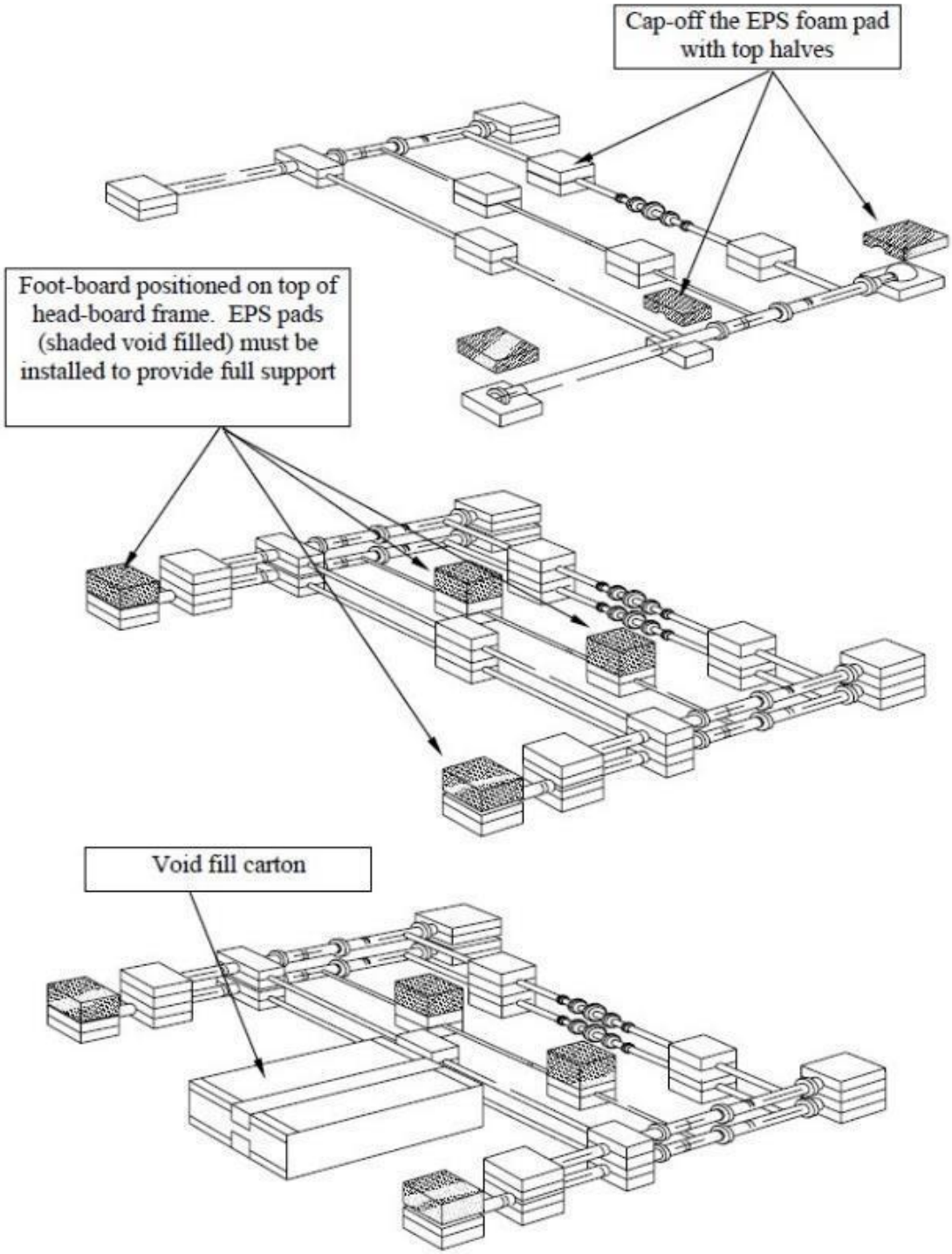
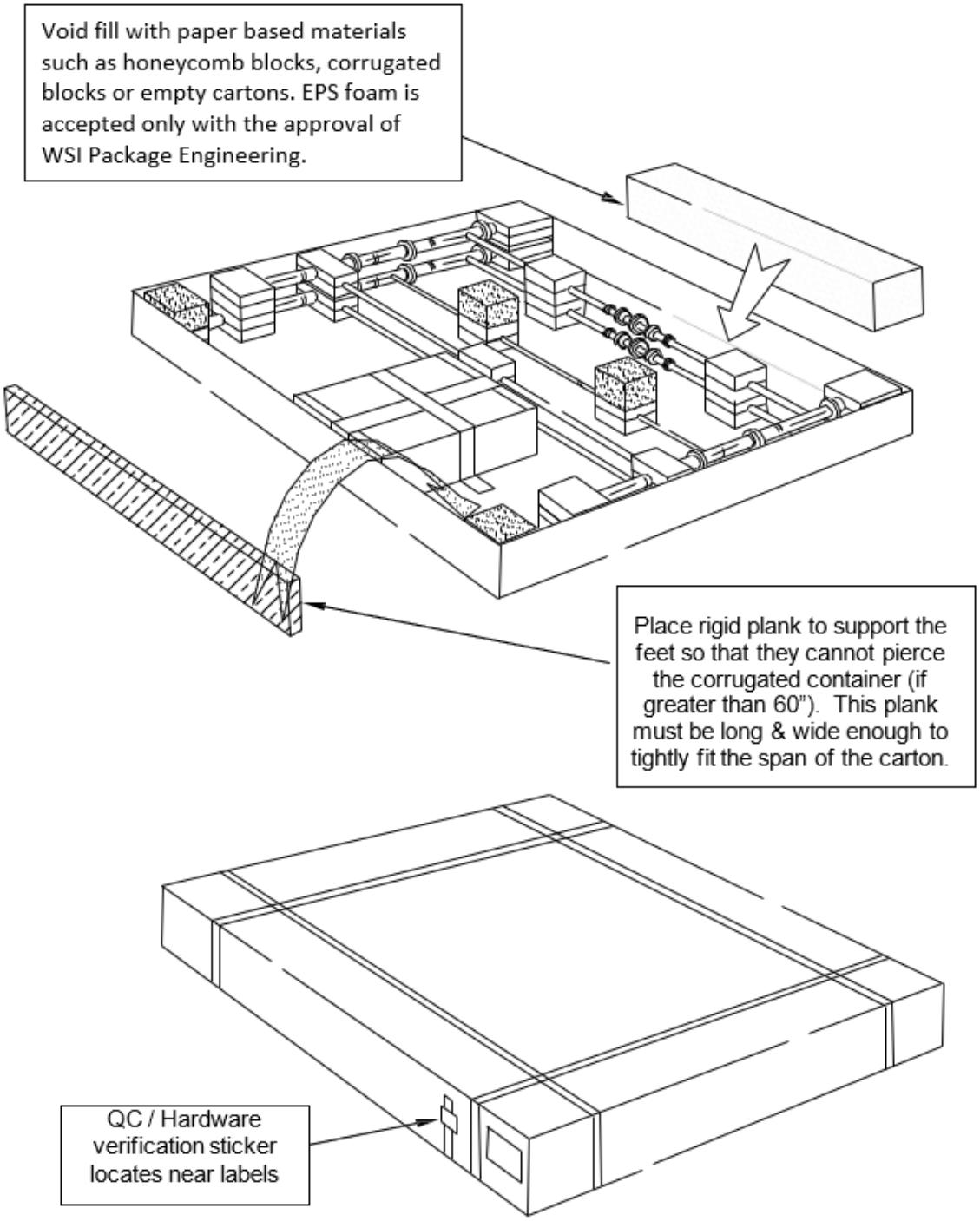

Cap-off the EPS foam pad with top halves
Foot-board positioned on top of head-board frame. EPS pads (shaded void filled) must be installed to provide full support
Void fill carton

Figure 5



EXCLUSIVE AND CONFIDENTIAL PROPERTY OF WILLIAM SONOMA, INC.

Top of chapter

3. Brand (Retail) Packaging 03-000061-0

3.1. PURPOSE

The purpose of this specification is to provide vendors with the construction and performance requirements for protective packaging, used for containing and protecting Williams-Sonoma, Inc. (WSI) retail packages. Included in this specification are examples of damage types and recommendations to eliminate these damages.

3.2. APPLICATION

This specification applies to all retail cartons and displays in all applications, unless otherwise specified, for select WSI business concepts.

3.3. PACKAGING MATERIALS

3.3.1. Corrugated

3.3.1.1. Corrugated is a common packaging material for protection and containment of retail packages. From the protection standpoint, it is used primarily for impact protection, internal blocking and bracing, and load compression protection.

3.3.1.2. Common Forms:

- Cartons, Mailers, One-Piece Folders



- Partitions, Dividers



- Pads



3.3.1.3. Construction and performance

Reference the WSI Corrugated Container Requirements

3.3.2. Polyfoam

3.3.2.1. Polyfoam is a common packaging material for protection and of retail packages. From the protection standpoint, it is used primarily for impact protection, internal blocking and bracing, and product support.

3.3.2.2. Common Forms:

- Die Cut or Molded (examples: molded trays and molded endcaps)



- Blocks (Shaped, using the hotwiring method) only allowed with the approval of WSI Package Engineering.



- Foam-in-Place



3.3.2.3. Foam Density

- Expressed in weight of foam per given volume
- POUNDS PER CUBIC FOOT
- GRAMS PER CUBIC CENTIMETER
- KILOGRAMS PER CUBIC METER

3.3.2.4. Types

- Expanded Polystyrene (EPS)
  - Low cost, rigid foam material
- Polyethylene (PE)
  - Moderate cost, resilient foam suitable for fragile items



- Polyurethane (PU)
  - High cost, resilient foam suitable for fragile items; only allowed with the approval of WSI Package Engineering.



- Foam-In-Place
  - A cushion formed by injecting liquid chemical foam into a special bag that hardens around a product or within pre-designed (wood) mold. Only allowed with the approval of WSI Package Engineering.



3.3.2.5. Construction and performance

Reference the WSI Foam Cushion Design Guide

3.3.3. Bubblewrap

3.3.3.1. Bubblewrap is an air cell cushioning material protection and containment of retail packages. From the protection standpoint, it is used primarily for impact absorption, and can limit vibration damage.



3.3.3.2. Common Forms:

- Sheets
- Bubblebags

3.3.3.3. Bubble Sizes

- Minimum Requirement: 1/4”.
- Bubble size dependent on package size & transport environment.

3.3.4. Bags

3.3.4.1. Corrugated is another common packaging material for protection and containment of retail packages. From the protection standpoint, it is primarily used primarily for abrasion protection from vibration.



3.3.4.2. Thickness

Minimum Requirement: 1.25 mils (.03 mm)

3.3.5. Others

3.3.5.1. Paper

- Used primarily for abrasion protection.

3.3.5.2. Film

- Used primarily for abrasion protection.
- Containment is another function.

3.4. DAMAGE TYPES

3.4.1. Impact Damage

3.4.1.1. Impact damage can occur in all phases, from the production site to any retail store location. Following product damage, this issue may result in reduced store sales, and provides customers cause for return of merchandise.

3.4.1.2. Examples:

- Dented edges/corners





- Cracking and Punctures





3.4.2. Vibration Damage

3.4.2.1. Impact damage can occur in all phases, from the production site to the retail locations. While generally cosmetic, it can detract from sales at the retail store locations, and provides customers cause for return of merchandise.

3.4.2.2. Examples:

- Label Abrasion
- Package abrasion

3.4.3. Compression Damage

3.4.3.1. Impact damage is commonly seen in-transit, and in the DC's.

3.4.3.2. This issue can detract from sales at the retail store locations, and provides customers cause for return of merchandise.

3.4.3.3. Examples:

- Crushed retail cartons and displays

3.5. PACKAGING MATERIAL AND DESIGN RECOMMENDATIONS

3.5.1. Select the correct shipping carton.

3.5.1.1. Select a good quality carton style for the shipping environment

- Example: Regular Slotted Container (RSC)

3.5.1.2. Using the correct corrugated material for the product and shipping environment.

- Product w/ retail carton (30 lb. 12 pk master carton weight) = 200psi D/W

3.5.2. The inner carton material is designed and using the correct material to protect the retail packaging and prevent retail carton movement.

3.5.2.1. Examples:

- Full Depth Partitions w/ an aircell



- Polyfoam





3.5.3. Include international handling symbols (printed or applied by label) to the outer carton, to provide the package handler direction for handling and maximum stack heights for the carton.





Top of chapter

4. Brand Packaging Carton Inspection (Post Testing) 03-000076-3

4.1. PURPOSE

The purpose of this specification is to provide package test labs and vendors with pass fail criteria for inspecting Retail Display type packaging after Transit Testing has been performed.

4.2. APPLICATION

This procedure applies to all packaging for all WSI concepts that do not have specific Brand Packaging or specific Protective Packaging inspection criteria.

4.3. PACKAGE INSPECTION

Retail Display Packaging typically falls into one of the following categories:

Display Carton Type	Product Description
Color Box	Colored (i.e. ivory, white) primary carton with brand packaging artwork.
Window Box	A primary carton with at least one panel used to display product.
Clear Box	A primary carton constructed of a clear plastic such as acetate or vinyl.
Tin	A stamped, molded, or extruded metal container

4.3.1. Photo Examples

- Color Box (Square Shaped Packaging)



- Window Box (Square Shaped Packaging)



- Clear Acetate Box (Square Packaging)



- Clear Acetate Box (Square Shaped Packaging)



- Tin (Cylindrical Packaging)



- Glass Bottle/Jar (Cylindrical Packaging)



- Tin (Odd Shaped Packaging)



4.4. DEFINITIONS

The following table defines what is considered the Primary Panel and what is Considered the Secondary panel for various Retail Display Packaging.

	Square Shaped	Cylindrical Shaped	Odd Shaped Packaging
Primary Panels	Front, Top, Left and Right Sides	Top, Front Half of Cylinder	Front, Top, Left and Right Sides. Possibly Back Panel based on package design and how it sits on shelf.
Secondary Panels	Back and Bottom Panels	Back half of Cylinder and	Bottom Panel

4.5. INSPECTION PROCEDURE

The following shall be used to determine if the Master Carton Passes or Fails Testing based on damage to the Retail Display Packaging. Product Damage takes precedence over any Retail Display Packaging Damage and constitutes and automatic failure of testing. Any damage that renders a warning statement illegible shall also be deemed an automatic failure.

a. Damage

Damage is defined as abrasion, scuffs, scratches, dents, dings, tears, rips, soiling, discoloring, and other damage not normally present on newly and properly manufactured Retail Display Packaging.

b. Allowable Damage to Display Packaging

Measure the size (area or length) of the damage. Determine the amount of damage present on the Retail Display Packaging and which panels they are present on (Primary and Non-Primary).

Only 1 area of damage per Retail Display Packaging on a Primary Panels is allowed. Only 2 Areas of damage per Retail Display Packaging on a Secondary Panels is allowed.

The following Table lists the maximum size of allowable defects on the Primary and Secondary Panels. If the defect size exceeds what is indicated or the maximum allowable defects per Display Package are exceeded, the master carton fails testing.

	Corner Dents	Rips, Tears, Scratches	Abrasions, Scuffs, Dents, Dings, Soiling
Primary Panel Only 1 Damaged Area Allowed per Retail Display Package	Maximum of 6 mm in Length in all 3 axis	6 mm in Length	Area not to exceed 6 mm x 6 mm
Secondary Panel Only 2 Damaged Areas Allowed per Retail Display Package	Maximum of 9 mm in Length in all 3 axis	9 mm in Length	Area not to exceed 9 mm x 9 mm

c. Maximum Units with Allowable Damage in the Master Carton
The following table indicates the allowable number of Retail Display Packages with damage in a master carton. If the number of units in the master carton is equal to or exceeds the reject quantity, the master carton fails testing.

	0-5 Display Packages per Master Carton		6+ Display Packages per Master Carton	
Number of Display Cartons in Case Pack with Allowable Damage on Primary Panel	**Accept**	**Reject**	**Accept**	**Reject**
	0	1	1	2
	0-10 Display Packages per Master Carton		**11+ Display Packages per Master Carton**	
Number of Display Cartons in Case Pack with Allowable Damage on Secondary Panel	**Accept**	**Reject**	**Accept**	**Reject**
	1	2	2	3

Top of chapter

5. Carton Marking Requirements 03-000071-10

5.1. PURPOSE

The purpose of this specification is to provide vendors with basic requirements for WSI shipping carton markings including international handling symbols as well as warning/cautionary statements as required for some high-risk furniture products. This specification must be strictly adhered to since the customer's initial impression of quality is influenced by the appearance of packaging.

5.2. APPLICATION

This procedure applies to all products, which do not have specific marking or packaging instructions. For Carton Labeling requirements, refer to the WSI Vendor Manual.

5.3. PROHIBITION

For WSI branded programs, vendor shall not print their own logo nor any advertisement markings on the carton without express authorization from WSI. However, carton supplier markings (such as the Box Makers Certificate, 'BMC') and vendor material control (part number) markings may be printed at the bottom flaps/side of the carton.

5.4. NEW BRAND LOGO REQUIREMENT

5.4.1. Williams-Sonoma, Inc. no longer requires brand logos on all secondary packaging; inner cartons or master cartons.

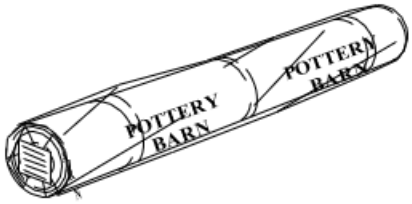
5.4.2. This applies to all brands and effective for all March 2020 shipments onwards and can be implemented as a running change. No shipments will be delayed or repacked if production packaging has been completed using brand logos on secondary packaging.

<u>Master Carton Layout must eliminate all brand logos for all brands</u>

5.4.3. Brand logos will only be used on:

<u>Rug Packaging</u>

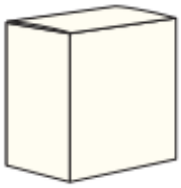


<u>Brand Packaging (ie. Shelf, Retail, Gift, Specialty packaging)</u>

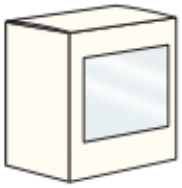


Williams-Sonoma, Inc

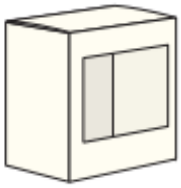
Examples of Brand Packaging components that can have brand logos. This list is not exhaustive and can include other components selected by the brand packaging team.



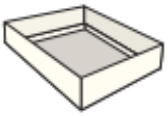
CLOSED BOX



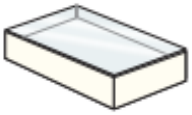
WINDOW BOX, INSERT CARD



OPEN WINDOW BOX, INSERT CARD



DOUBLE-WALL TRAY



DOUBLE-WALL TRAY, INNER PLATFORM, ACETATE LID

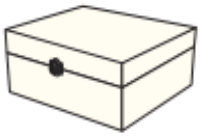
Set-up Boxes



LIDDED GIFTBOX



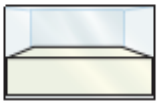
LIDDED HATBOX



HINGED LIDDED BOX WITH LATCH CLOSURE



TUBE WITH METAL ENDS



ACETATE BOX, INNER PLATFORM BOX

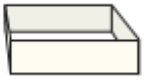
Cards/ Labels



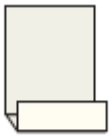
ADHESIVE LABEL



2-WAY SLIDER CARD



BELLY BAND



J-CARD



HEADER CARD (WITH ACETATE SLEEVE)



BACKER CARD (WITH ACETATE SLEEVE)

Tags/ Fasteners



HANGTAG



CUSTOM-SHAPED HANGTAG



BIFOLD HANGTAG



ELASTIC CORD



CLEAR ROUND STICKER



PLASTIC FASTENERS



PLASTIC LOOP FASTENERS

Ribbon/ String



TWILL TAPE



GROSGRAIN RIBBON



TWINE

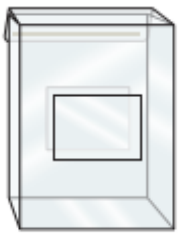


RAFFIA

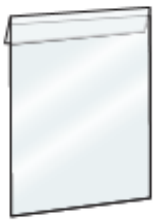


ROPE

Bags/ Pouches



VINYL BAG WITH POCKETS



ACETATE SLEEVE



GUSSETTED CELLO BAG



MESH BAG



LINEN/COTTON/MUSLIN DRAWSTRING BAG

5.5. INTERNATIONAL HANDLING SYMBOLS

5.5.1. Up Arrow Symbol:
Required for all product categories. In addition, non-furniture, separate-ship cartons required to be shipped and stored in the up-right position, should bear this symbol.

5.5.2. Fragile (Broken Champagne Glass) Symbol:
Required for all furniture items and glass and mirror products. This symbol should NOT be used on cartons containing unbreakable items such as pillows or soft foam cushion chairs.

5.5.3. Stack Height Symbol:
Required for all furniture and hardline products; including but not limited to glass, mirror, lighting products, all multi-pack cartons and separate ship cartons which are prone to stacking (compression) damage.

The Vendor should calculate the maximum allowable cartons on a uniformed straight column stack to a maximum height of 110 inches (279 cm). Divide 110” by the height of the master carton. The height dimension will always follow the directional arrow on the carton.

Calculation Examples: 110” / 22” = 5
110” / 21 = 5.24 = 5
110 / 19 = 5.79 = 6

The stack height number above the rectangles indicates the number of allowable cartons to be stacked. The number “1” in this position indicates that no stacking is allowed.

5.6. HANDLING SYMBOLS SIZE

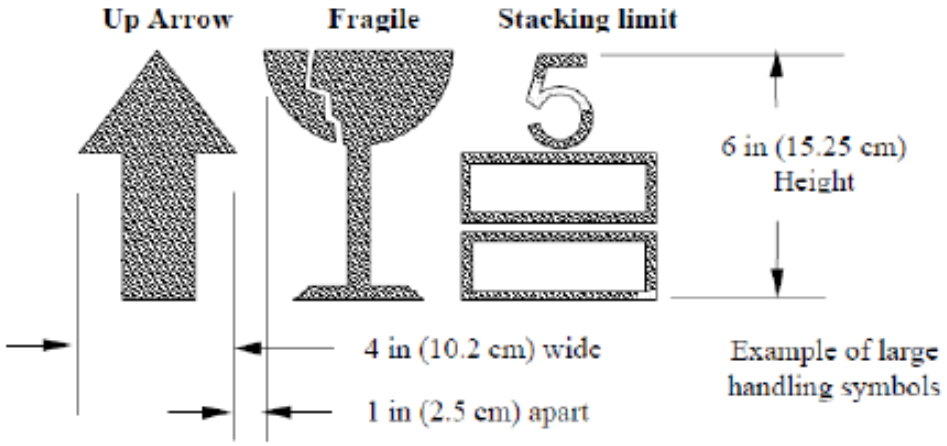
Three different sizes for handling symbols are specified. Each handling symbol must be sized as follows:

5.6.1. Large:
4 in x 6 in (10.2 cm x 15.25 cm). Use on all cartons with major panel dimensions of 106 cm (42 in) high or taller and/or 106 cm (42 in) wide or larger.

5.6.2. Medium:
3 in x 4 in (7.6 cm x 10.2 cm). Use on all cartons with major panel dimensions between 63.5 cm (25 in) and 106 cm (42 in) high and wide.

5.6.3. Small:
2 in x 3 in (5.1 cm x 7.6 cm). Use on all cartons with major panel dimensions between and 25 cm (10 in) and 63.5 cm (25 in) high and wide.

5.6.4. Symbol Spacing:
Each handling symbol must be 1 in (2.54 cm) apart for large size and 0.5 in (1.27 cm) apart for medium and small size symbols. See below for detail.

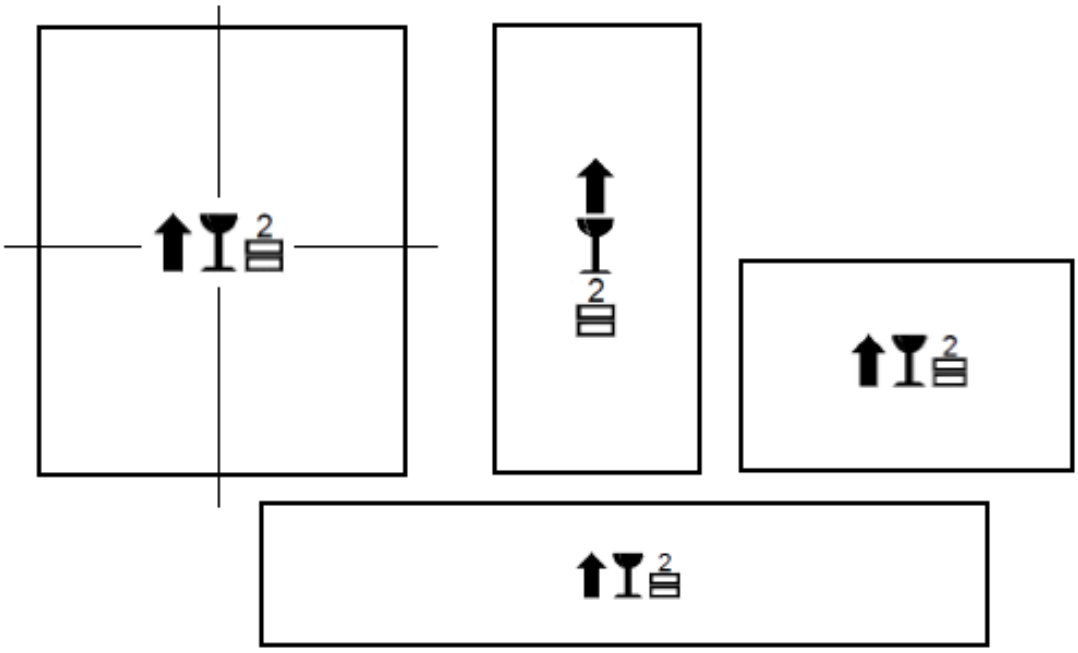


Examples only
Do not duplicate the above artwork for production

Placement / Positioning of Handling Symbols and Warning on Carton

International handling symbols shall be positioned on the two minor (smaller) vertical panels of the carton. Center the handling symbols on minor carton panels, side to side and top to bottom.

Center all symbols on the minor panel of cartons



5.7. CAUTION AND WARNING MARKINGS

5.7.1. Kids High Risk Furniture

High Risk furniture items such as cribs, bunk beds, and changing tables must have specific warning labels in English and French printed/labeled onto the carton. The vendor must follow the instructions as stated in the appropriate labeling guide for those products.

5.7.2. Bed and Dining Table Furniture

Headboards, Footboards, and Dining Tables are typically in cartons that are long, wide, and flat. These cartons ideally need to be stored and shipped on edge. In order to facilitate this requirement, additional printing is required. Each of these cartons must be printed with the Verbiage "**Do Not Lay Flat Unless Opening**" on the 2 minor panels. The print shall be centered on the panel and in minimum 1 inch (2.5 cm) high text. See Section 10 Example 4.

5.8. PRIMARY CARTON REGULATION

5.8.1. Regulatory Package Labeling Requirements

Refer to the Williams-Sonoma, Inc. Product Guidelines (WSI PG's) for additional regulatory package labeling requirements. The WSI PG's shall be the primary specification for regulatory labeling information. The WSI PG's can be found on the Bureau Veritas Website.

5.8.2. Primary Package Definition

A primary carton is defined as a package that contains product sold to the consumer (Consumer Packaging). This can be a plain brown box, a printed display carton, or a custom package. In some cases, each individual primary carton can be unitized or packaged in a master-carton for more efficient handling.

5.8.3. Retail and DTC Packaging Regulations

Primary (consumer) packaging must contain markings or labels, which enable the consumer to obtain accurate information regarding the product. The packaging shall bear markings or a label specifying the identity of the commodity, the country of origin, and the name and place of business of the manufacturer, packer, or distributor. The net quantity of contents (in terms of gross weight or mass, measure, or numerical count) shall be stated accurately and marked or labeled in a uniform location.

For WSI branded packaging programs and specific font and placement issues, ask the Merchant or Sourcing Agent to provide the appropriate Visual/Brand Packaging contact. Third-party branded products (e.g. Kitchen Aid, Cuisinart, All-Clad) must comply with their own specific regulatory packaging and labeling requirements. High-risk items such as Cribs and Play Yards require additional regulatory labeling information. Please refer to the WSI PG's for additional labeling requirements.

At a minimum outer packaging must have (Please refer to the WSI PG's for additional labeling requirements):

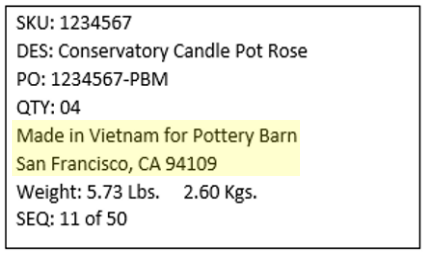
1) Net Quantity of Contents - English and Metric units or Numerical count
2) Statement of Identity
3) Country of Origin
4) Manufacturers Name & Address, including zip code

NOTE: The font/type height must be a minimum of 1.6 millimeters (1/16 inch) when all uppercase letters are used. For upper and lowercase letters, the lowercase "o" should be measured for reference.

- For Pottery Barn use the following statement for manufacturer's name and address. Fill in the blank space with Country of Origin: **Made in _____ for Pottery Barn - San Francisco CA 94109**
- For Pottery Barn Kids use the following statement for manufacturer's name and address. Fill in the blank space with Country of Origin: **Made in _____ for Pottery Barn Kids - San Francisco CA 94109**
- For PBTeen use the following statement for manufacturer's name and address. Fill in the blank space with Country of Origin: **Made in _____ for Pottery Barn Teen - San Francisco CA 94109**
- For Williams-Sonoma use the following statement for manufacturer's name and address. Fill in the blank space with Country of Origin: **Made in _____ for Williams-Sonoma - San Francisco CA 94109 8.3.5.**
- For Williams-Sonoma Home use the following statement for manufacturer's name and address. Fill in the blank space with Country of Origin: **Made in _____ for Williams- Sonoma Home -**

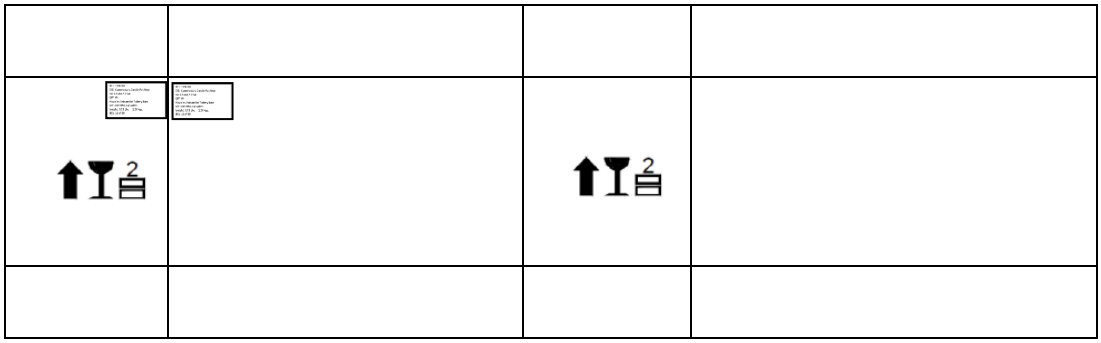
San Francisco CA 94109

- For West Elm use the following statement for manufacturer's name and address. Fill in the blank space with Country of Origin: **Made in _____ for West Elm – San Francisco CA 94109**
- For all other concepts use the following statement for country of origin, manufacturer's name, and address. Fill in the spaces as indicated below: **Made in <*Country of Origin*> for <*Concept*> - <*City,State and Zip Code*>**
- The following section illustrates the acceptable identification of the name and address of the manufacturer on cartons, information printed on the master carton label which is adhered to two adjacent sides of the master carton and the respective international handling symbols
- Do not print the yellow color; it is only there to highlight the text



Master carton label w/o barcode

The size of the international handling symbols can be reduced and moved up or down to make space for other required carton labels.





Serialized Barcode (SBC) Master carton label

The size of the international handling symbols can be reduced and moved up or down to make space for other required carton labels.

5.9. PRINT QUALITY

5.9.1. Color:

Unless otherwise specified, all artwork described above shall be printed on (natural - Kraft) corrugated shipping cartons in solid BLACK color ink.

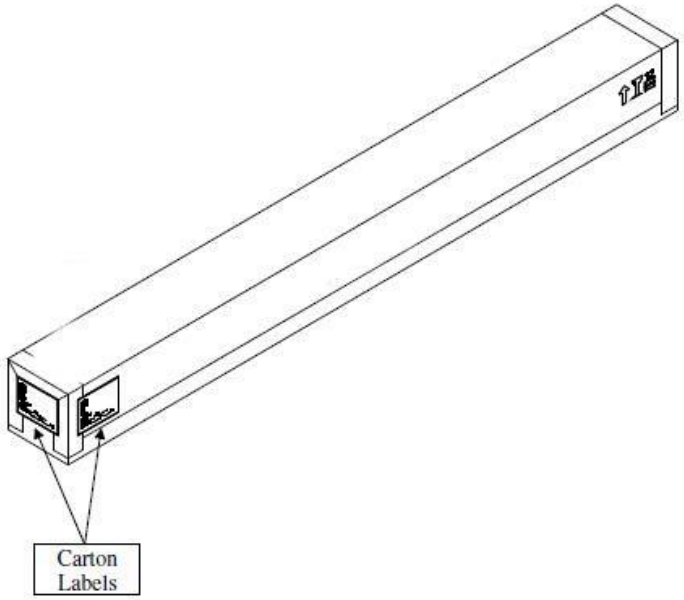
5.9.2. Print Quality:

All printing logo and handling marks shall be completely solid, clear, sharp-edge and free from smudge and ink runs.

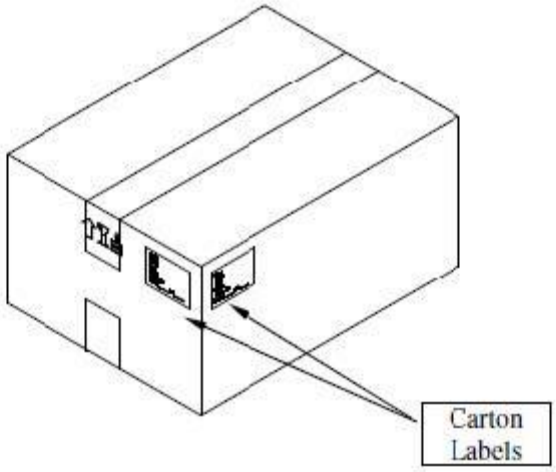
5.10. REFERENCE

Cartons labels are shown for reference only. Refer to WSI Vendor Policies and Procedure manual for information regarding carton labeling, quantity and placement requirements. Contact WSI Supply Chain Operation Manager if you need a copy of this manual.

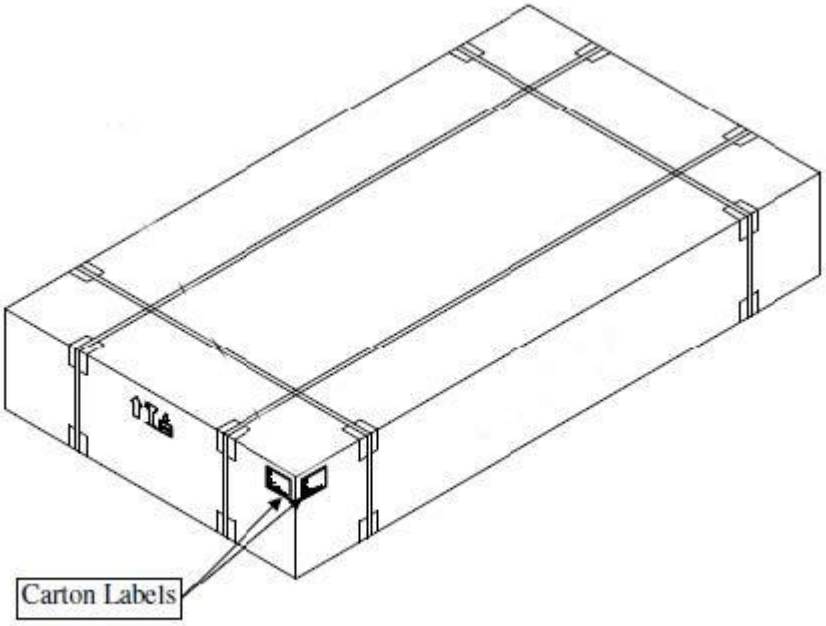
Examples of various carton styles with logo and handling symbol printing:



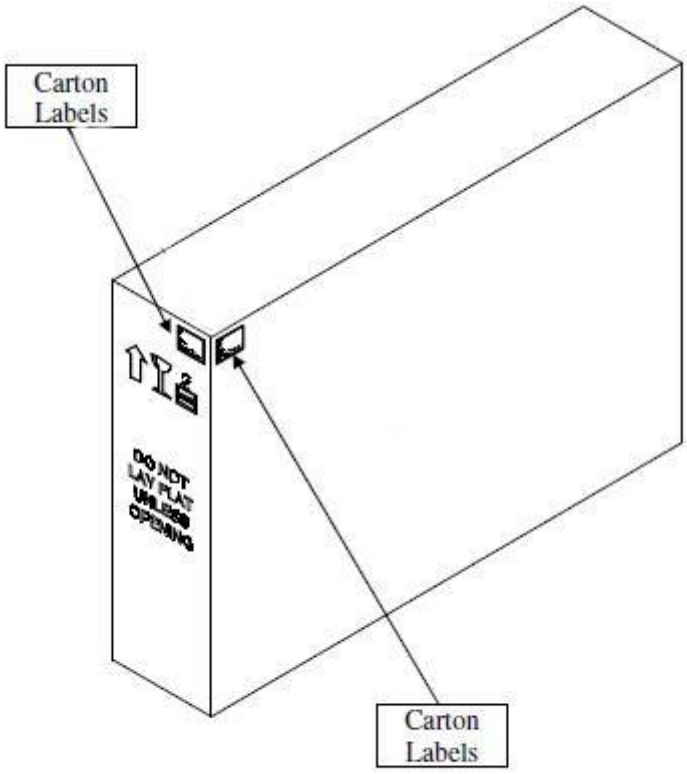
Example 1



Example 2



Example 3



Example 4

Top of Chapter

6. Case-Goods Packaging 03-000053-5

70-100% of all packaging materials must be paper based. All mention of EPS foam in the below specification must be converted to paper-based materials. EPS foam can only be used when explicitly approved in writing by WSI Package Engineering.

6.1. REQUIREMENT
Williams-Sonoma, Inc. requires that all shipments starting January 2020 onwards use protective packaging that is 70%-100% paper based materials and recyclable.

6.2. PURPOSE
The purpose of this specification is to provide vendors with the basic packaging requirements for all large and small case-goods (assembled products) which includes, but is not limited to, armoires, dressers, media cabinets, wardrobes, bookcases, desks, bedside, coffee and occasional tables.

6.3. APPLICATION
This procedure applies to all case-good products that do not have specific packaging instructions.

6.4. PACKAGING MATRIX
Case-Goods are defined as follows:

Product Type	Product Weight
Small Case-Goods	75 lb. (34 kg) And Under
Large Case-Goods	75 lb. (34 kg) But Less Than 150 lb. (68 kg)
Palletized Large Case-Goods	50 lb. (68 kg) And Greater

Packaging Requirements for Case-Goods:

SMALL CASE- GOODS (FIGURES 2-6)		
Step 1	Hardware and Loose Components	Package Hardware per 03-000070. Loose components in separate carton. (See Figure 1)
Step 2	Drawer Securement and Wrapping	Polyethylene foam sheeting or bag. (See Figure 3)
Step 3	Edge/Corner Protection	2.0 in. (5.0 cm) minimum thickness of corner and edge protectors. (See Figure 4)
Step 4	Suspension Structure	For all items with delicate legs or installed casters, suspend the feet off the carton bottom. (See Figure 5)
Step 5	Additional Top Protection	If RSC, use corrugated pad top and bottom to prevent knife damage upon opening. Additional foam cushioning may be required. (See Figure 6)
Step 6	Corrugated Container	RSC or FOL, Minimum Corrugated 275 PSI D/W = 48 ECT DW using TAPPI T 811 Rigid Support Compression Tester = Cobb Test per TAPPI T 441 (See Figure 6)
Step 7	Container Closure	Reference the Corrugated Container Requirements Document 03-000100 for proper closure method

LARGE CASE GOODS (FIGURES 7-11)		
Step 1	Hardware and Loose Components	Package Hardware per 03-000070. Loose components in separate carton. (See Figure 1)
Step 2	Drawer Securement and Wrapping	Polyethylene foam sheeting or bag (See Figure 7)
Step 3	Edge/Corner Protection	2.0 in. (5.0 cm) minimum thickness corner and edge protectors. (See Figure 8)
Step 4	Additional Protection	1.0 in. (2.5 cm) minimum thickness pads to protect large exposed surface areas of product. Secure loose shelves carton to top of product. (See Figure 9)
Step 5	Corrugated Container	HSC Top with DST bottom Tray, Minimum Burst Strength Minimum Corrugated 275 PSI D/W = 48 ECT DW using TAPPI T 811 Rigid Support Compression Tester = Cobb Test per TAPPI T 441 (See Figure 10)
Step 6	Container Closure	Reference Corrugated Container Requirements Document 03-000100 for proper closure method.

PALLETIZED LARGE CASE – GOODS (FIGURES 12-14)		
Step 1	Hardware and Loose Components	Package Hardware per 03-000070. Loose components in separate carton. (See Figure 1)
Step 2	Drawer Securement and Wrapping	Polyethylene foam sheeting or bag. (See Figure 8)
Step 3	Edge/Corner Protection	1.5 in. (3.8 cm) minimum thickness corner and edge protectors. (See Figure 9)
Step 4	Additional Protection	1.5 in. (3.8 cm) minimum thickness pads to protect large exposed surface areas of product. (See Figure 10)
Step 5	Top Load Bearing Frame	Internal plywood load-bearing frame. Secure loose shelves carton to top of product underneath load bearing frame. (See Figure 14)
Step 6	Corrugated Container	Double Cover Box (top and bottom DST trays with wrap-around body), minimum burst strength 275lb/in² (1896kPa). (See Figures 12 and 13)
Step 7	Container Closure	Secure Double Cover with Plastic Strapping. Use rigid plastic edge protectors. (See Figure 15)

6.5. COSMETIC SURFACE PROTECTION

6.5.1. To protect all cosmetic surfaces fully cover the product with a non-abrasive material such as polyethylene foam sheeting, polypropylene bags, polyethylene bags or Kraft paper (See Figures 2 and 7). Secure foam sheet minimum thickness 1/16” (1.5 mm), bags, or paper material to restrict movement during handling. It is critical that expanded polystyrene (EPS), corrugated, and void fillers do not shift or abrade against the product. Do not adhere tape directly to the product.

6.5.2. Large surfaces with void span (between edges/corners) of more than 12” must be supported with EPS foam pads to prevent carton collapsing.

6.6. DRAWER CONTAINMENT

All drawers and/or moveable shelves/parts must be restricted from movement during shipping. Shim or brace all moveable parts with a non-abrasive material such as foam blocks, foam sheeting or stretch-wrap (See Figures 2 and 7).

6.7. LOOSE SHELVES AND OTHER COMPONENTS

6.7.1. All loose shelves must be individually protected with foam sheeting and enclosed in corrugated sleeves or cartons. Position packaged loose shelves and secure to the top of the cabinet (See Figures 9 and 13)

6.7.2. Clothing hanger rods (for armoires and wardrobes), must be blocked and braced tightly using EPS foam blocks to prevent movement.

6.7.3. Other unassembled components such as casters or leveling pads may be packed in small-corrugated cartons and placed inside a drawer, blocked and braced (See Figure 1).

6.7.4. All hardware must be packaged per the Hardware Packaging Specification 03-000070. Place packaged hardware in drawer or secure to abrasion barrier (See Figure 1).

6.8. LEG PROTECTION

6.8.1. Legs should be protected using foam sheeting and/or polyethylene foam socks to avoid direct contact with other components and abrasive packaging material such as corrugated and expanded (EPS) foam (foam only when absolutely necessary).

6.8.2. To prevent legs from puncturing through the carton, corrugated sheet(s), high- density foam, and wood load distributors, etc. should be used as needed to increase surface contact area between the legs and the carton.

6.8.3. Legs of armoire, dresser or buffet table console, if installed, must be protected with corrugated built up or foam pads to protect against shock damage.

6.8.4. Small case good products with fragile legs or casters attached must be suspended with a corrugated structure or similar device to elevate the legs off the bottom of the carton by a minimum of 0.75 in. (2 cm). The corrugated structure must be designed to sufficiently support the weight of products without sagging. Material should be made from a minimum Corrugated Burst Strength of 275 PSI D/W = 48 ECT DW using TAPPI T 811 Rigid Support Compression Tester = Cobb Test per TAPPI T 441. See Figure 4 for details of suspension methods.

6.9. EDGE AND CORNER PROTECTION

All edges and corners of the product must be protected from impact using foam corner pads and edge protectors.

6.9.1. Edge protectors must cover a minimum of 50% of any given edge length. For products weighing over 150 lb. (68 kg), the minimum thickness of corrugated, expanded polystyrene or polyethylene foam edge protectors must be 1.5 in. (3.8 cm). For products weighing below 150 lb. (68 kg) the minimum thickness must be 2.0 in. (5.0 cm).

6.9.2. Corner pad thickness shall be the same as edge protectors. Heavy items (larger than 150 lb.) should use higher density honeycomb, paper based materials or polyethylene (PE) or EPS foam to prevent bottoming out or crushing of the protective cushion.

6.9.3. Foam Requirements

- When using Expanded Polystyrene (EPS): Preferred method - Molded EPS
- Material density no lower than - 1.0 lb/ft3 (16 kg/m3) this applies to all critical components, edge protectors and corner protectors.

6.9.4. Stretch wrap around the packaging material and the product to contain doors, drawers, corner pads and edge protectors or tape packaging components to abrasion barrier (surface protection) to avoid material shifting during handling.

6.10. MASTER CARTON REQUIREMENTS

Carton style selection is based on the size and weight of the product.

6.10.1. RSC (Regular Slotted Container) is to be used for items weighing 75 lb. (34 kg) or less, See Figure 5. Be sure to provide a corrugated pad positioned directly under the center seam of the carton to prevent accidental cutting of the product by customers.

6.10.2. FOL (Full Overlap) or HSC (Half Slotted Container) with DST (Design Style Tray) bottom is to be used for items weighing more than 75 lb. (34 kg), See Figure 10.

6.10.3. Double Cover Boxes (top and bottom trays with wrap around body and door) or a bottom tray with a HSC top is to be used for armoires and tall (over 4 ft.) dressers, See Figures 10, 11, 12 and 13. These products must be secured to a custom wood pallet and must utilize a plywood load-bearing frame, as shown in Figure 14.

6.10.4. Material and Construction: Double-wall (5 Ply) Corrugated; minimum Burst Strength: 275 PSI D/W = 48 ECT DW using TAPPI T 811 Rigid Support Compression Tester = Cobb Test per TAPPI T 441Using staples for the carton manufacturers joint is permitted provided that the distance between staples is no more than 1.5 in. (3.8 cm).

6.11. CARTON CLOSURE

Refer to the Corrugated Container Requirements document 03-000100 based on carton style/weight.

6.12. WOOD PRODUCT REQUIREMENTS

Effective September 16, 2005, all solid wood products used for packaging, pallets, bracing in containers, dunnage etc… imported into the United States, MUST comply to the requirements outlined by the U. S. Department of Agriculture; Animal and Plant Health Inspection Service, CFR 7, Part 319. The requirements are fulfilled by the use of non-solid or solid wood that meets the Heat Treatment or Fumigation standard and a certification stamp that must be on the packaging, pallet or dunnage material. Reference the Wood Packaging Material Requirements 03-000087 for further Requirements.

6.13. PALLETIZATION

Products requiring individual external pallets or skids (armoires and dressers weighing more than 150 lb., 68 kg), must comply with the following minimum requirements.

6.13.1. All paper based pallets are required as replacements for wooden pallets.

6.13.2. On an exception basis, wood pallets will be accepted. This material must be pre-treated with fungicide and certified. Material shall be dried properly and maintain MC between 8% to 14%.

6.13.3. Forklift (entry) opening must have a minimum 3.50 in. (9 cm) height. Must use a four-way entry design style.

6.13.4. If a wooden pallet is the only option due to product weight or safety intransit, then only solid wood and or engineered wood materials are acceptable. The minimum thickness of each wood member shall be 0.5 in. (1.25 cm).

6.13.5. Solid deck boards are recommended (See Figure 14). Pallet deck boards shall be free from damage or warp. Products greater than 36 in. (91 cm) depth or width must have a solid or deck- board pallet design so that conventional fork blades cannot penetrate the bottom of the product when the product is handled.

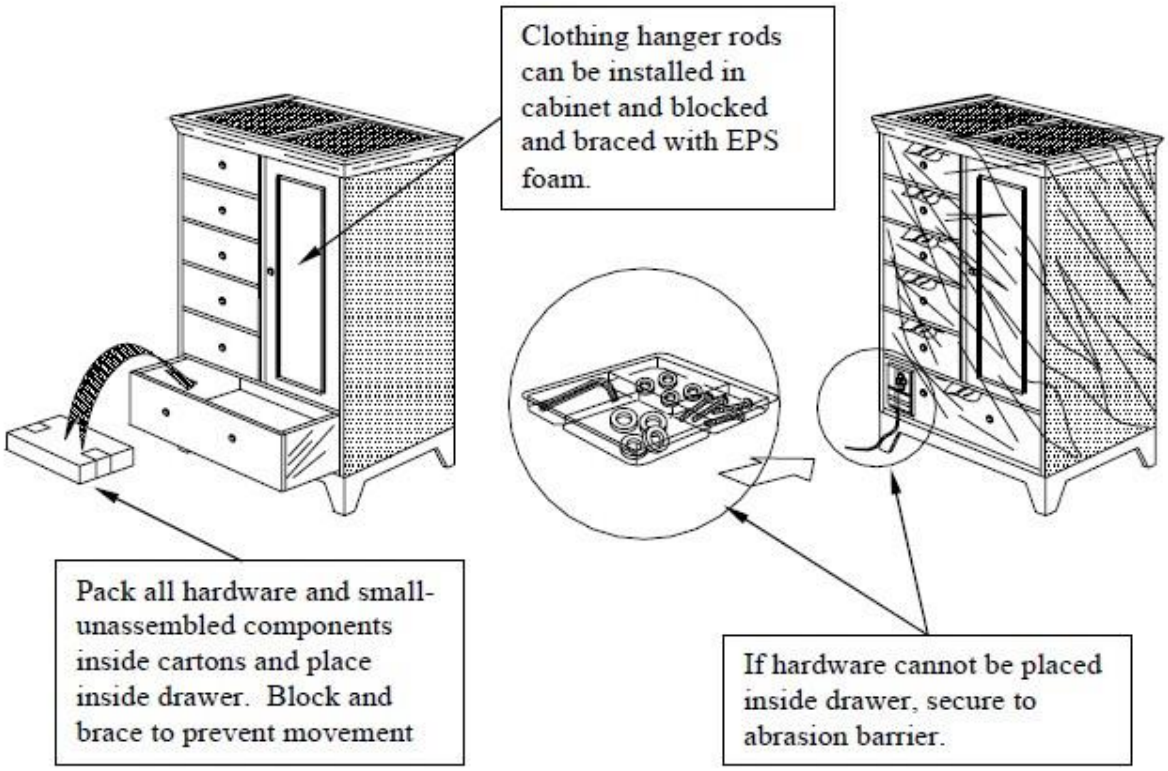
6.13.6. All pallet components shall be assembled with nails, screws or staples. There must be a minimum of 2 (nails) per cross point. Nails must be staggered to prevent wood components from splitting. Exposed nails are not permitted.

6.14. REFERENCE DOCUMENTS

03-000071 - Shipping Carton Marking and Brand Logo Requirements
03-000070 - Hardware Packaging Requirements
03-000073 - Plastic Bag/Film Requirements
03-000087 - Wood Packaging Material Requirements
03-000100 - Corrugated Container Requirements

6.15. FIGURES

Figure 1. Placement of Hardware and Loose Components



SMALL CASE GOODS/

Figure 2. Small Case-Goods Drawer Securement and Abrasion Barrier

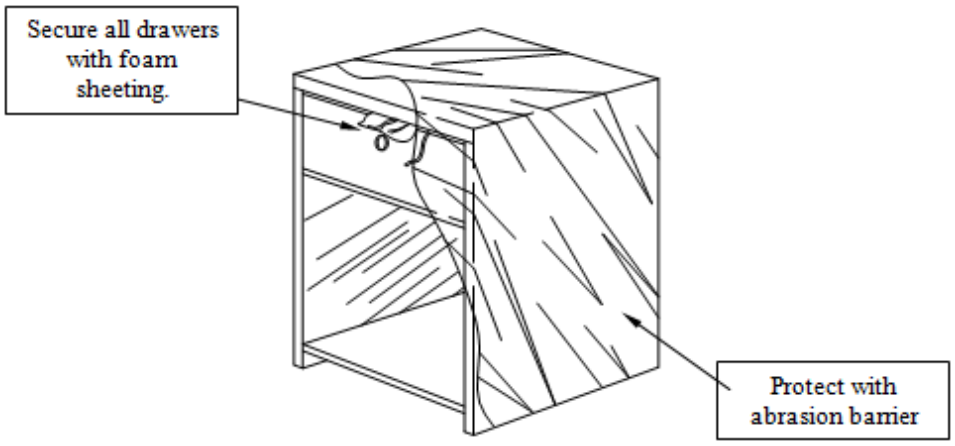


Figure 3. Small Case-Goods Drawer Edge and Corner Protection

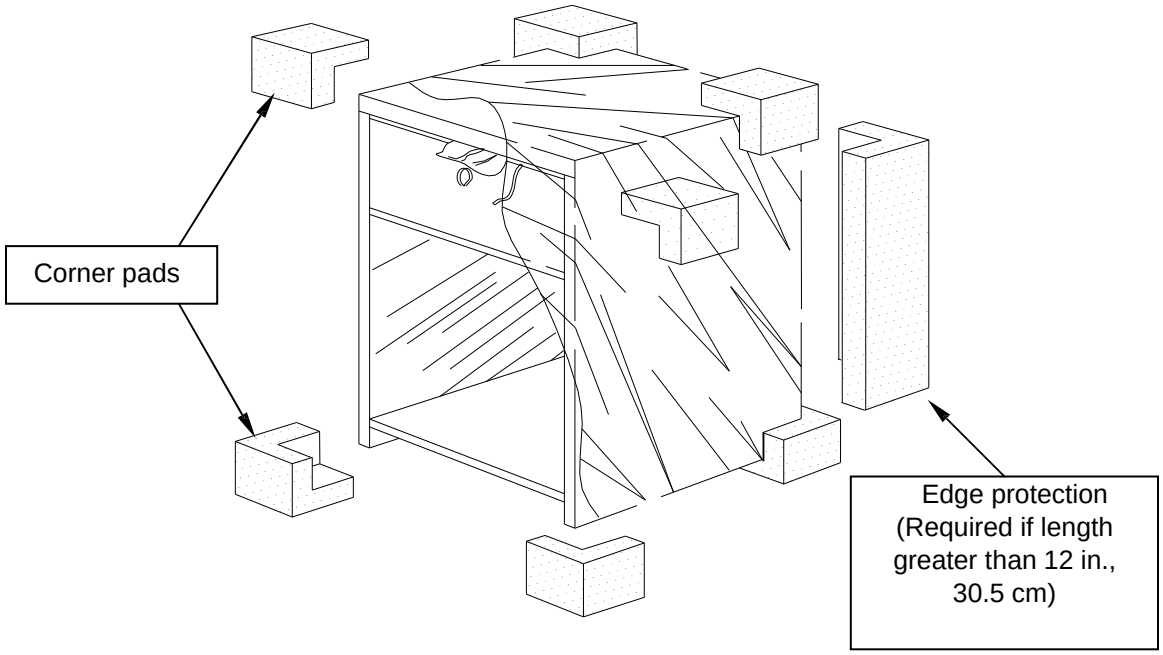


Figure 4. Small Case-Goods Suspension Structures

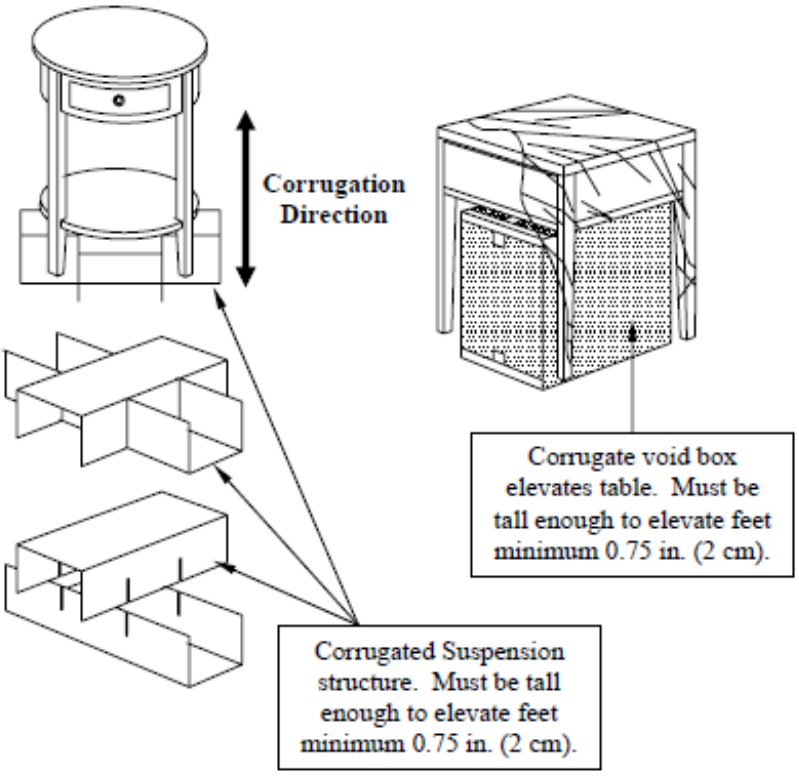


Figure 5. Small Case-Goods Boxing

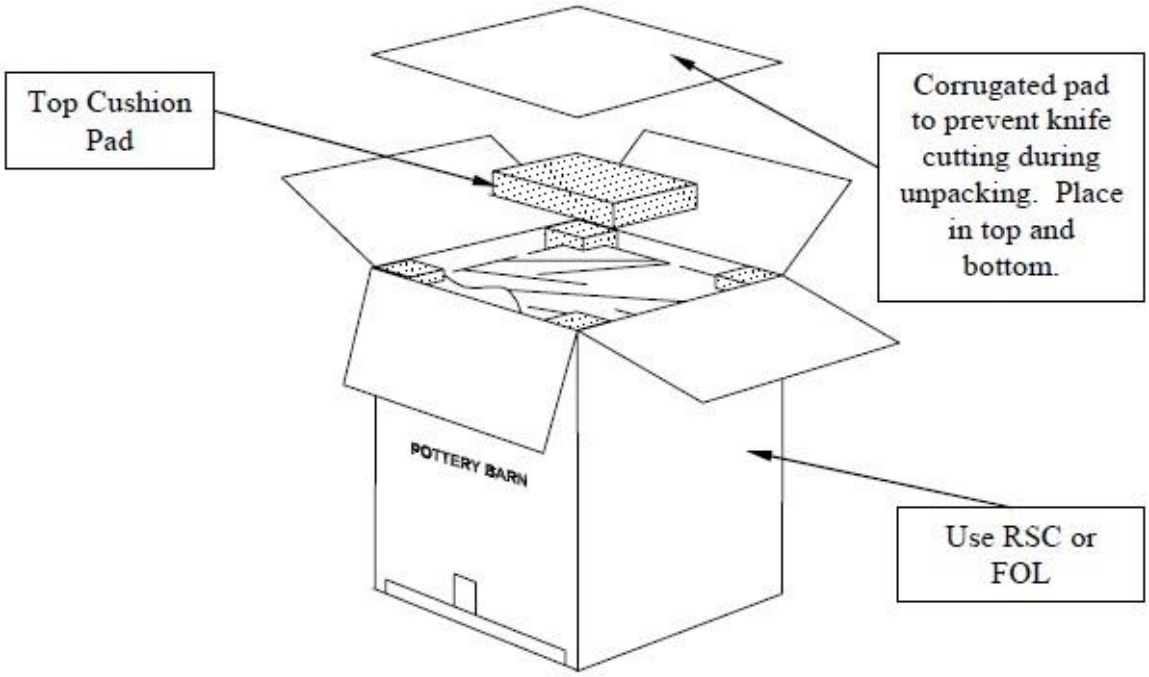
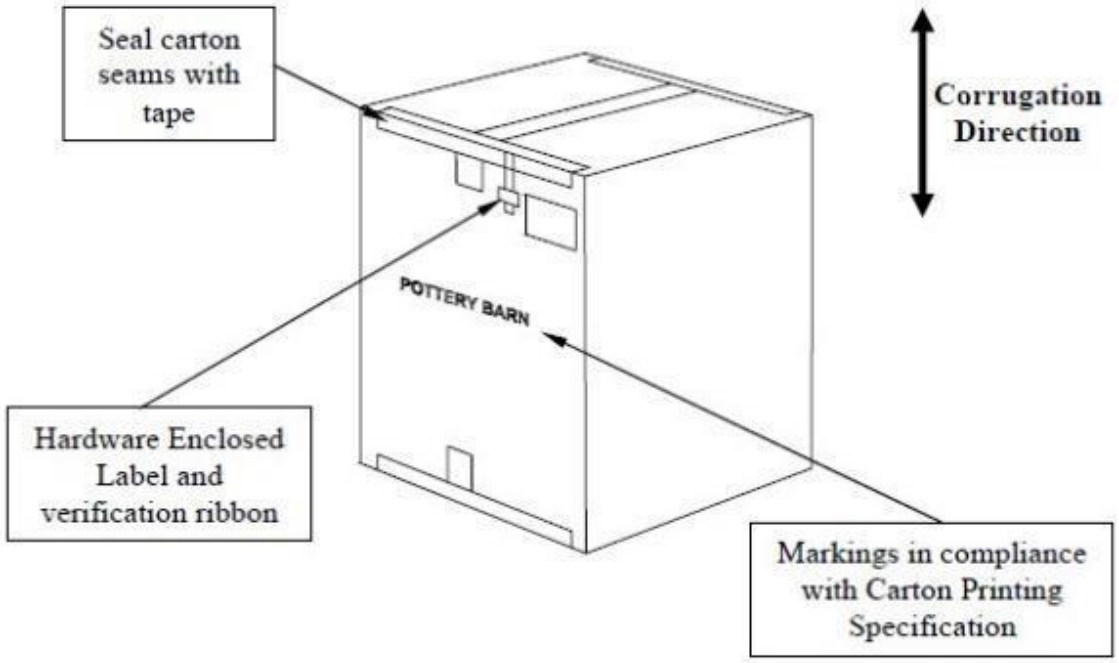


Figure 6. Small Case-Goods Box Closure



LARGE CASE GOODS

Figure 7. Large Case-Goods Drawer Securement and Abrasion Barrier

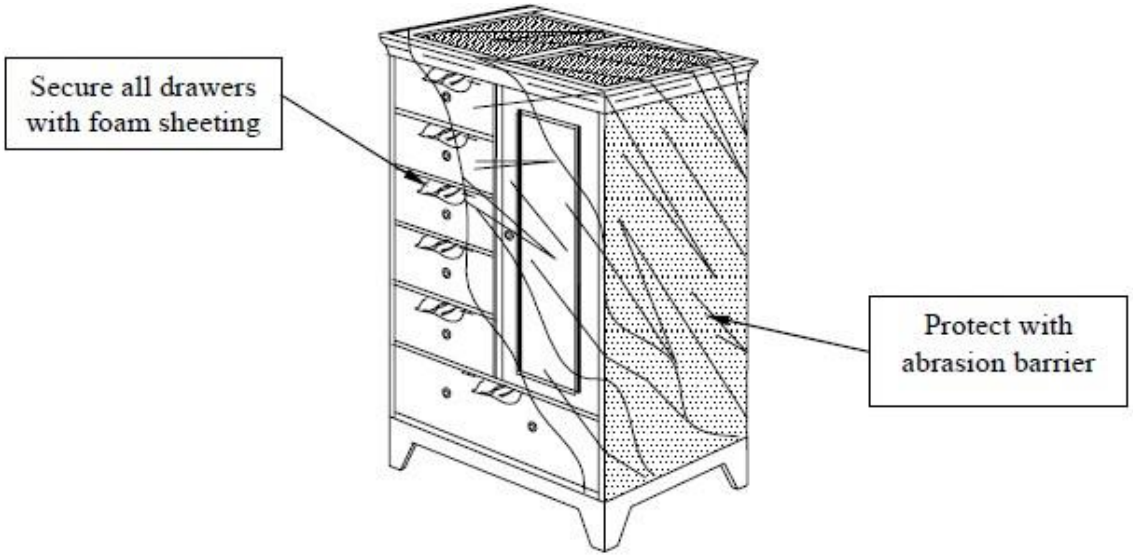


Figure 8. Large Case-Goods Edge and Corner Protection

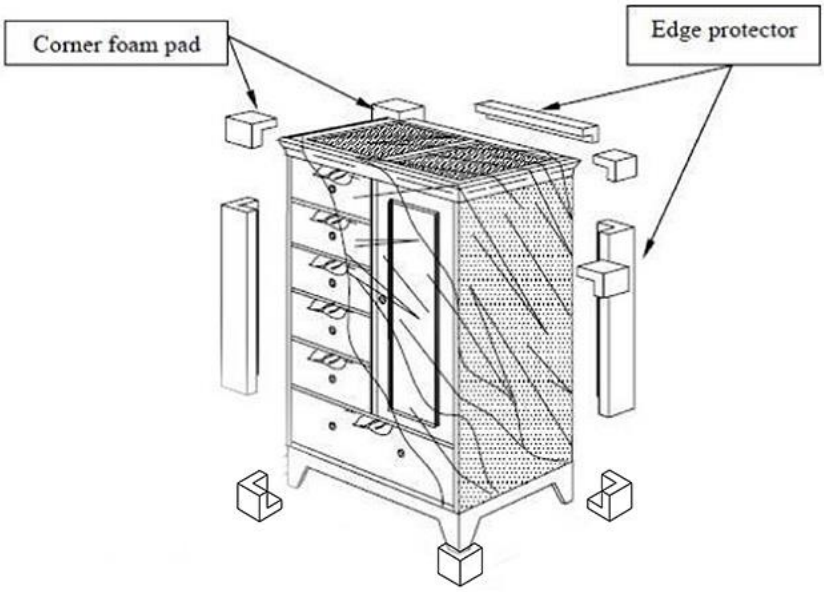


Figure 9. Large Case-Goods Further Surface Protection

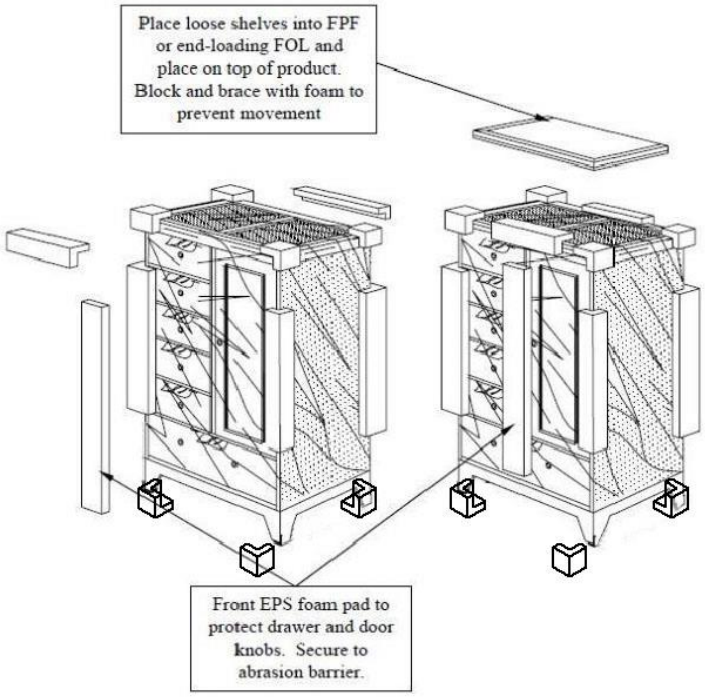


Figure 10. Large Case-Goods Boxing

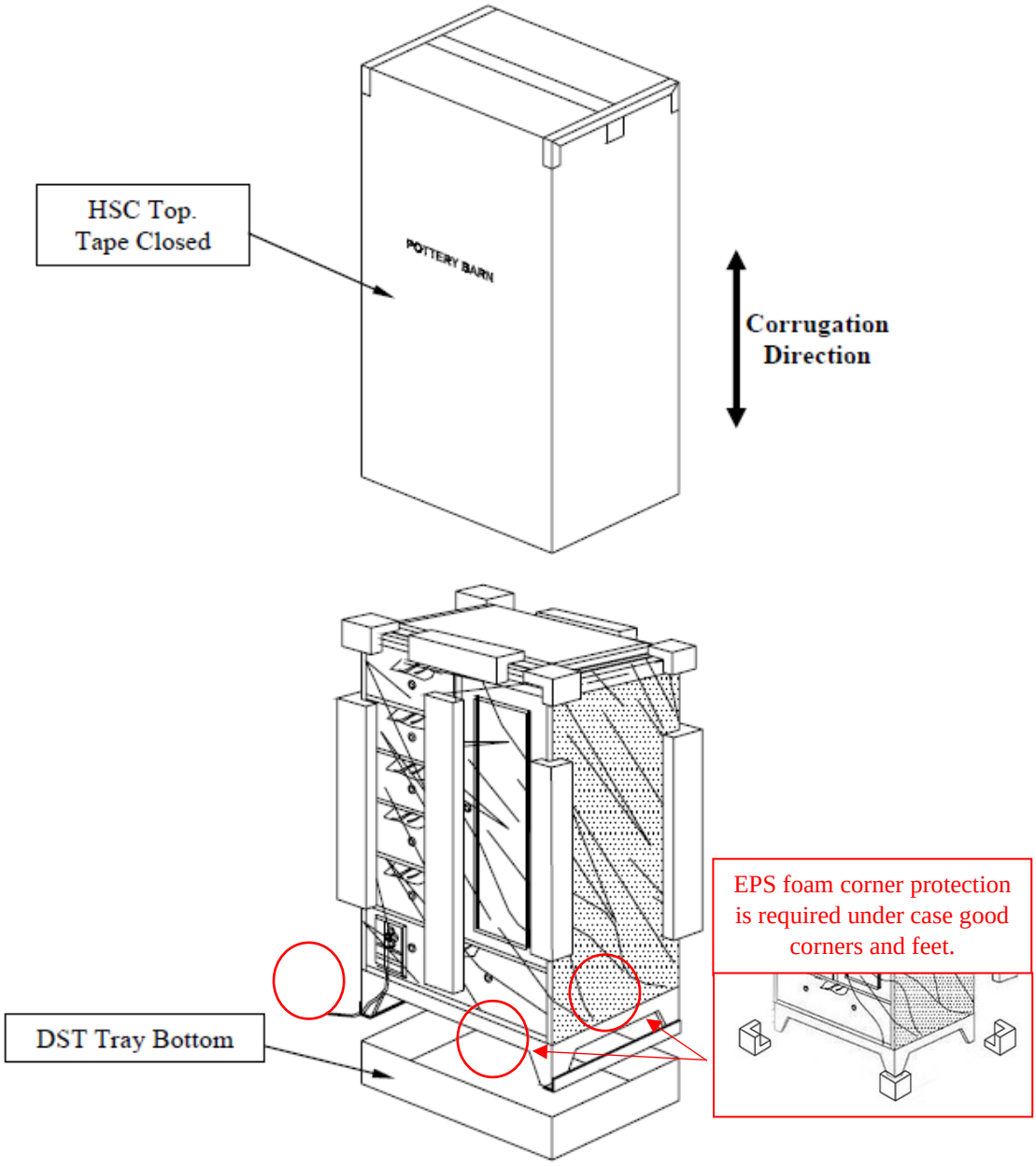
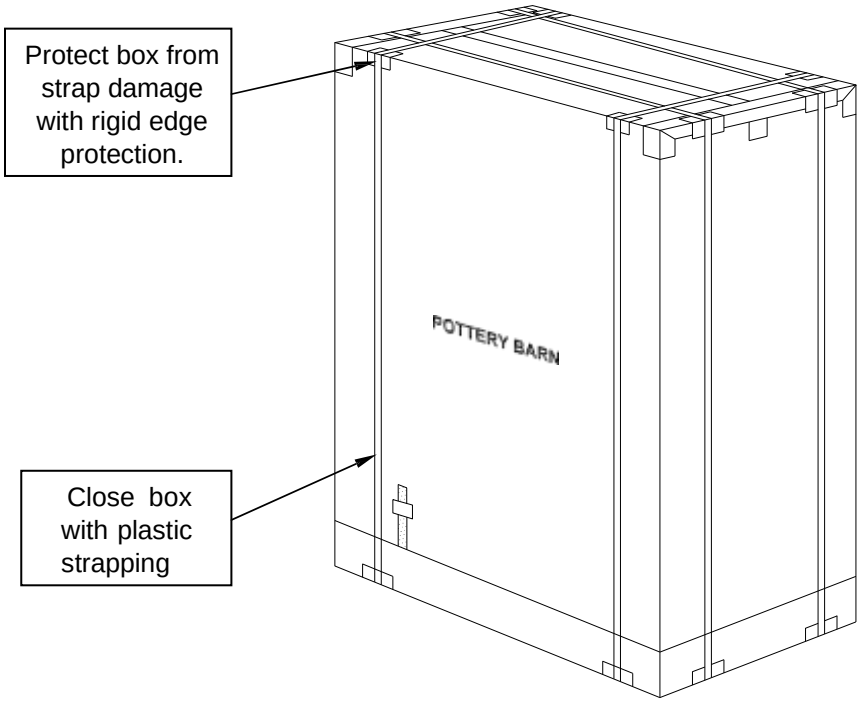


Figure 11. Large Case-Goods HSC and Bottom Tray Box Closure



PALLETIZED LARGE CASE GOODS

Figure 12. Palletized Large Case-Goods Double Cover Box Wrap –Around Body

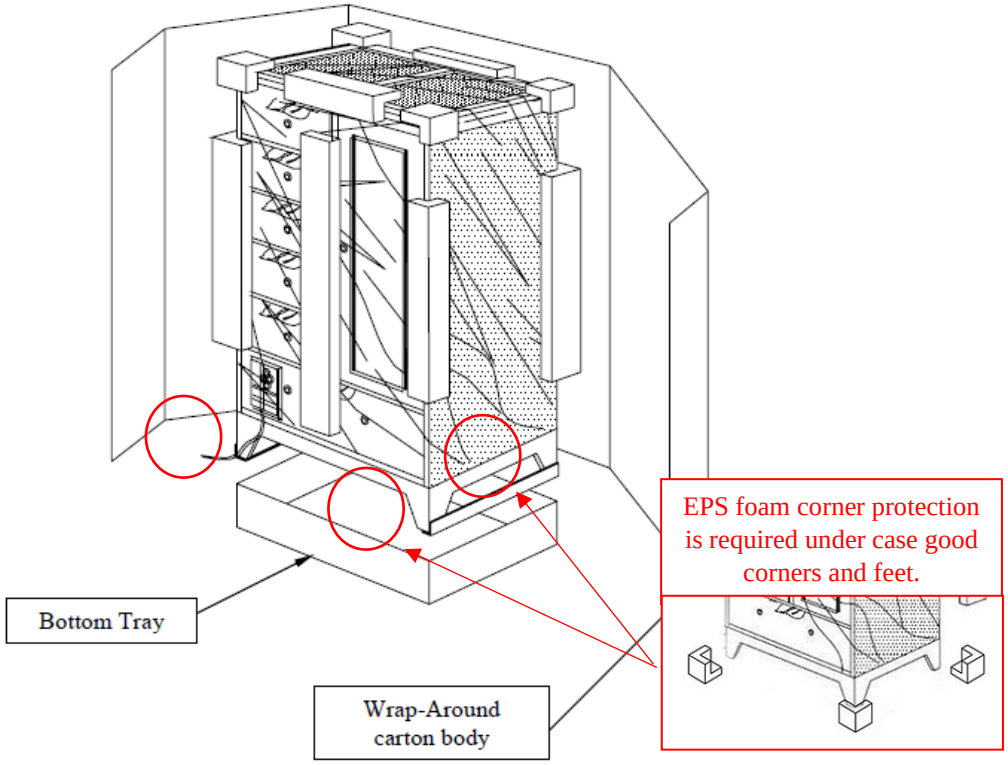


Figure 13. Palletized Large Case-Goods Double Cover Box

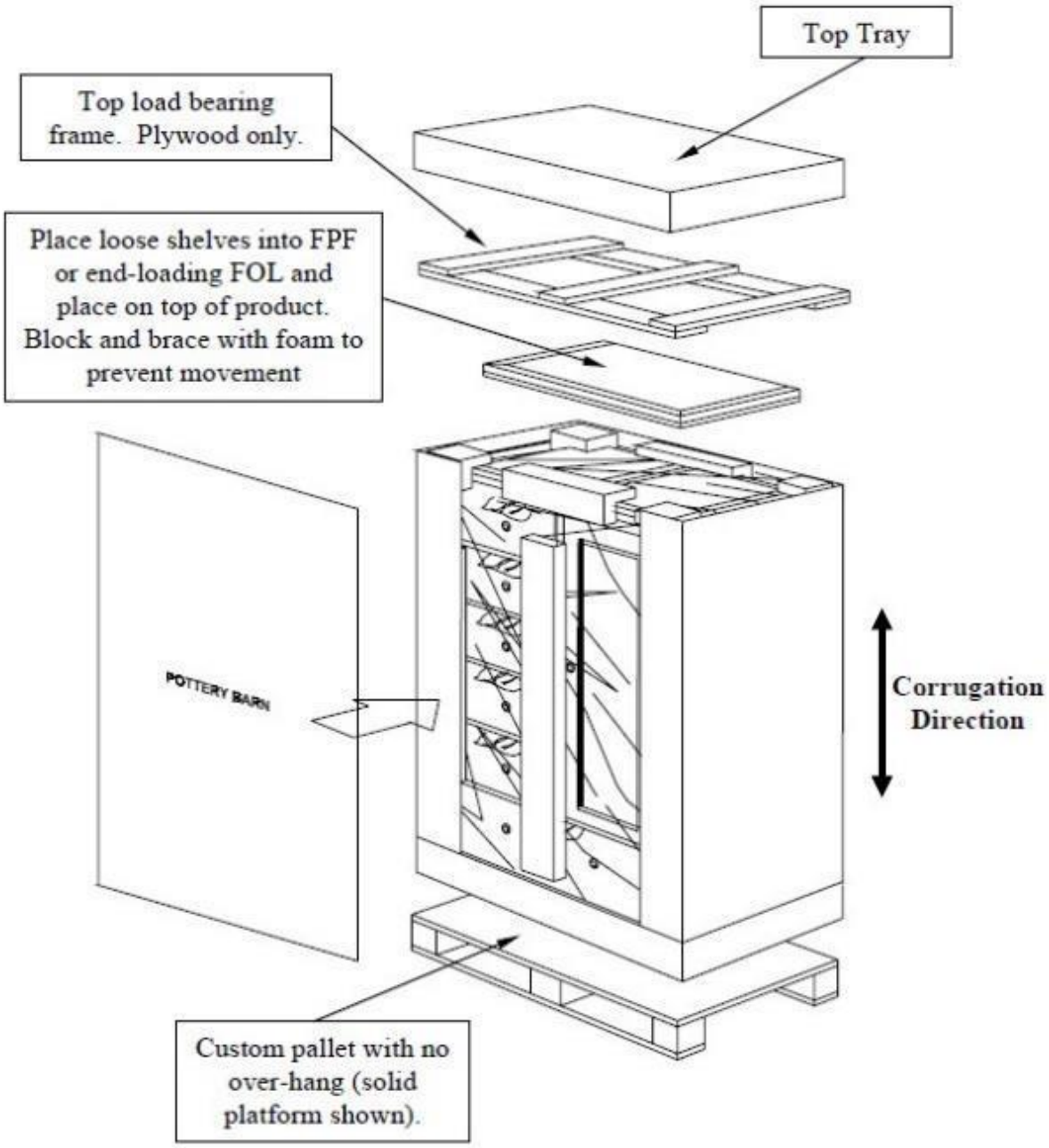
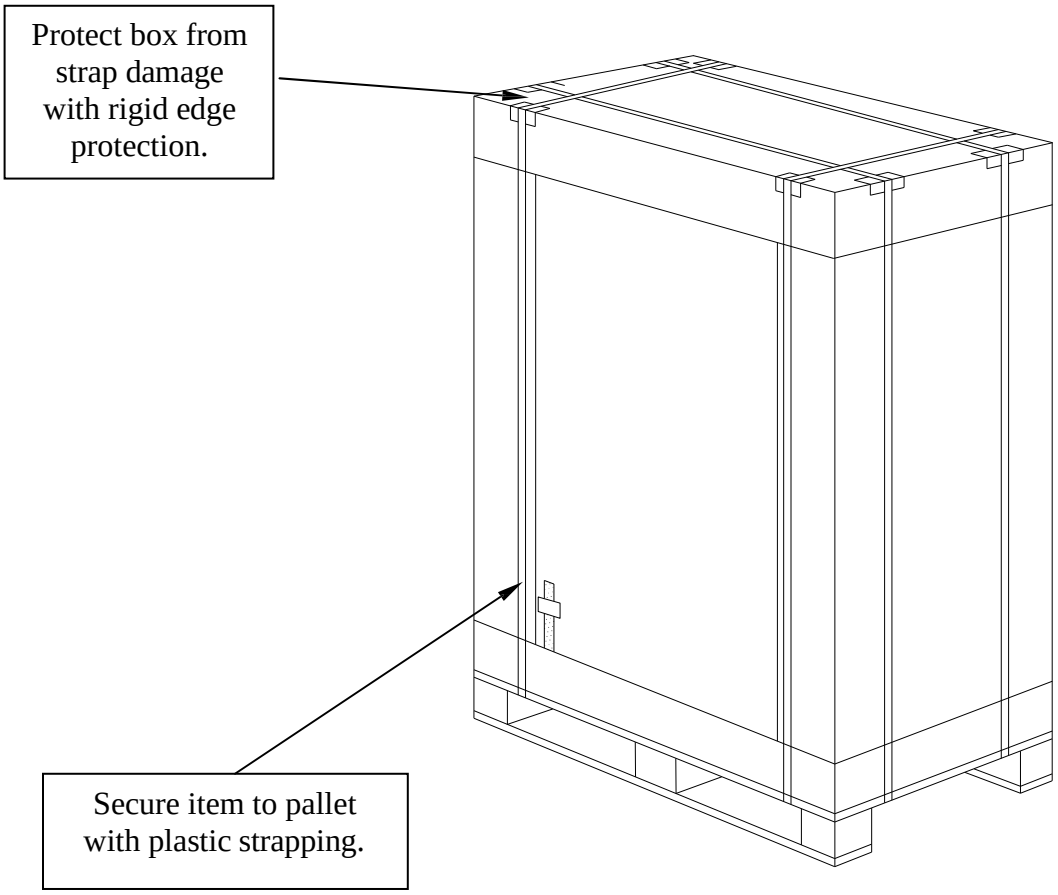


Figure 14. Palletized Large Case-Goods Double Cover Box Closure



7. Chair Packaging 03-000055-2

70-100% of all packaging materials must be paper based. All mention of EPS foam in the below specification must be converted to paper-based materials. EPS foam can only be used when explicitly approved in writing by WSI Package Engineering.

7.1. PURPOSE

The purpose of this specification is to provide vendors with our basic package requirements for chairs, barstools; single and double packed.

7.2. APPLICATION

This procedure applies to, but is not limited to, all chairs and barstools that do not have specific packaging instructions.

7.3. EXPANDED POLYSTYRENE (EPS) FOAM REQUIREMENTS

All EPS Foam corner and edge cushions used in these package configurations must use the same material density and thickness. Heavier items should use higher density EPE or EPS foam to prevent bottoming out (foam flattening).

When using Expanded Polystyrene (EPS): Preferred method - Molded EPS

Material density no lower than - 1.0 lb/ft3 (16 kg/m3) this applies to all critical components, edge protectors and corner protectors.

7.4. PROTECTING EDGES AND CORNERS

All protruding edges and corners must be protected from impact/abrasion using corner blocks (corrugate built up or foam pads) and/or angle pads. See diagrams for details.

7.4.1. Product weight over 150 lb. (68 kg):

Recommended minimum thickness of corrugated, EPS or EPE foam angle pads or channel pads must be 1.5” (3.8 cm).

7.4.2. Product weigh t below 150 lb. (68 kg):

Must use a minimum thickness of 1.0" (2.5 cm).

7.5. PROTECTING CHAIR LEGS AND ARMS

7.5.1. Chair / Barstool Legs

- Products with fragile legs or casters attached must be suspended with corrugated structures to elevate the unit off the bottom of legs by a minimum of 1.5” (3.8 cm). Corrugated structures must be made from minimum of 275lb/in2 (1896kPa) test doublewall OR
- Wooden frame must be placed under the wrapped chair legs. The frame must be constructed of minimum 0.25” (0.635 cm) plywood or particleboard. See below pictures for details. Wooden frame can be constructed with staples and must have a width no less than 3”.





7.5.2. Chair / Barstool Arms

Chairs with armrests may need additional corrugated structures to prevent damage during side impact.

7.6. PROUCT SEPARATION

Chairs / Barstools packaged in pairs require separation; surface protection (reference section 7 Cosmetic Surface). The materials used must either be corrugated or foam sheets to protect and separate the two chairs.

7.7. COSMETIC SURFACE

No direct contact between exposed area of chair / barstool and corrugate shipping carton. Protect product with non-abrasive packing materials such as layers of polyethylene foam sheeting, polypropylene, minimum 2mil thick poly-bag or non-abrasive Kraft paper.

7.8. VOID FILLERS

Single packed chairs / barstools require void filler cartons that must be placed on the seating area (minimum RSC style 200# B-flute singlewall). Corrugated suspension structure or corrugated inserts can be used (corrugation direction must be vertical). The filler is to be as tall as the highest point of the chair and carton opening.

7.9. SECUREMENT OF PACKAGING COMPONENTS

To further contain chairs / barstools and corner/edge pads as one unit the vendor must implement either of the below materials:

- Poly-stretch wrap around packaging and product or
- Packing tape around packaging components adhered to abrasion barrier (surface protection).

7.10. MASTER CARTON

7.10.1. Style: Regular Slotted Container (RSC) or Full Overlap (FOL) carton

7.10.2. Material type: corrugated fiberboard doublewall (5 Ply)

7.10.3. Material strength: corrugated burst strength minimum of 275lb/in2 (1896kPa)

7.10.4. Carton closure 3-inch clear poly-tape on all seams; staples and glue are not acceptable

7.11. CARTON MARKING

Separate ship carton must be preprinted or labeled with furniture warning statements as required. Handling markings such as international symbols and stack height limitation must be in compliance with WSI carton marking specification.

7.12. HARDWARE (As applicable)

All hardware must be packed in a blister pack. Place all loose hardware/fasteners in a clear plastic tray with separate compartments for each component type. Red ribbons and red labels are to be implemented as specified in the WSI Packaging Requirements for Hardware Document No. 03-000070.

7.13. PACKAGING DIAGRAMS

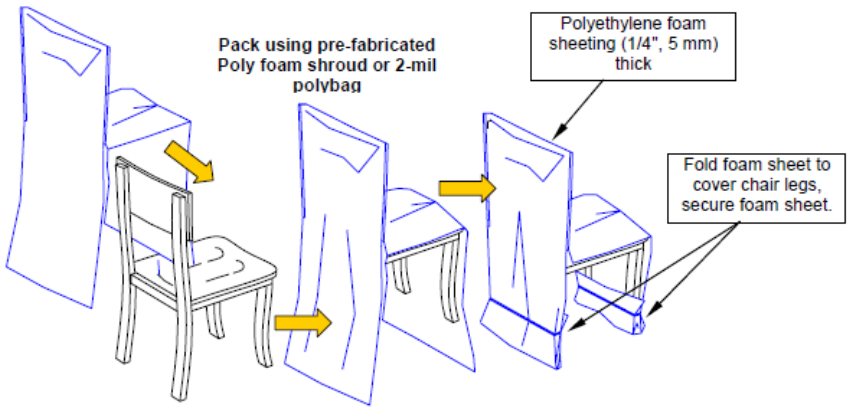


Diagram 1-1

Diagram 1-2

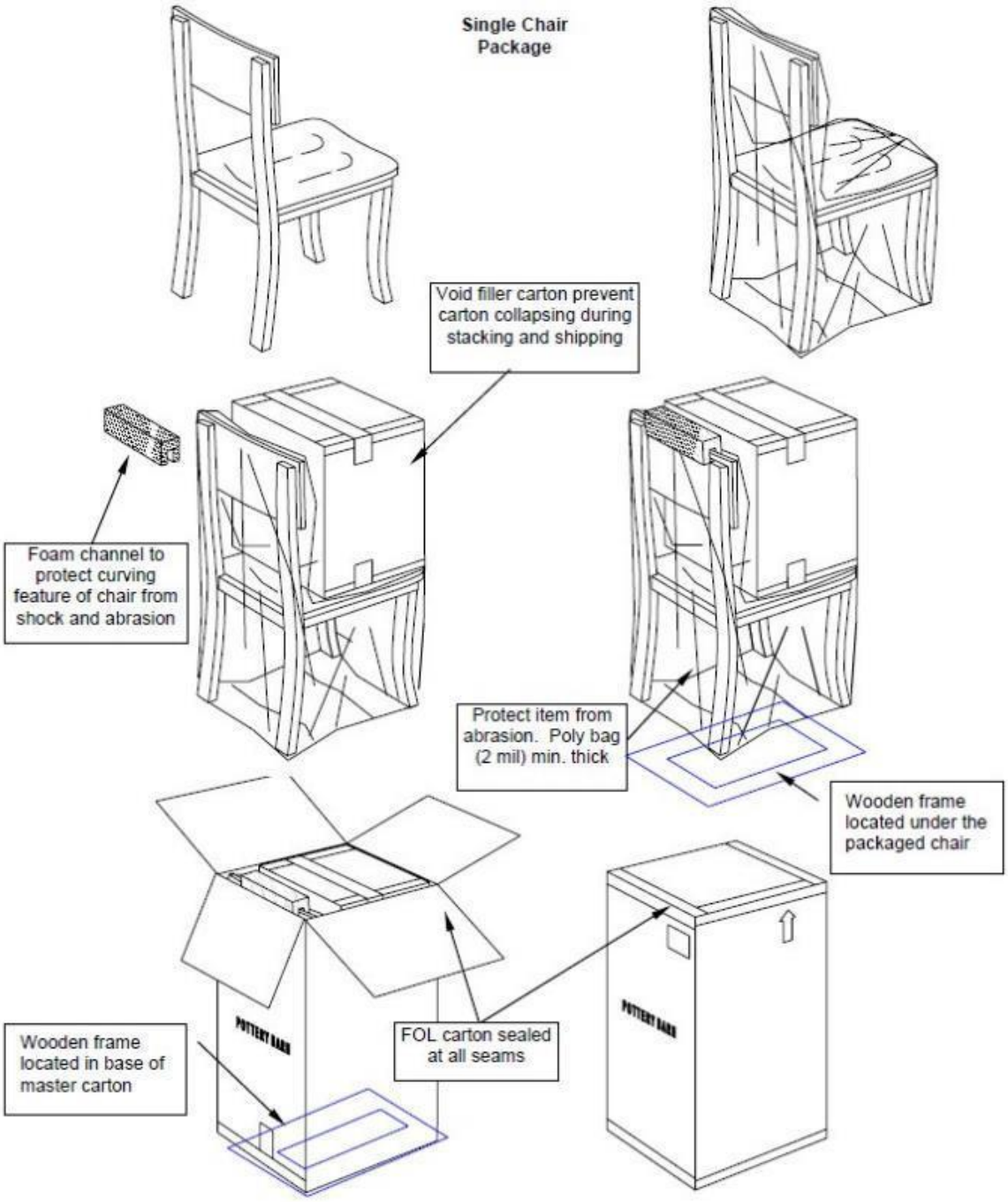
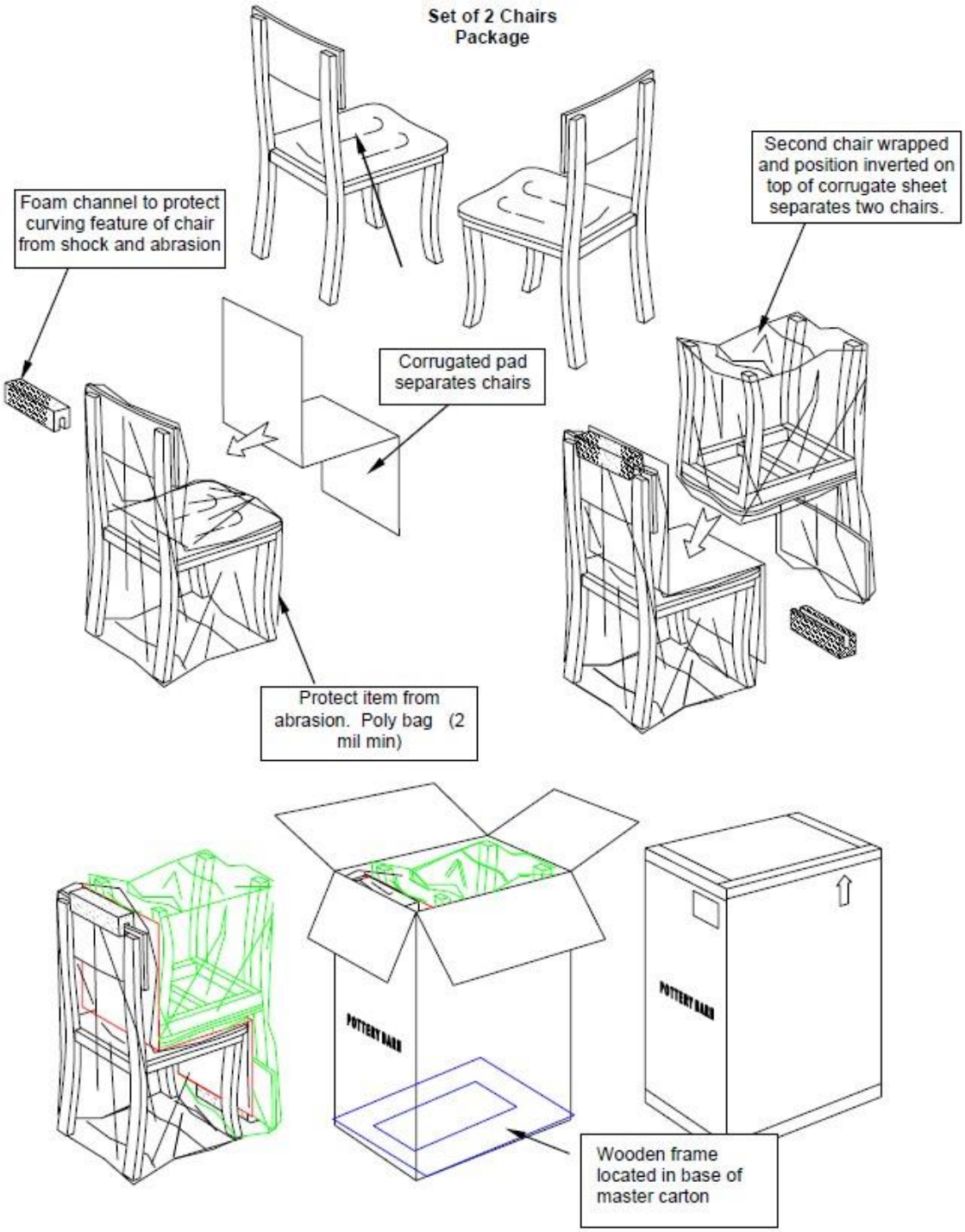

Single Chair Package
Void filler carton prevent carton collapsing during stacking and shipping
Foam channel to protect curving feature of chair from shock and abrasion
Protect item from abrasion. Poly bag (2 mil) min. thick
Wooden frame located under the packaged chair
Wooden frame located in base of master carton
FOL carton sealed at all seams
POTTERY BARN
POTTERY BARN

Diagram 1-3



Top of chapter

8. Component Identification Packaging 03-000066-0

8.1. PURPOSE

The purpose of this document is to provide details of how products with multiple components are to be packed, identified, and placed within the primary packaging. The goal is to clearly identify all components for assembly purposes and to avoid the accidental discarding of components during the un-packing process.

8.2. APPLICATION

This requirement applies to all WSI designed products where Assembly Instructions are provided.

8.3. PACKAGING REQUIREMENTS

All components of a product must be boxed, bagged, wrapped with foam or other cushioning material, or otherwise protected inside their master carton.

8.4. PACKAGING COMPONENT IDENTIFICATION

Each inner component that is boxed, bagged, or wrapped must be marked or labeled with its Master SKU Description and the contents on the box, bag, or wrap. The contents must be named as per the Assembly Instructions, including component name, component identifier, and component quantity.

Example: A Montego Pedestal Dining Table is identified with the primary components as follows on the Assembly Instructions:

Table Top Assembly (A)
(1) Pedestal (B)
(1) Pedestal Base (C)
(4) Bun Feet (D)
(1) Extension Leaf (E)

The Table Top, Pedestal, Pedestal Base, Bun Feet and Extension Leaf will be either individually boxed or wrapped and placed within the master carton. Each shall be indentified with marking or labeling as follows:

Table Top: Montego Pedestal Dining Table - Component A, Table Top, Quantity 1 Pedestal: Montego Pedestal Dining Table - Component B, Pedestal, Quantity 1
Pedestal Base: Montego Pedestal Dining Table - Component C, Pedestal Base, Quantity 1 Bun Feet: Montego Pedestal Dining Table - Component D, Bun Feet, Quantity 4
Extension Leaf: Montego Pedestal Dining Table - Component E, Extension Leaf, Quantity 1

Note: When it is clearly obvious that the primary component is easy to identify and will not be accidentally discarded during unpacking, it does not need additional labeling on its bag or wrap.

Example: An Armoire with 2 Removable Shelves and 1 Clothes Rod. The Armoire component does not need to be identified. However, the Removable Shelves and the Clothes Rod do need to be identified.

Critical: It is critical that the naming of hardware components inside a blisterpack follow the same naming and component identification on the Assembly Instructions. This allows a customer to easily identify all components and follow the Assembly Instructions.

8.5. PACKAGING COMPONENT PLACEMENT

To avoid accidental misplacement or discarding of small components of a product, all components (shelves, feet, finials, knobs, casters, hardware blisterpacks, assembly instructions, etc…) should be placed inside the main product component whenever possible... Inside the main product component can be inside a drawer, behind a door, or inside a cavity within the main product component.

If a component cannot be placed inside the main product component, it is critical to position the component so that it is readily seen during un-packing. Do not position components under or on top of large case-goods like Armoires and Dressers, where they may not be readily seen during unpacking.

If it is safe to do so, interior components (shelves, clothes rods) may be pre-installed for shipment as long as no damage will occur to the product. Note: Brand Approval may be needed if additional hardware is required for securing components for shipment (Example: screws for adjustable shelves).

Top of chapter

9. Container (Trailer) Loading & Bracing Requirements 03-000069-8

9.1. PURPOSE

The purpose of this specification is to provide Agents, Vendors, Consolidators, and Trans-Loading Facilities with our basic container and trailer loading and bracing requirements. Emphasis is placed on product protection and the effect of loading on overall shipping cost.

9.2. APPLICATION

This procedure applies to all WSI products.

9.3. LOADING AND LANDED COST (LC)

Product protection is the primary goal of good container/trailer loading. However, transportation is a major cost factor affecting the LC (landed cost) of the product. For this reason, it is imperative that space utilization in the shipping container/trailer be maximized whenever possible. In order to achieve cube efficiency in the loading process, carton dimensions must be accurately determined and load-ability must be analyzed in three distinct stages of product development:

9.3.1. Initial Quoting: During the initial product quoting, it is essential to estimate as accurately as possible the carton dimensions, and to use these dimensions to determine container/trailer loadability.

9.3.2. Product Revisions During Product Development. Whenever the product and/or the packaging are revised during product development, the container/trailer loadability MUST be re-calculated.

9.3.3. Final Load Planning: After passing Transit/Package Testing at a WSI approved test lab, the final Container/Trailer Loadability must be calculated. For full container loads, refer to the Load Plan Development, Approval, and Use Process, Specification 03-000101 for more information.

9.4. LOADING ANALYSIS AND PACKAGING DESIGN PROCESS

It is critical to take into account container/trailer loading of a packaged product during packaging development.

9.4.1. Selecting carton style for the product: Vendor should select the appropriate carton style for the product based on the following criteria:

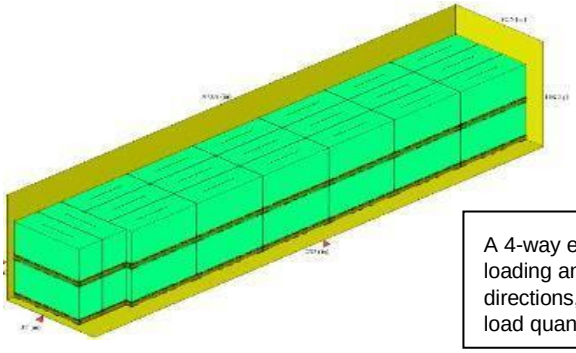
- Product protection
- Material cost
- Ease of packing and unpacking
- Loading configuration

Selecting the correct carton style will not only save on packaging and labor, but also allow better loading configuration that lower overall landed cost.

9.4.2. Corrugation Direction: Correct orientation of the corrugated fiberboard carton will maximize packaged product's ability to withstand compression forces within the container/trailer load. The carton should be designed so that the corrugation direction is vertical when loaded into the container/trailer. Reference the Corrugated Container Requirements Specification 03-000100 for more information.

9.4.3. Palletized products – pallet entry: Generally, it is advised that palletized product be on a 4-way entry pallet for ease of loading. Two-way entry pallet limits loading options that may increase shipping cost.

Figure 1: 4-Way Entry Pallets Permit Better Loading Plans



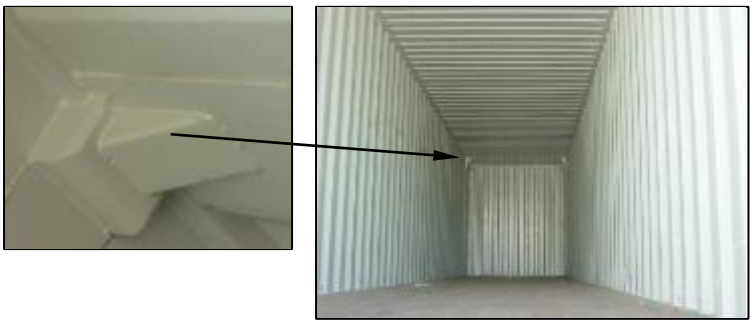
A 4-way entry pallet design allows loading and unloading in two directions, which helps maximize load quantity

9.5. CHANGES IN LOAD QUANTITY DURING PRODUCT DEVELOPMENT OR PRODUCTION

9.5.1. Any load quantity changes during product development, or after product has gone into production must be reported immediately to Sourcing or Buyer. The reason for the load quantity change and the impact on ELC must be noted.

9.5.2. There are instances where the actual load quantity may be slightly different than the load plan calculation due to obstruction of tie-down or container/trailer construction features. Take these issues into account during load plan development.

Figure 2: Diagonal Brace Feature inside Container



9.6. MAX-LOAD PRO CONTAINER/TRAILER LOADING SOFTWARE

WSI prefers that all vendors use the Max-load Pro Loading software as a tool for load planning and analysis. This software program is useful in creating load plan layouts, providing quick analysis for various load configurations and maximizing cubical utilization in a given container/trailer size. Refer to the Load Plan Development, Approval, and Use Process, 03-000101 for more information.

9.7. LOADING REQUIREMENTS

Loading should be carried out with respect to the type of product and the corrugation direction (CD) of the carton. Whenever possible, the corrugation direction of the carton shall be vertical. In order to minimize carton and product damage, the following should be used when developing load plans:

9.7.1. All layers of packaged product shall be loaded in the standard orientation with the corrugation direction in the vertical axis and the up-arrows pointing upward. If the following criteria are met, we will allow loading of upper layer(s) of carton with the corrugation direction not vertical and with the up-arrows pointed sideways to help maximize space utilization.

- If another carton layer cannot be loaded using the standard orientation (up arrow in the vertical axis) to cube out a container/trailer.
- Generally, only one top layer is allowed. However, depending on carton size, more than one (top) layer is permitted to cube out the top void.

9.7.2. Ideally all cartons are to be loaded in a vertical column. This maximizes the stacking strength of the package product. Avoid overhang of stacked product.

9.7.3. All palletized products shall be loaded so that a forklift or pallet jack can enter the pallet.

Palletized product can never be loaded so that the pallet cannot be picked with a forklift or pallet jack.

9.7.4. Planning the Container/Trailer load based on carton style:

	Carton Style	Orientation
	Palletized (Any style)	Upright on pallet
RS	Regular Slotted Container	Upright on bottom flaps
FOL	Full Overlap Container	Upright on bottom flaps
OP	One Piece Folder	Flat on its large panel
FPF	Five Panel Folder	Flat with corrugation direction vertical on 3 panels.
FTD	Full Telescope Design Style Trays	On long edge for Dining Tables, Headboards, Footboards, Mirrors, and Sheet Glass. For cartons with length greater than 48 inches, loading on long edge is allowed to reduce stack weight (prefer flat on bottom). Flat on bottom for all other products.

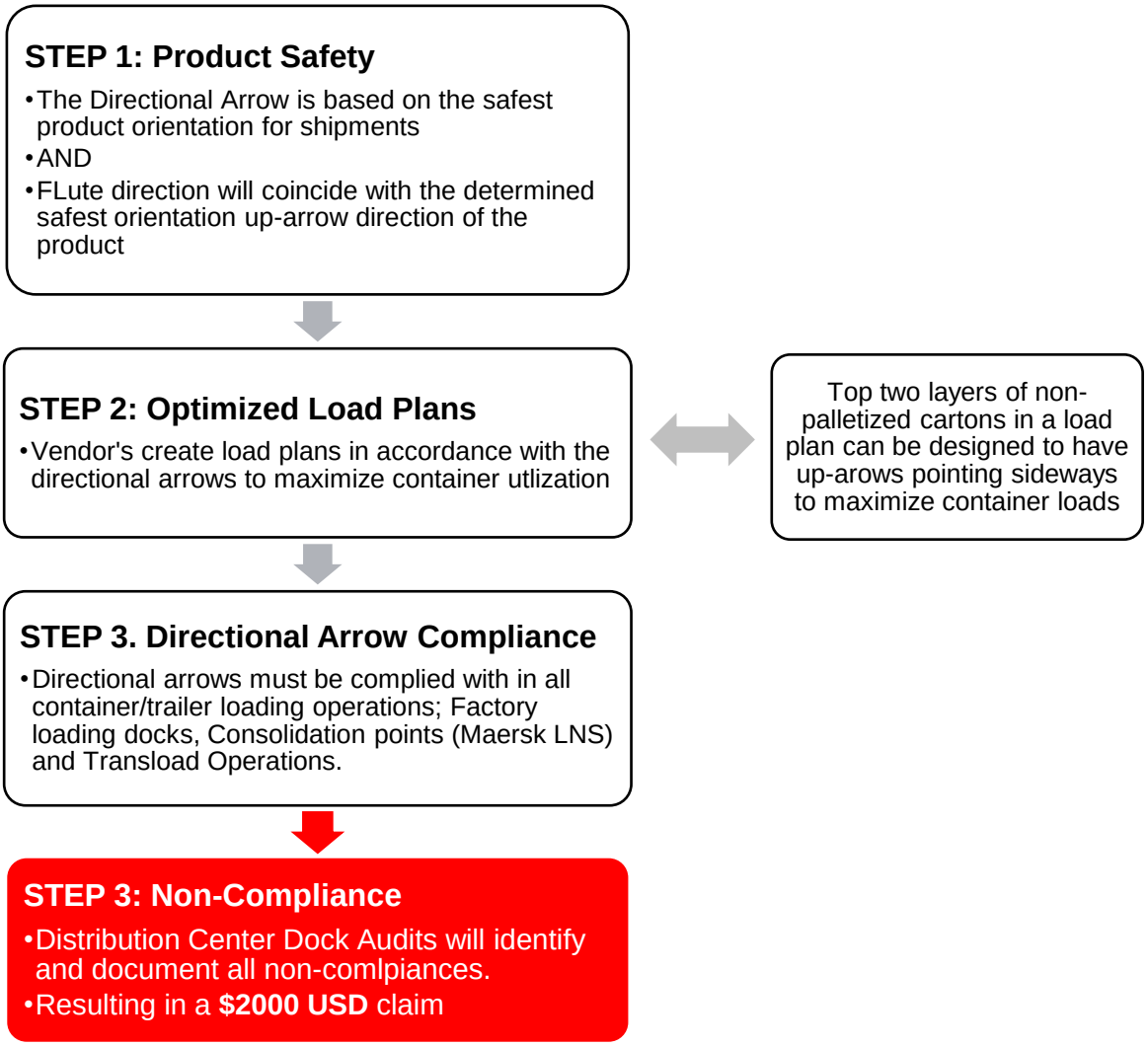
9.7.5. Directional Arrow Compliance:

9.7.5.1. Top Layers(s)

- Upon the compliance of all cartons loaded in the standard orientation with the corrugation direction in the vertical axis and the arrows pointing upward WSI will accept the horizontal loading of the top layer of 1-3 units which cannot be a palletized, stone, marble or glass item.
- Their combined total weight cannot be > that 100 lbs. as they are loaded in a horizontal arrow direction, and therefore, are stacked against the master cartons flute direction which significantly reduces its overall carton strength.
- These top layer cartons must be stabilized and not sliding across the carton tops.

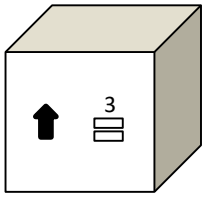
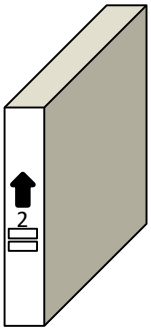
9.7.5.2. Light Load Shipment

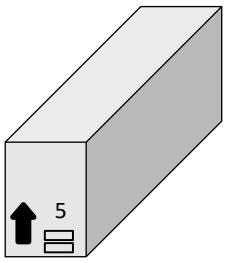
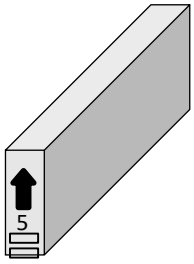
- All container loads that do not meet the minimum WSI CBM requirements and are designated 'light loads' must be approved by the Corporate Brand Offices prior to the release of the shipment.

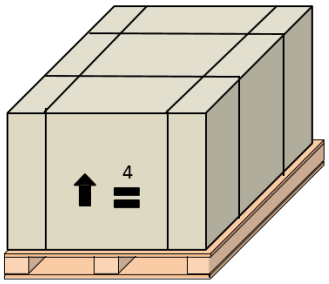


9.7.6. Changes at the Loading Dock

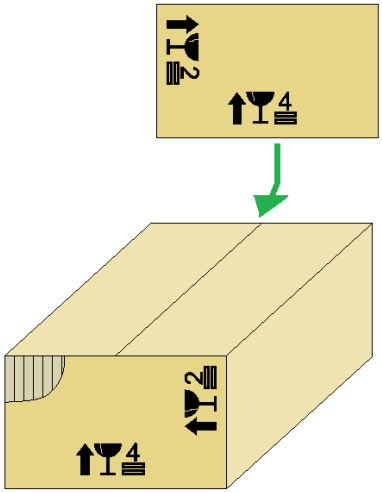
Vendors are NOT allowed to change the stacking orientation of any master carton at the time of container loading / stuffing. The respective WSI Corporate Brand Office, WSGO Office and Package Engineering must provide approval for any such requests. Without approval from WSI these will be identified as non-compliances and a claim will be issued.

Required Stacking Orientation	Non-Compliance
Standard Master Carton  Cartons must be stacked in the standard up-arrow orientation until the vertical stack is maximized. The top layers can then have cartons stacked sideways to maximize the container load.	
Required Stacking Orientation	**Non-Compliance**
Flat Master Carton  Cartons must be stacked in the standard up-arrow orientation until the vertical stack is maximized. The top layers can then have cartons stacked sideways to maximize the container load.	

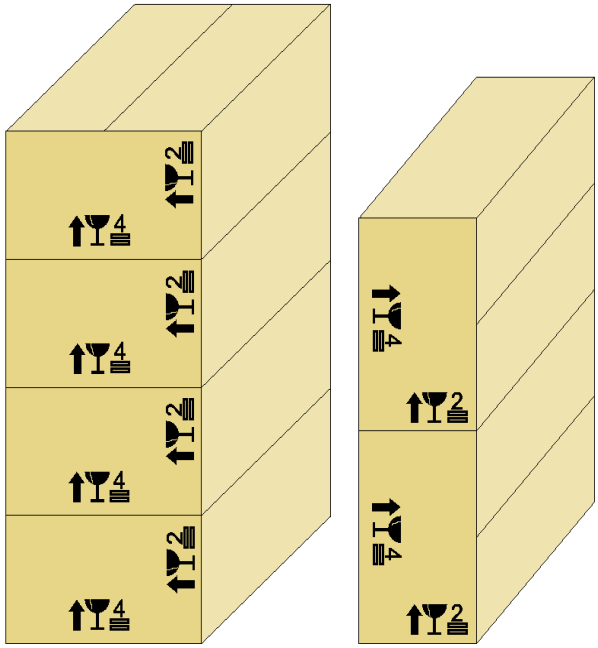
Required Stacking Orientation	Non-Compliance
Elongated Master Carton  Elongated packages cannot be stacked vertically on their ends contrary to the directional arrow.	
Required Stacking Orientation	**Non-Compliance**
Elongated Master Carton  Cartons must be stacked in the standard up-arrow orientation until the vertical stack is maximized. The top layers can then have cartons stacked sideways to maximize the container load.	

Required Stacking Orientation	Non-Compliance
 Palletized units can never be placed on their sides.	
Palletized units can never be placed on their sides.	

Dual Directional Arrow



Acceptable Packing Orientation

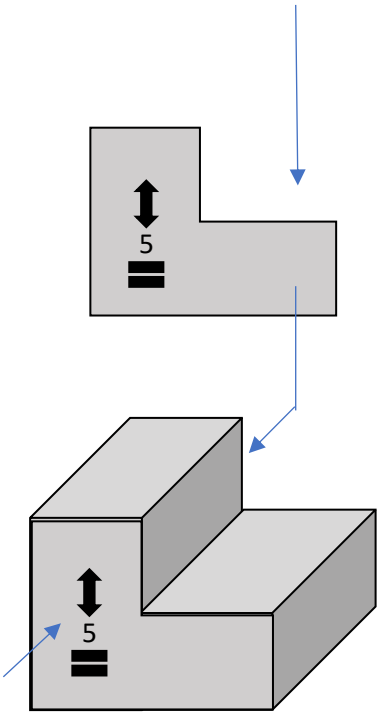
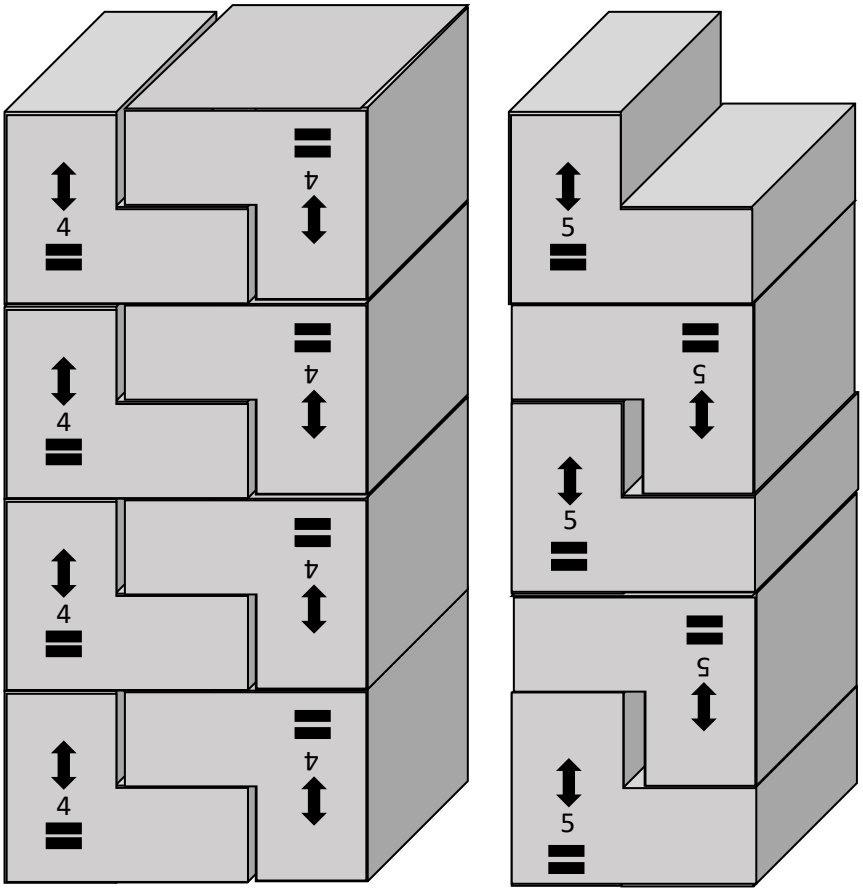


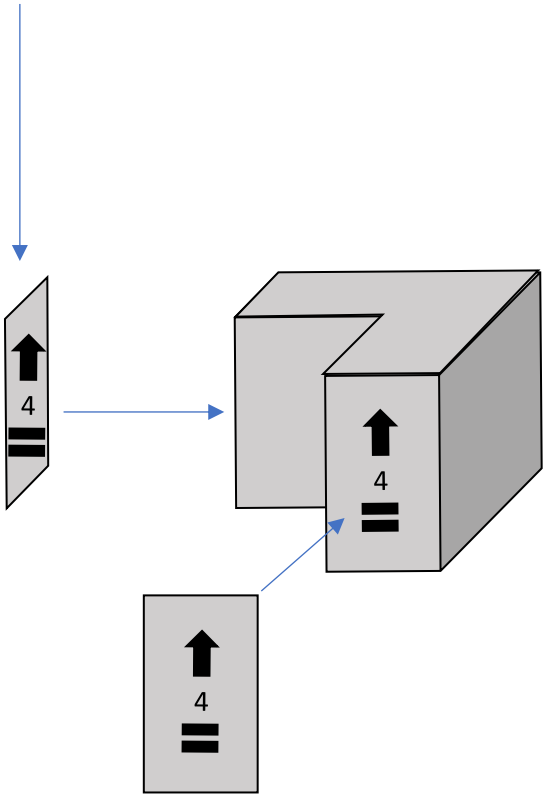
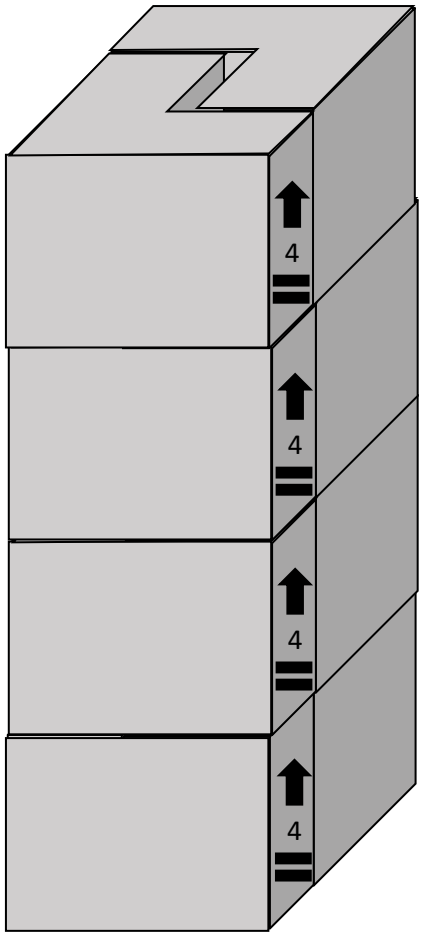




9.7.7. L-Shaped Carton Markings

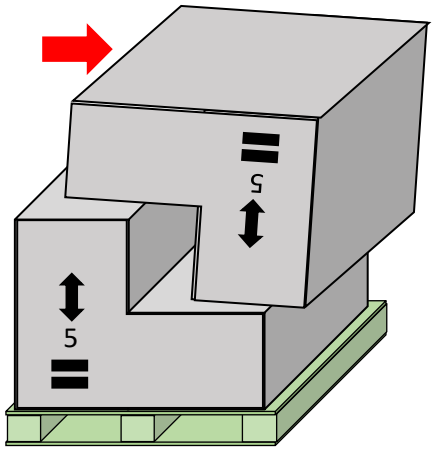
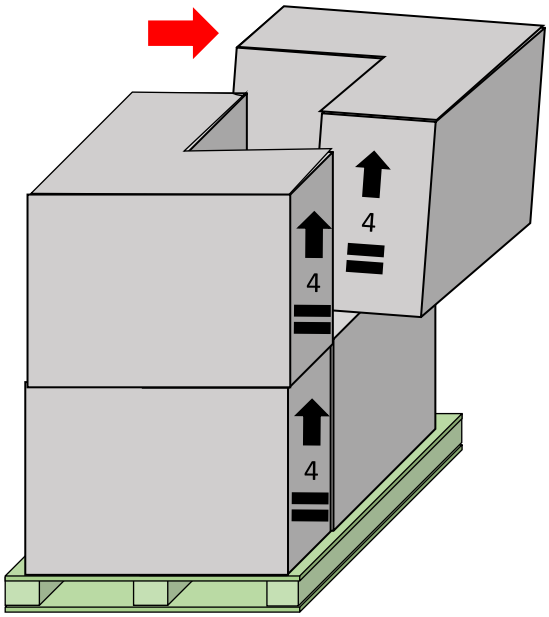
- These packs must be designed by the vendor to protect the product within the master carton based on the safest orientation for the product and then stacking orientation that maximizes a full container load
- Compression damage to the product must be considered by the vendor when designing the protective packaging
- Flute direction must coincide with the directional arrows printed on the carton to maximize stacking strength
- These are the required carton markings and acceptable carton stacking configurations:

Dual Directional Arrow	**Acceptable Stacking Orientations**
These must be printed on two opposing panels. 	

Single Directional Arrow	Acceptable Stacking Orientations
These must be printed on the two vertical panels. 	

9.7.8. Shaped Cartons - Column Stacking

- These packages must be designed to be stable when loaded on pallets at the DC's and then placed in storage racks
- To stabilize these palletized column stacks the vendor can make modifications to the L-shaped carton dimensions increasing the carton footprint without negatively impacting the container loading efficiency

Requirements	DC Pallet Stacking for Putaway
These packages must be designed to be stable when loaded on pallets at the DC's and then placed in storage racks The standard DC vertical spacing between DC racks / shelves is 54". The DC will Stretchwrap these units whenever necessary to assist with stack stabilization but ultimately it is the responsibility of the vendor to design stable stand lone column stacking.	Non-compliant unstable carton stacking 
	Non-compliant unstable carton stacking 

9.7.9. Load Plan Examples:

Figure 3: Load Plan with RSC – Regular Slotted Container style

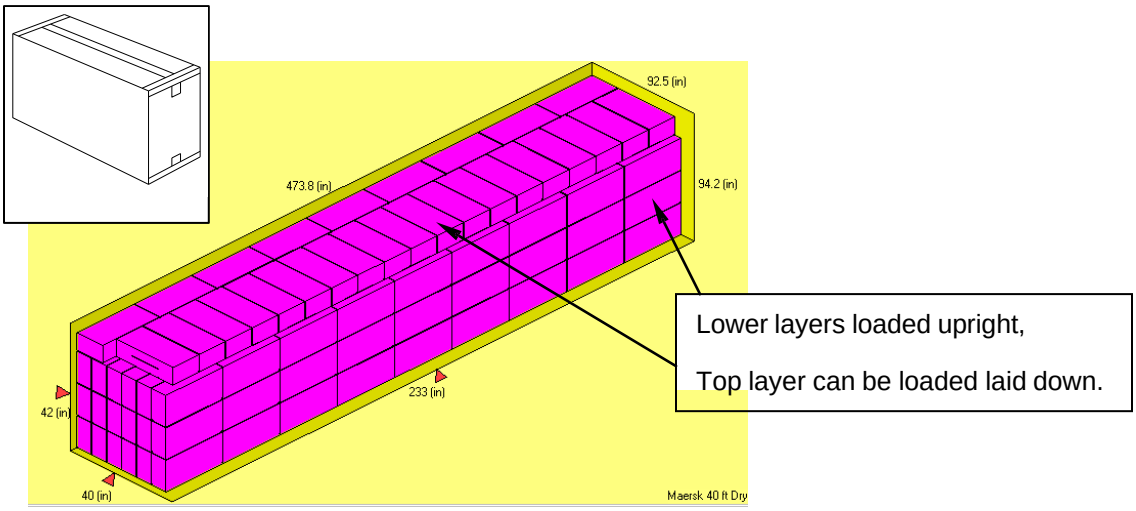


Figure 4: Load Plans with FTD (Full Telescope Design Style)

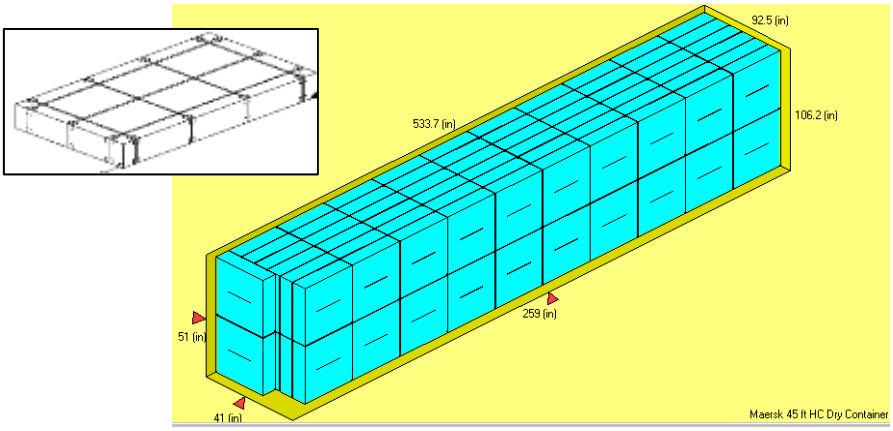


Figure 5: Load Plans with DSC (Design Style Container with Cover)

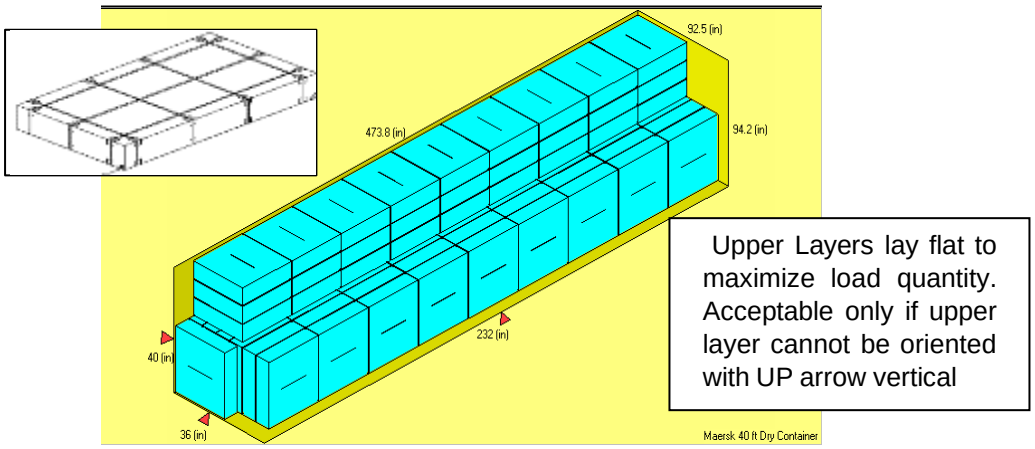
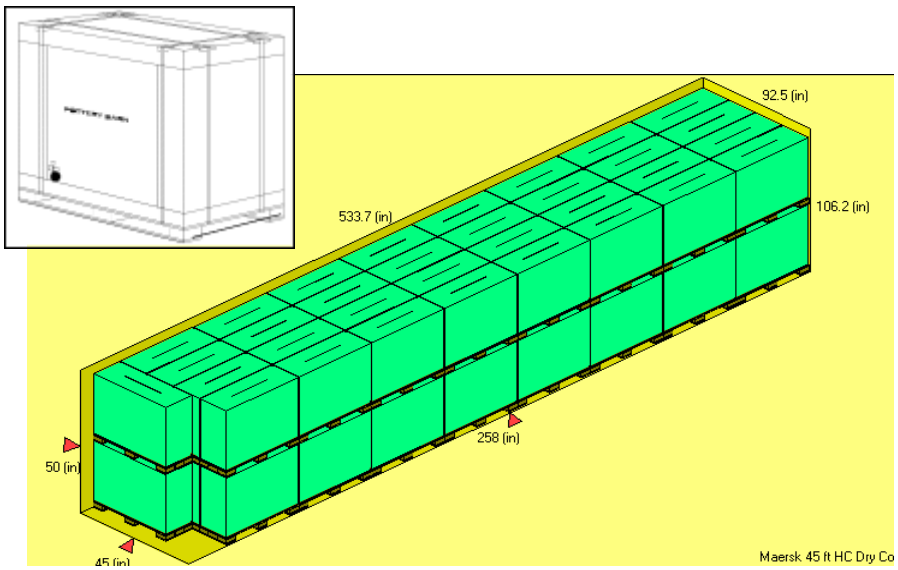
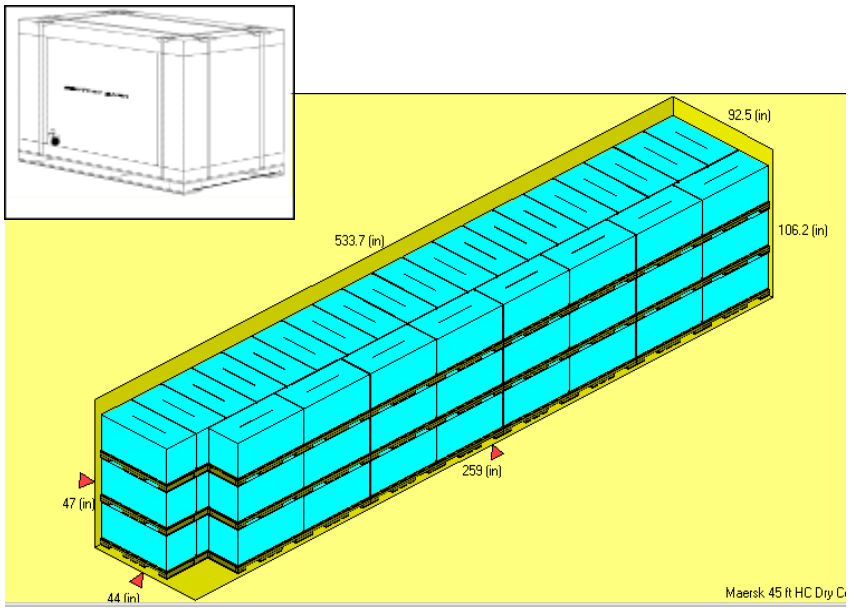


Figure 6 and 7: Load Plans for Palletized Product with 4–way entry style pallet.





9.8. LOADING OF MIXED PRODUCT:

Products packaged in multiple cartons, such as complete beds, must ship as matched sets within a container/trailer. When creating mixed container/trailer loads, follow these general rules:

9.8.1. Products packaged in multiple cartons, such as complete beds, must ship as matched sets within a container/trailer. When creating mixed container/trailer loads, follow these general rules:

9.8.2. Load by PO, place items of the same PO group together in the same area of the container/trailer.

9.8.3. Load by SKU, place items of the same SKU in the same area of the container/trailer.

9.8.4. Stack like product on top of one another. Try to maintain vertical column stacking.

9.8.5. Load with UP Arrow and Corrugation Direction vertical.

9.8.6. Load heavier items on the bottom of the container/trailer, lighter items on the top layers.

9.8.7. Block and brace the load as directed in Section 9 Example of Mixed Loads:

Figure 8: Mixed Load Plan for Beds (Headboard/Footboards) and Rails

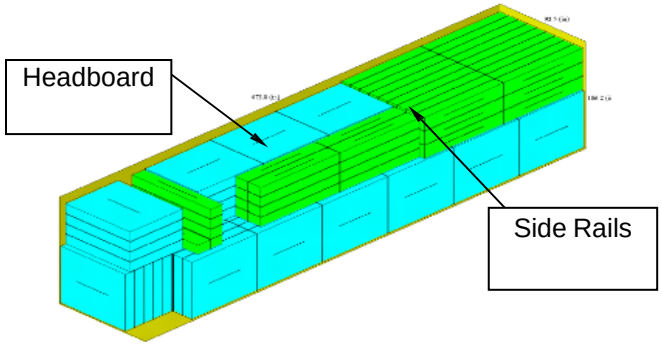
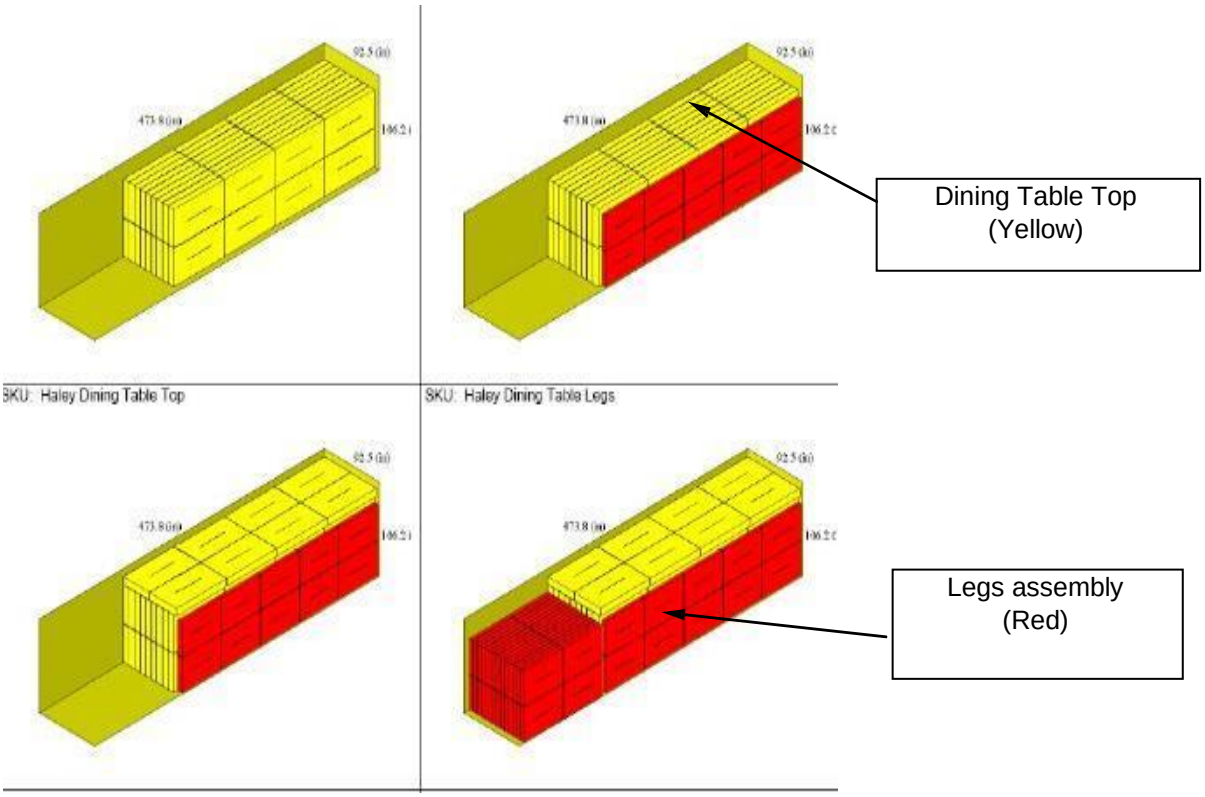


Figure 9 and 10: Mixed Load Plan for Table Top and Leg Assembly



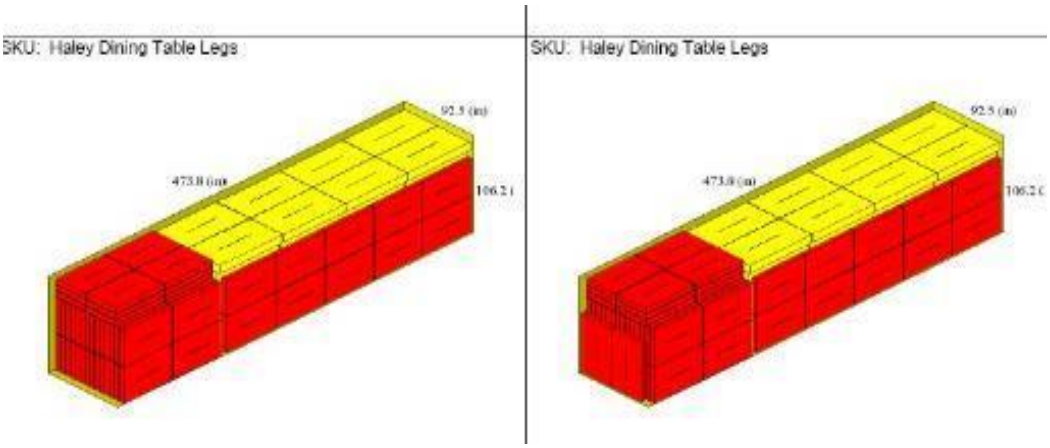
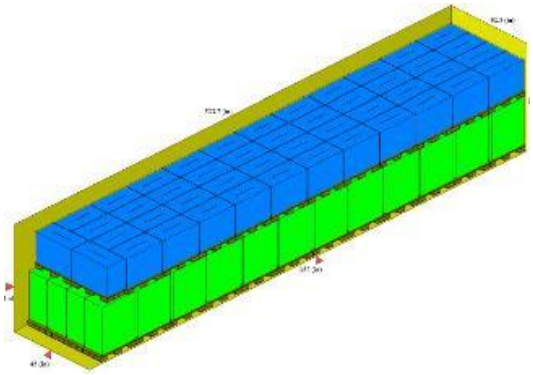


Figure 11: Mixed Load Plan for Palletized Products (Must have WSI authorization)



9.9. BRACING OF LOAD AND BRACING DEVICES

All loads are required to be blocked and braced in a manner that eliminates the falling over or major shifting of the stacked packages, master cartons, rugs, etc. Gaps between the cartons/packages and the container walls will be allowed as long as the load does not fall over or shift creating product damage. When necessary, WSI Package Engineering will review Supply Chain container load callouts on a case-by-case basis. This requirement is not only for the safe shipment of WSI products but also for the safety of personnel across the WSI Supply Chain that are opening and unloading containers.

The vendor is 100% liable for non-compliance fees from container loads that are identified as unsafe; not adequately blocked & braced. In addition, the vendor will be charged for any product damage created from the unsafe container load including damage to Brand Packaging that renders the sku ‘unsellable’ in DTC or Retail.

An option to secure container loads with large gaps between column stacks and the container walls is to implement wooden bracing or airbags. However, WSI is aware these can be cost prohibitive and therefore only include this guidance as an alternate solution and not a requirement. The standing directive is that all container loads are required to be blocked and braced in a manner that keeps the product safe and eliminates the falling over or major shifting of the stacked packages, master cartons, rugs, etc. **Loads should not be braced against the trailer / container doors.**

Figure 12: Container Load Wooden Bracing and Re-usable Airbags





9.10. SOLID WOOD PACKAGING MATERIAL REQUIREMENTS

Effective September 16, 2005, all solid wood products used for packaging, pallets, bracing in containers, dunnage etc… imported into the United States, MUST comply to the requirements outlined by the U. S. Department of Agriculture; Animal and Plant Health Inspection Service, CFR 7, Part 319. The requirements are fulfilled by the use of non-solid or solid wood that meets the Heat Treatment or Fumigation standard and a certification stamp that must be on the packaging, pallet or dunnage material. Reference the Wood Packaging Material Requirements 03-000087 for further Requirements.

9.11. NON-COMPLIANT LOAD PLANS

The following are examples of unacceptable load plans, which all vendors MUST avoid.

Figure 13: Unacceptable Palletized Load On Its Side, Top load



Figure 14: Loading Cartons on Their Sides Complete Disregard of Orientation Arrows



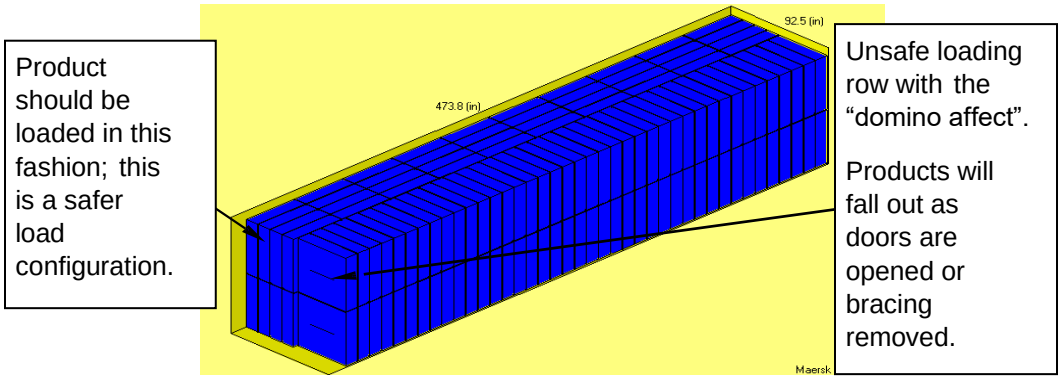
Figure 15: Un-restrained Load.



Figure 16: Mixed Load Without Proper Restraints (No Blocking and Bracing!!!)



Figure 18: Unsafe Load Plan with the "Domino Affect"



9.12. DESICCANT– MOISTURE CONTROL REQUIREMENTS

To ensure packaged products are protected from moisture, desiccant is required to maintain low moisture content within the shipping container environment and within master cartons (specific product types) to help prevent water vapor condensation and mold growth during shipping.

9.12.1. DESICCANT APPLICATION & REQUIREMENTS

- Williams-Sonoma, Inc.'s Manager of Packaging Engineering must authorize all desiccant suppliers. WSI Package Engineering approval is required for any exceptions to this requirement prior to shipment.

CONTAINER LOAD DESICCANT

- This requirement is applicable to all Full Container Loads (FCL) shipments, Less Than Full Container Load (LCL) shipments, master cartons and primary packaging from all countries. Product types affected include the following:
  - Lighting, metal products, natural fiber woven products like (ie.baskets, wall art, picture frames, etc.), wooden furniture, wooden decorative accessories, textiles
  - This list is not exhaustive and can include other product types.
- All desiccants used in WSI Container shipments or Master Cartons / Primary packaging must must be from one of the below nominated suppliers. It is mandatory that vendors activate each and every pack as instructed by the manufacturer. Do not cover the absorption part of any dry-pack with product that may prevent it from collecting moisture properly.

Desiccant in Container Loads	WSI Approved Suppliers
	A|B Dry
	Absortech: Absorbag (Calcium Chloride Based)
	Clariant Container Dri II Strip 500 or Pole 500 (Calcium Chloride Based)
	SuperDry: Classic Pole 1000 or Sac 1000 (Calcium Chloride Based)
	Sae-Nam Materials Power Dry Desiccant: Cargo UX 100g*4 / Ultra 50 (Calcium Chloride Based)

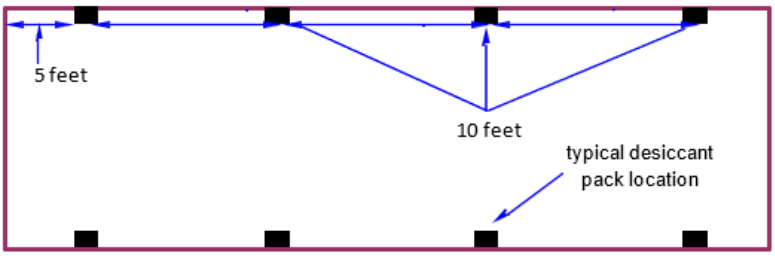
- For all WSI FCL shipments, the vendor must install the desiccant packs evenly along the upper sidewall of the container.
- For LCL loads, the vendor must provide desiccant packs to the consolidator. Please calculate the percentage of a 40GP container that will be used by the product and use this to calculate the number of desiccant packs (8 per full 40GP) to supply to the consolidator - round up to the nearest whole number for the number of desiccant packs.

Example: Load = 30% of a 40GP container: 30% of 8 = 2.4 - round up to 3, so supply 3 desiccant packs to the consolidator.

- The number of desiccant packs to be used is based on container type as listed in the table below.

Container Type	Minimum Number of Desiccant Packs Required in Each Container
45HC	10 (equivalent to 10 kg in weight)
40HC	8 (equivalent to 8 kg in weight)
40GP	8 (equivalent to 8 kg in weight)
20GP	4 (equivalent to 4 kg in weight)

Figure 19: Top view Locations of desiccant packs in 40GP container



MASTER CARTON & PRIMARY PACAKGING DESICCANT

- **Silica desiccants are prohibited from WSI Master Cartons and Primary Packaging as of March 2020 shipments onwards and must be replaced with Clay Desiccants**. Exception is made for Mark & Graham skus which are allowed to use silica packs for desiccants in packaging. PBT, PBK & WEK skus are not allowed to use desiccant to avoid choking hazard.
- All desiccants used in WSI Container shipments or Master Cartons / Primary packaging must be from one of the below nominated suppliers. It is mandatory that vendors store and activate each and every pack as instructed by the manufacturer. Do not cover the absorption part of any dry pack with product that may prevent it from collecting moisture properly.

Desiccant in Master Cartons & Primary Packaging	WSI Approved Suppliers
	Clariant Desi Pak (Clay Desiccant) (Contact details below in Section 13.)

- Clay desiccants will replace all previous desiccant types used inside WSI packaging by the vendors/factories. This applies to all WSI brands, categories, and sourcing markets. Clay desiccants must have a brown Kraft paper package to allow customer to recycle these packages.
- Softlines, Rugs, Textiles and Upholstery are excluded from this requirement and can continue to use silica desiccants in the packaging until further notice from WSI Package Engineering. (Sep2020)
- Clay desiccants and their respective Kraft paper packaging are an ecofriendly material and will contribute to WSI's Corporate Social Responsibility requirement of 75% waste diversion by 2021.



- DESICCANT DOSAGE PER MASTER CARTON / PRIMARY PACKAGE

Packaging Volume (L x W x H)		Unit Mass (approximate)		Recommended Desiccant Qty of Packets Based on Package Volume				
Cubic Feet	Cubic meters	Unit	Gram	1/6 Unit	1/3 Unit	1/2 Unit	1 Unit	2 Units
0.14	0.0040	1/6	5.5	1				
0.28	0.0079	1/3	11	2	1			
0.42	0.0119	1/2	16.5	3	1.5	1		
0.83	0.0235	1	33	6	3	2	1	
1.67	0.0473	2	66	12	6	4	2	1
2.5	0.0708	3	99	18	9	6	3	1.5
3.33	0.0943	4	132	24	12	8	4	2
4.16	0.1178	5	165	30	15	10	5	2.5
5	0.1416	6	198	36	18	12	6	3
5.83	0.1651	7	231	42	21	14	7	3.5
6.66	0.1886	8	264	48	24	16	8	4
7.5	0.2124	9	297	54	27	18	9	4.5
8.33	0.2359	10	330	60	30	20	10	5
10	0.2832	12	396	72	36	24	12	6
11.66	0.3302	14	462	84	42	28	14	7
13.32	0.3772	16	528	96	48	32	16	8
26.64	0.7544	32	1056	192	96	64	32	16
66.65	1.8873	80	2640	480	240	160	80	40
133.3	3.7746	160	5280	960	480	320	160	80
166	4.7006	200	6600	1200	600	400	200	100
207	5.8616	250	8250	1500	750	500	250	125

CONTAINER MOISTURE CONTROL AND MEASUREMENT

- The container must be pre-inspected prior to loading. Check for physical damage to the container. Close all container air vents to prevent free air flow in and out of container. Inspect to ensure that the door seals are not damaged and that they provide a good seal. Enter the container and close the doors. Daylight observed from holes, damaged floors, and/or door seals, must be repaired by the carrier. If the container cannot be repaired, then the container must be refused. In addition, the container flooring must have moisture content (MC) below 20%. Inspect the flooring per the following:
- Use a Delmhorst two-pin punch type moisture meter model numbers: RDM3 or J-2000, available from www.delmhorst.com. The moisture meter must be properly calibrated per the manufacturer's instructions.

- Using the Moisture Meter, take 3 readings of the container:
  Reading #1 - Shall be in the center of the container, 2 feet from the back wall.
  Reading #2 – Shall be middle center of the container.
  Reading #3 – Shall be in the center of the container, 2 feet from the door opening.
- Additional readings should take place in any area that appears to have previous water-marks or stains on the floor. If any readings exceed 20%, the container must be refused. Readings should be documented on vendor shipping documents.
- Packaging material, components, dunnage, and container blocking and bracing (pallets, crates, wood bracing) with moisture content exceeding 12% must not be used.

9.13. REFERENCE and APPLICABLE DOCUMENTS

9.13.1. WSI Vendor Manual – Online at:
http://www.williams-sonomainc.com/vendor-compliance
Username: wsivendor
Password: ownthehome

9.13.2. Clariant www.clariant.com/desiccants
Contact: Aqua Wang
Email: aqua.wang@clariant.com , Mobile: +8613816543148
Contact: Josie Traya
Email: Josie.Traya@clariant.com , Mobile: +65 9665 4811

9.13.3. Super Dry Desiccants and Dehumidifiers https://www.superdryers.com/

9.13.4. Absortech Desiccants https://absortech.com/en/

9.13.5. Sae-Nam Materials – Power Dry Desiccants
https://saenam.en.ec21.com/company_info.html

9.13.6. 03-000087 Wood Packaging Material Requirements

9.13.7. 03-000101 Load Plans Development, Approval, and Use Process

Top of chapter

10. Corrugated Container Requirements 03-000100-5

10.1. PURPOSE

The purpose of this specification is to provide vendors with the basic construction, performance and application requirements for corrugated containers used for containing and protecting Williams-Sonoma, Inc. (WSI) products. Included in this specification are the identification, construction, and closure methods of the most commonly used corrugated containers.

10.2. APPLICATION

This specification applies to all corrugated containers in all applications, unless otherwise specified, for all Williams-Sonoma, Inc. business concepts.

10.3. CORRUGATED CONSTRUCTION AND PERFORMANCE

This section describes the general method of corrugated fiberboard construction:

10.3.1. Singlewall Corrugated

Singlewall corrugated fiberboard is made up of 3-plys consisting of 2 Liners and 1 medium (Liner/Medium/Liner):

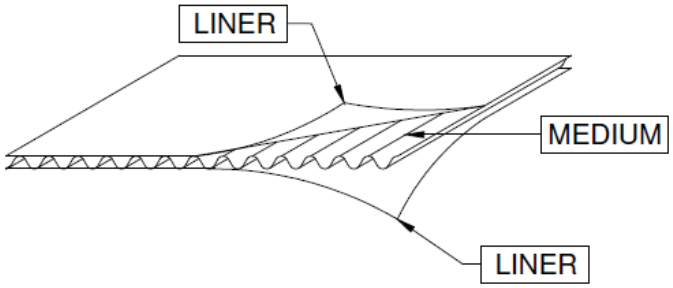


Figure 1. Singlewall Construction

10.3.2. Doublewall Corrugated

Doublewall corrugated fiberboard is made up of 5-plys consisting of 3 Liners and 2 mediums (Liner/Medium/Liner/Medium/Liner):

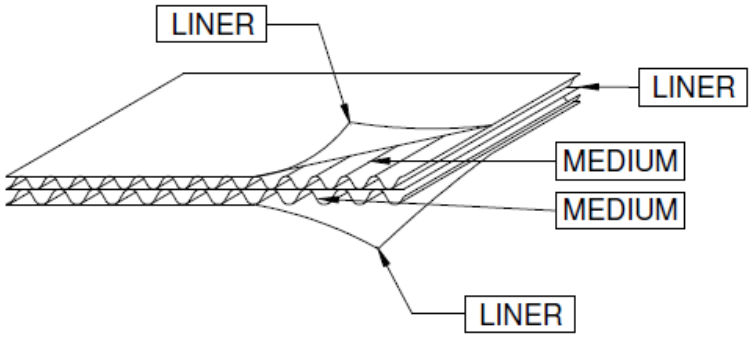


Figure 2. Double-wall Construction

10.3.3. Performance Requirements

Production packaging corrugated master cartons must meet all three of the below material quality parameters:

Requirement 1 Minimum Burst Strength	Requirement 2 Edge Crush Test (ECT)	Requirement 3 Cobb Test
150 lb. /in^2 (1034 kPa) doublewall	38 lb. /in (6.8 kg/cm)	Cobb Test per TAPPI T 441
200 lb. /in^2 (1379 kPa) doublewall	42 lb. /in (7.5 kg/cm)	Cobb Test per TAPPI T 441
275 lb. /in^2 (1896kPa) doublewall	48 lb. /in (8.6 kg/cm)	Cobb Test per TAPPI T 441

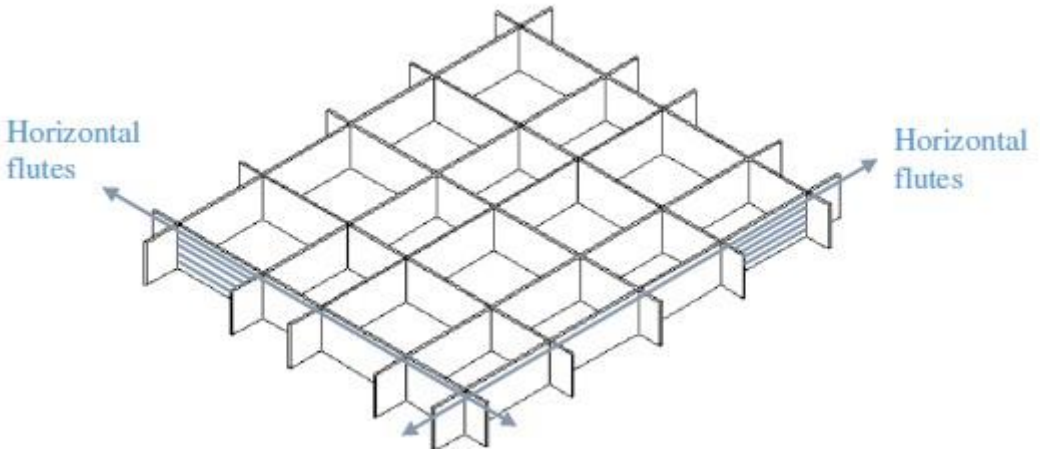
The following table indicates the minimum performance requirements for various grades of corrugated board used for master cartons or other internal corrugated components when specified:

Table 1. Corrugated Board Performance Requirements

Products	Board Type	Minimum Burst Test	Edge Crush Test	Minimum Caliper
Inner Cartons				
Conveyable Mail Order and Retail Distribution Lot Quantity	Single-wall (B,C, and E-Flute)	200 lb. /in^2 (1379 kPa)	42 lb. /in (7.5 kg/cm)	**B**: .115 in. (2.92 mm) **C**: .148 in. (3.76 mm) **E**: .070 in. (1.78 mm)
Soft Lines & Plush Toys				
MC $\leq$ 35lb.	Doublewall (B/C Flute)	150 lb. /in^2 (1034 kPa)	38 lb. /in (6.8 kg/cm)	.255 in. (6.48 mm)
35 lb. < MC $\leq$ 50 lb.	Doublewall (B/C Flute)	200 lb. /in^2 (1379 kPa)	42 lb. /in (7.5 kg/cm)	.255 in. (6.48 mm)
MC > 50 lb.	Doublewall (B/C Flute)	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)
Dec Acc, Table Top, Hardline Toys, etc.				
Baskets $\leq$ 30lb.	Doublewall (B/C Flute)	150 lb. /in^2 (1034 kPa)	38 lb. /in (6.8 kg/cm)	.255 in. (6.48 mm)
MC $\leq$ 50lb.	Doublewall (B/C Flute)	200 lb. /in^2 (1379 kPa)	42 lb. /in (7.5 kg/cm)	.260 in. (6.60 mm)
MC > 50lb.	Doublewall (B/C Flute)	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)
Mirrors				
Standard Mirrors $\leq$ 40 lb. and longest dim. $\leq$ 36”	Doublewall (B/C Flute)	200 lb. /in^2 (1379 kPa)	42 lb. /in (7.5 kg/cm)	.255 in. (6.48 mm)
Large Mirrors > 40 lb. and longest dim. > 36”	Doublewall (B/C Flute)	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)
Oversized Mirrors exceed UPS 165” L+Girth threshold, not based on weight	Doublewall (B/C Flute)	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)
Lighting				
Paper, Fabric or Glass Shades, Table Lamps, Wall Sconces, Floor Lamps MC $\leq$ 50lb.	Doublewall (B/C Flute)	200 lb. /in^2 (1379 kPa)	42 lb. /in (7.5 kg/cm)	.255 in. (6.48 mm)
Paper, Fabric or Glass Shades, Table Lamps, Wall Sconces, Floor Lamps MC > 50lb.	Doublewall (B/C Flute)	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)
Chandeliers	Doublewall (B/C Flute)	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)
Furniture Products				
MC $\leq$ 35 lb.	Doublewall (B/C Flute)	200 lb. /in^2 (1379 kPa)	42 lb. /in (7.5 kg/cm)	.255 in. (6.48 mm)
MC > 35 lb.	Doublewall (B/C Flute)	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)

10.3.4. Corrugated Partitions

Partitions must run horizontally (perpendicular to the stacking arrow) to improve the capability of the air-cells to protect the product during in transit handling; these are not designed for stacking strength.



10.3.5. Stacking Limitations

There are two types of loads for the purposes of stacking. These are Supportive and Non-supportive loads. Supportive loads are typically hard line items that help provide support to a corrugated container during stacking. Non-supportive loads are products that provide little or no structural support to the carton. These are typically soft line items, but can also be hard line items.

Table 2. Non-Supportive Load Stack Weight Limits

Material	Stack Weight Limit Non-Supportive Load
Singlewall 200 lb/in^2 (1379 kPa)	20 lbs. (9 kg)
Doublewall 150 lb/in^2 (1034 kPa)	55 lbs. (25 kg)
Doublewall 200 lb/in^2 (1379 kPa)	60 lbs. (27 kg)
Doublewall 275 lb/in^2 (1896 kPa)	75 lbs. (34 Kg)
Doublewall 350 lb/in^2 (2413 kPa)	90 lbs. (41 Kg)

Table 3. Supportive Load Stack Weight Limits

Material	Stack Weight Limit Supportive Load
Singlewall 200 lb/in^2 (1379 kPa)	100 lbs. (45.5 kg)
Doublewall 150 lb/in^2 (1034 kPa)	275 lbs. (125 kg)
Doublewall 200 lb/in^2 (1379 kPa)	300 lbs. (136.5 kg)
Doublewall 275 lb/in^2 (1896 kPa)	375 lbs. (159 Kg)
Doublewall 350 lb/in^2 (2413 kPa)	450 lbs. (204.5 Kg)

These weight limits take into account various environmental factors and are to be used as a guideline only for selecting burst strength for a carton. The stack weight on the bottom carton in a sea container or trailer should not exceed the stack weight limit supportive/non-supportive load value identified in the appropriate table above. If a product is excessively heavy and the stack weight exceeds the weights in the above tables, contact Packaging Engineering for assistance.

10.4. CARTON MATRIX AND GENERAL USAGE

The following table identifies the most common carton styles, their abbreviations, and typical usage:

Table 4. Container Styles

Carton Style (Int'l Fiberboard Case Code)	Acronym (Case Code)	Uses
Regular Slotted Container (0201)	RSC (0201)	Most common carton style, used for a variety or products where the product can be easily removed from the carton without back strain.
Full Overlap Slotted Container (0203)	FOL (0203)	Uses similar to that of an RSC, but often used for heavier products, or where potential damage from box knives may result when using an RSC. Also used when additional side stacking strength is desired.
Half Slotted Container (0200)	HSC (0200)	Used together with a Design Style cover, whereby the HSC would be slid off the top of the product enabling easier access to the product. Typically used for smaller furniture products where an RSC would create difficult product removal, such as small bedside tables and night stands.
Five Panel Folder (0410)	FPF (0410)	Long narrow products with small widths and depths. Product Examples: Umbrellas, Curtain Rods, Bed Side Rails/Slats
One Piece Folder (0401)	OPF (0401)	Used for products that have similar length and width dimensions, but have short depths. Products such as mirrors, picture frames, and books.
Full Telescope Design Style Container (0301)	FTD (0301)	Used for products that have short depths, but where a FPF or OPF does not make sense due to corrugated usage or ease of packing. Products such as Headboards and Dining Tables are typical.
Design Style Container with Cover (0306)	DSC (0306)	Similar uses as that for the FTD, but where high stacking strength is not needed. This would typically be used only for lightweight products.
Double Cover Container (0310)	DCC (0310)	Used for large products such as dressers, armoires, media centers, where an HSC could not easily be slid over the top of the product.
Roll End Tuck Top Mailer (Die-cut) (0470)	RETT (0470)	Smaller products where ease of packing and product access is desired.
Roll End Tuck Top with Dust Flaps Mailer (Die-cut)	RETT/DF	Smaller products where ease of packing and product access is desired, in addition to greater stacking strength.
Roll End Lock Front with Dust Flaps Mailer (Die-cut) (0427)	RELF/DF (0427)	Smaller products where ease of packing and product access is desired, in addition to greater stacking strength. This mailer is used where an internal tuck interferes with the product.

10.5. CLOSURE MATERIALS

10.5.1. Tape

10.5.1.1. Clear Polypropylene Tape

When Clear Tape is recommended, use 3M Scotch® Brand 373 Polypropylene Tape or equivalent. Available in widths of 2 inch (48 mm) and 3 inch (72 mm).

10.5.1.2. Water Activated Reinforced Paper Tape

When Reinforced Paper Tape is required, use Inter Tape Polymers Central Products Brand

10.5.2. Strapping

10.5.2.1. Plastic Strapping

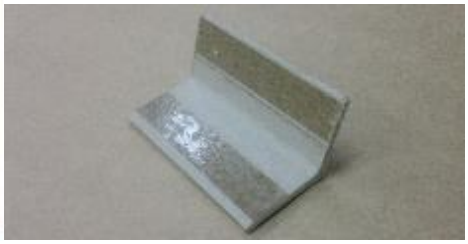
When plastic strapping is required, use Signode® Tenax® polyester strapping or equivalent. The strapping should be 0.5 inch (12 mm) with a strength rating of 500 lb. (2220N) at minimum. Secure strapping with a tension weld, do not use metal strapping seals or plastic / metal tension buckles.

10.5.2.2. Rigid Plastic Edge Protectors or Fiberboard Edge Protectors

For all plastic strapping, use rigid edge protectors that incorporate a threadable channel or fiberboard edge protectors that adheres to the carton – see below for example(s)

Figure 2.5. Rigid or Fiberboard Edge Protector





10.5.2.3. Steel Strapping is NOT permitted.

10.5.2.4. Strapping should be spaced approximately 6 inches (15 cm) from the edge of the cartons and spaced no more than 24 inches (61 cm) apart.

2 straps at minimum widthwise and 2 straps lengthwise across the carton opening are required. Exception: If one of the carton dimensions to be strapped is less than 24 inches (61 cm), then no strapping in that direction is required. Generally:

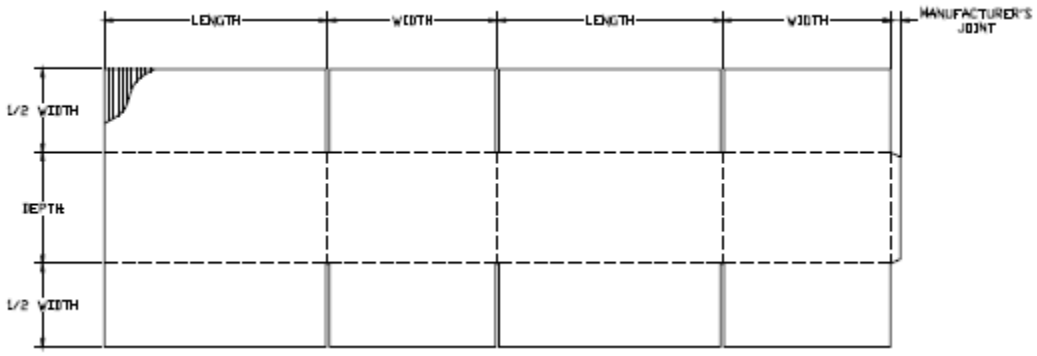
Inches	**Number of Straps**
24 – 3 6	2 Straps
37 – 6 0	3 Straps
61 – 8 4	4 Straps
85 – 108	5 Straps
109 – 132	6 Straps
133 – 156	7 Straps

10.6. REGULAR SLOTTED CONTAINERS

Regular Slotted Containers are the most widely used type of container. Corrugation direction should be aligned with the shipping orientation. Typical corrugation direction is shown in Figure 3.

10.6.1. RSC Layout

Figure 3. Typical RSC Layout



10.6.2. Manufacturer's Joint

The manufacturers joint should be an inside joint and be secured with either glue or staples. If staples are used, the distance between staples must not exceed 1.5 in. (38 mm).

Figure 4. Inside Manufacturers Joint

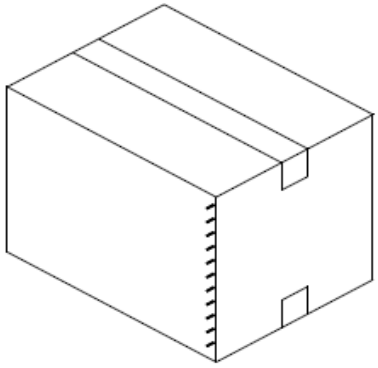


Figure 5. Outside Joint – Do Not Use Unless Otherwise Specified

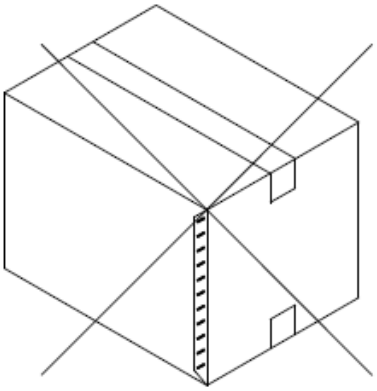
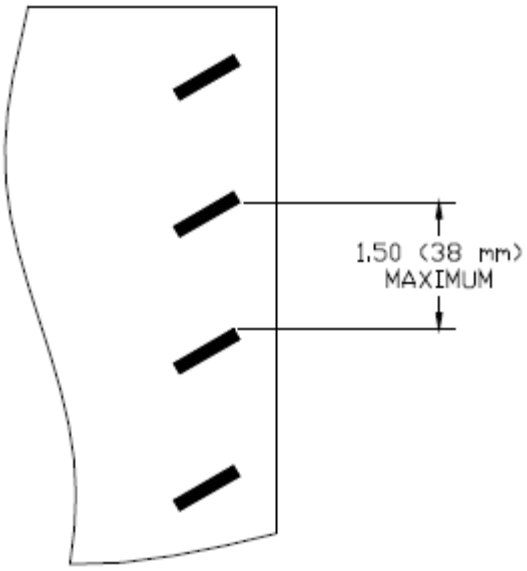


Figure 6. Stitch Joint Spacing



10.6.3. RSC Closure

Regular slotted containers shall be closed with tape. The following table lists the closure materials and methods to be used for RSC's based on packaged weight:

Table 5. RSC Closure Material and Method

Packaged Product Weight	Tape	Taping Method
0-5 lbs. (0-2.6 kg)	2-inch (48 mm) polypropylene tape	Single Strip (See Figure 7)
6-20 lbs. (2.7-9.4 kg)	3-inch (72 mm) polypropylene tape **or** 2 inch (48 mm) polypropylene tape	Single Strip (See Figure 7) H-Pattern (see Figure 8)
21-40 lbs. (9.5-18.5 kg)	3-inch (72 mm) polypropylene tape **or** 3 inch (72 mm) reinforced paper tape	Single Strip (See Figure 7) Single Strip (See Figure 7)
41-60 lbs. (18.6-27.6 kg)	3-inch (72 mm) polypropylene tape **or** 3 inch (72 mm) reinforced paper tape	Sealed H-Pattern (see Figure 9) H-Pattern (see Figure 8)
61-80 lbs. (27.7 + kg)	3 inch (72 mm) reinforced paper tape	Sealed H-Pattern (see Figure 9)

Figure 7. RSC Single Strip Taping Closure

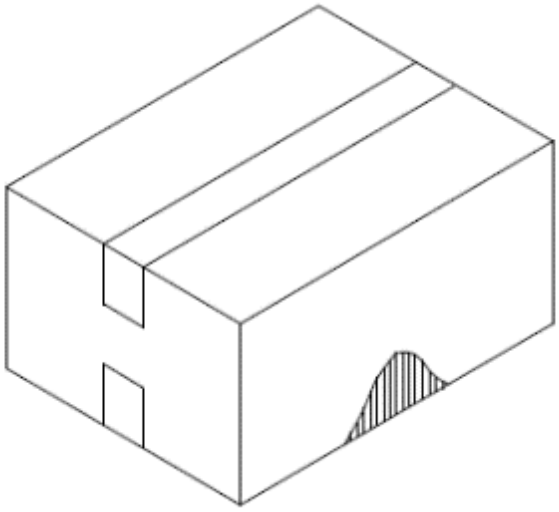


Figure 8. RSC H-Pattern Taping Closure

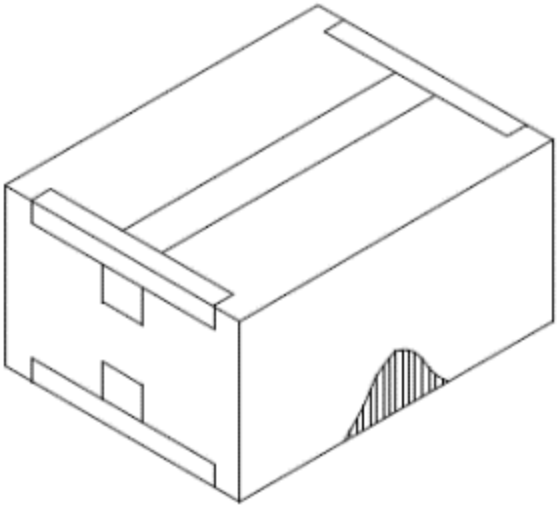
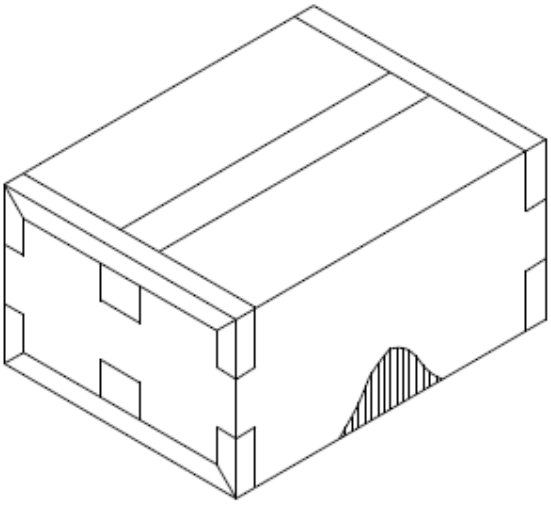


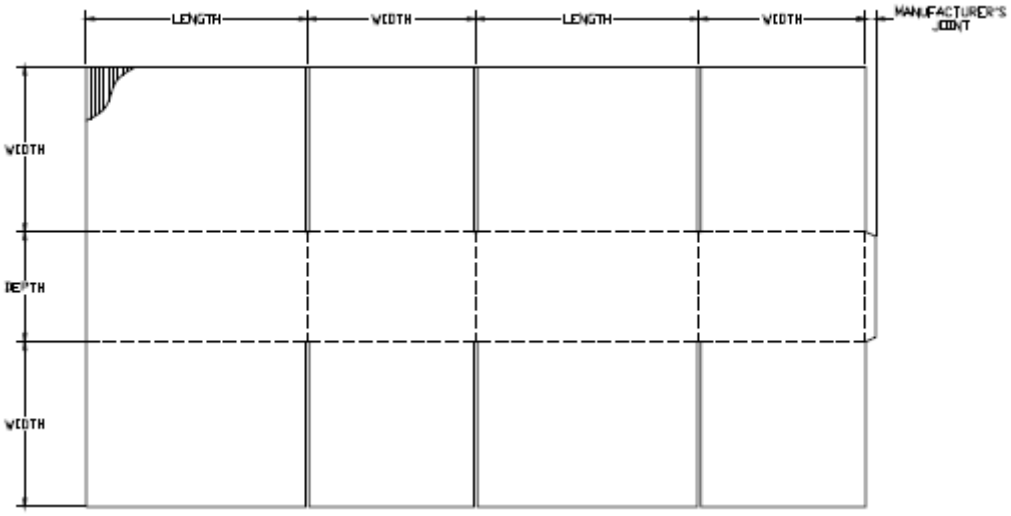
Figure 9. RSC Sealed H-Pattern Taping Closure



10.7. FULL OVERLAP SLOTTED CONTAINERS

Full Overlap Slotted (FOL) containers are used when additional strength is required for heavier items, and where additional side stacking strength may be needed. In addition to this, an FOL container usually prevents product damage that occurs when opening cartons with box knives. Corrugation direction is typically aligned with stacking orientation and box depth.

10.7.1. FOL Layout



10.7.2. Manufacturer's Joint

Refer to Section 6.2 for requirements.

FOL Closure

Full Overlap containers shall be closed with tape or with plastic strapping. The following table lists the closure materials and methods to be used for FOL's based on packaged weight:

Table 6. FOL Closure Material and Method

Packaged Product Weight	Closure Material	Closure Method
0-10 lbs. (0-2.6 kg)	2-inch polypropylene tape	Strip Taping (see Figure 11)
11-50 lbs. (2.7-18.5 kg)	3-inch polypropylene tape	Standard Strip (see Figure 12)
51-80 lbs. (18.6-36.7 kg)	3-inch reinforced paper tape	Standard Strip (see Figure 12)
81+ lbs. (36.8+ kg)	Plastic strapping	2-Way strapping with Edge Protectors (see Figure 13)

Figure 11. FOL Strip Taping Closure

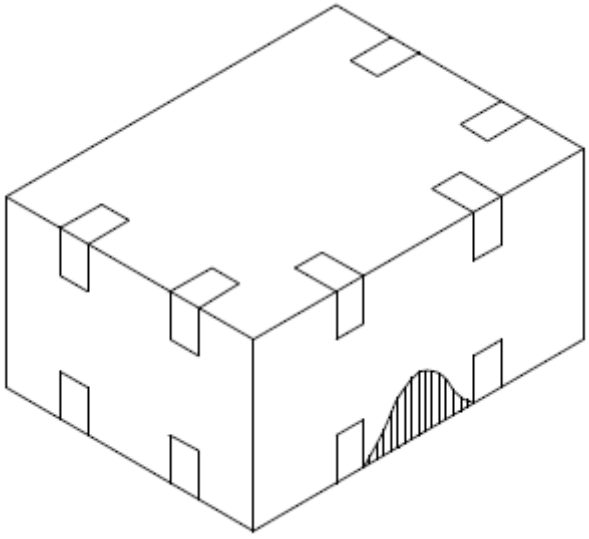


Figure 12. FOL Standard Strip Taping Closure

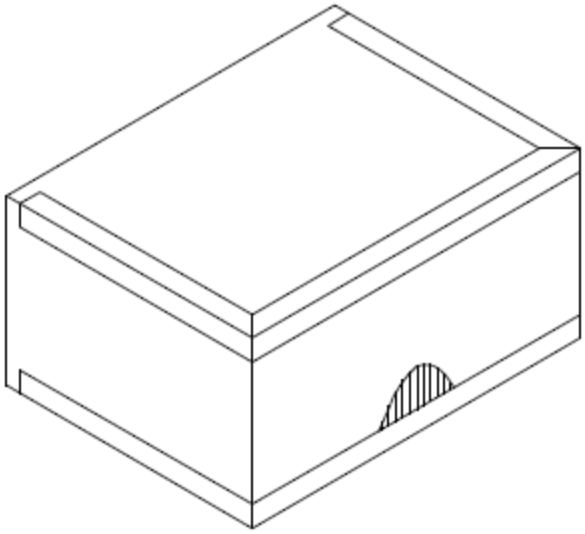
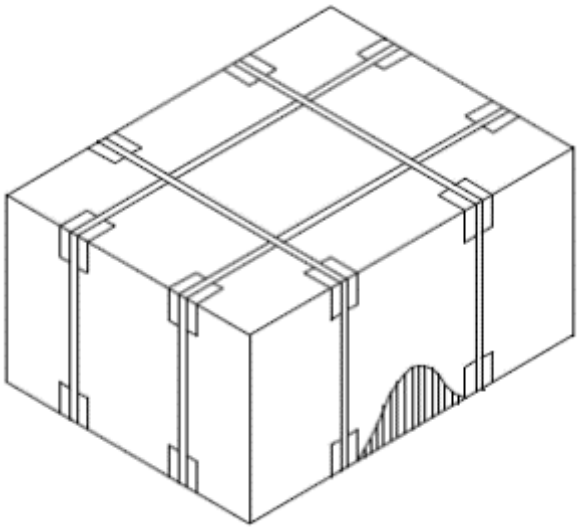


Figure 13. FOL Strapping Closure



10.8. HALF SLOTTED CONTAINERS

Half Slotted containers are typically used as telescoping HSC's or in combination with a single Design Style Tray (See Section 11). They are typically used for heavier products, products with a larger depth compared to FTD's, and product that require greater stacking strength due to the multiple layers of corrugated for the sidewalls of the container.

10.8.1. HSC Layout

Figure 14. HSC Top Layout

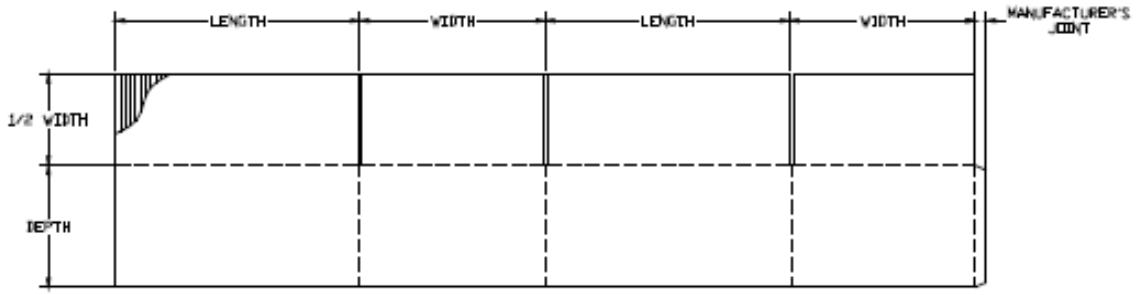
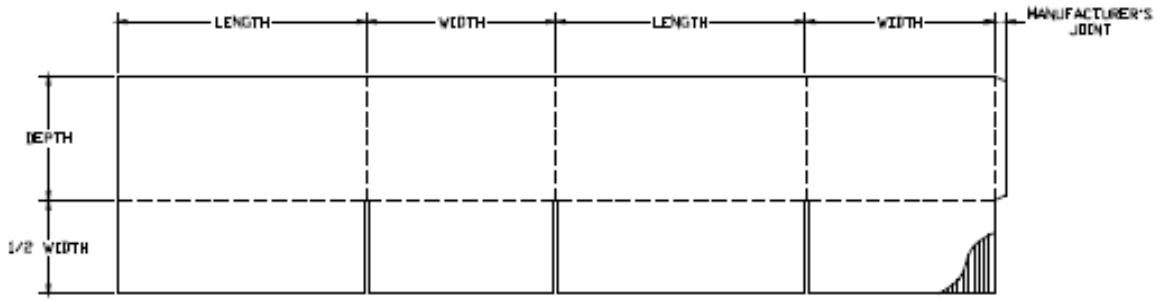


Figure 15. HSC Bottom Layout



10.8.2. Manufacturer's Joint

Refer to Section 6.2 for requirements.

10.8.3. HSC Closure

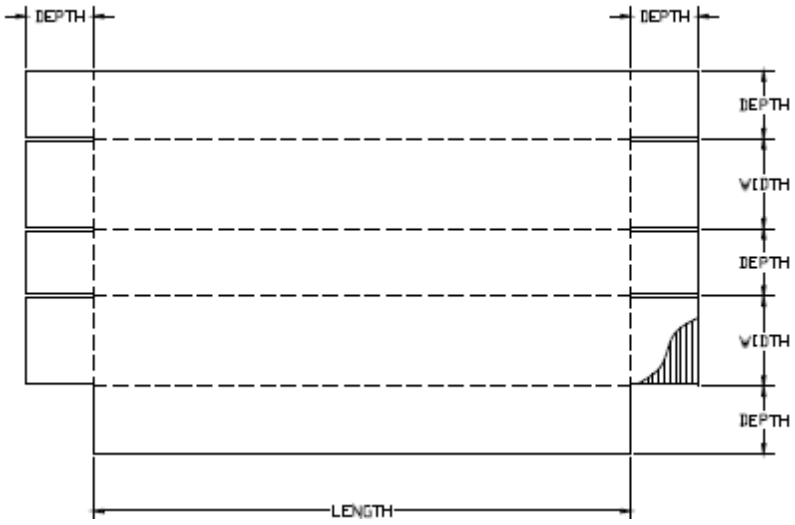
Refer to Table 5 RSC Closure Material and Method for individual HSC closure materials and methods. Note: If two HSC's are used as a shipping container, (telescoping HSC's) refer to Table 9 DST Closure Material & Methods for final closure. If the HSC is used with a DST that is not full telescoping, refer to Table 10.

10.9. FIVE PANEL FOLDERS

Five Panel Folders are typically used only for long items that have short widths and depths such as curtain rods, umbrellas, and bed side rails.

10.9.1. FPF Layout

Figure 16. FPF Layout



10.9.2. FPF Closure

Five panel Folders shall be closed with Tape. For heavy items, tape and plastic strapping shall be used. The following table lists the closure materials and methods to be used for FPF's based on packaged weight:

Table 7. FPF Closure Material and Method

Packaged Product Weight	Closure Material	Closure Method
0-5 lbs. (0-2.6 kg)	2-inch (48 mm) polypropylene tape	Taping (see Figure 17)
6-40 lbs. (2.7-18.5 kg)	3-inch (72 mm) polypropylene tape	Taping (see Figure 17)
41-60 lbs. (18.6-27.6 kg)	3 inch (72 mm) reinforced paper tape	Taping (see Figure 17)
61+ lbs. (27.7+ kg)	3 inch (72 mm) reinforced paper tape and plastic strapping	Taping and strapping with Edge Protectors (see Figure 18)

Figure 17. FPF Taping Closure

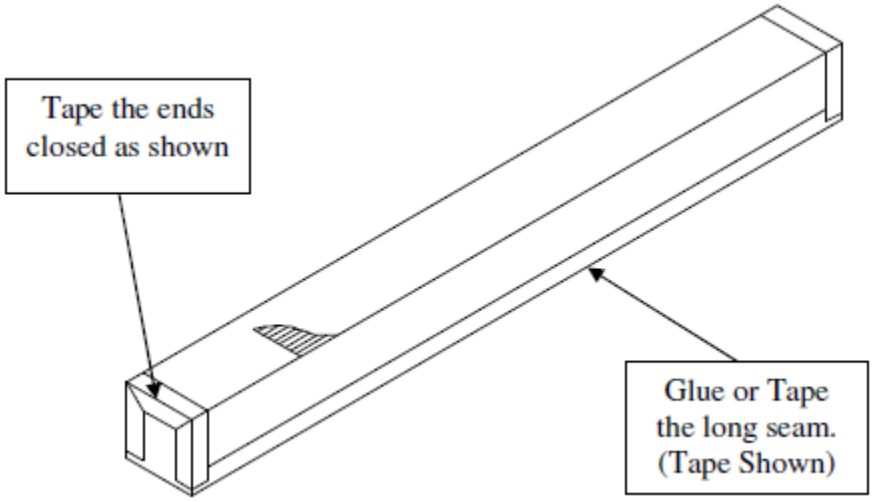
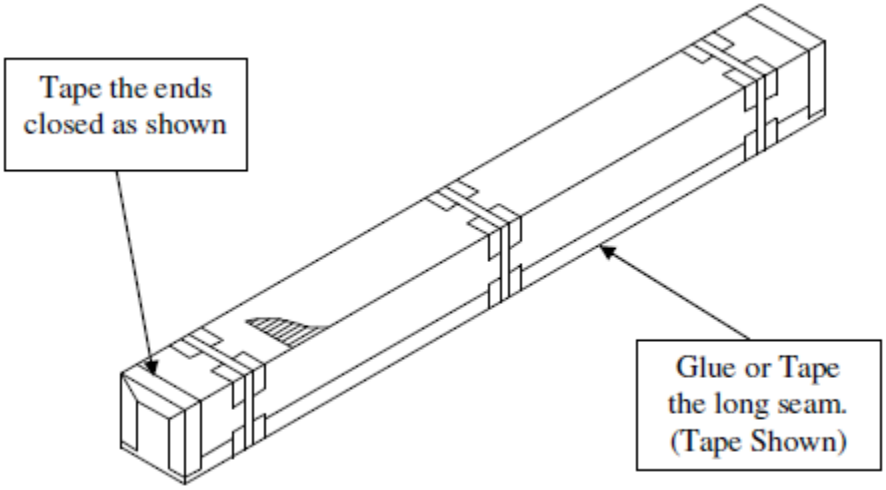


Figure 18. FPF Strapping and Taping Closure

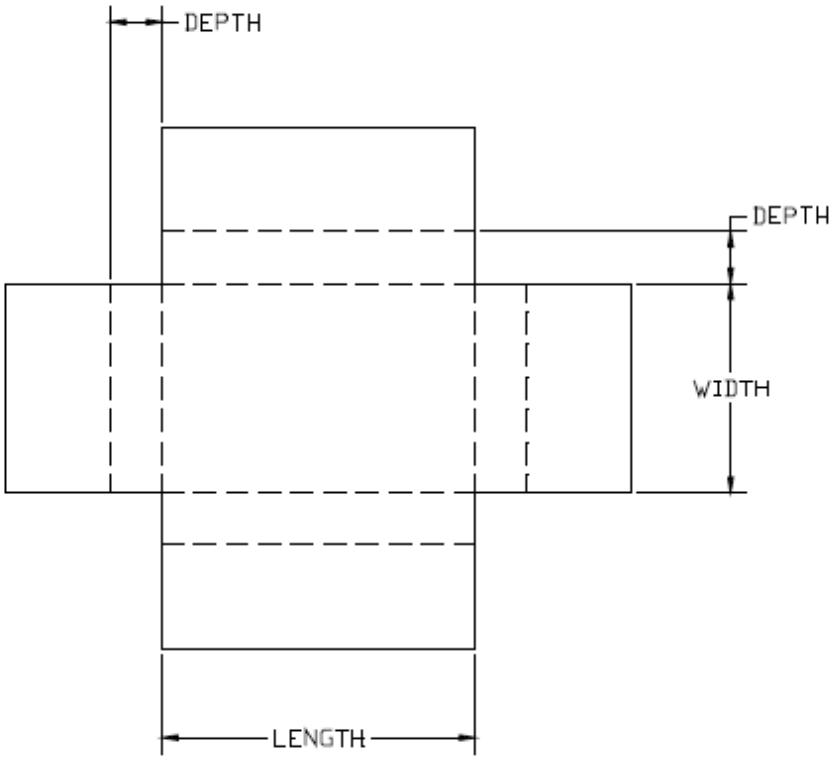


10.10. ONE PIECE FOLDERS

One Piece Folders are used typically for products that have short depths but similar lengths and widths such as mirrors, picture frames, and books.

10.10.1. OPF Layout

Figure 19. OPF Layout



10.10.2. OPF Closure

One Piece Folder's shall be closed with tape. The following table lists the closure materials and methods to be used for OPF's based on packaged weight (Note: Weight should not exceed 50 lbs for this style container):

Table 8. OPF Closure Material and Method

Packaged Product Weight	Closure Material	Closure Method
0-5 lbs. (0-2.6 kg)	2-inch (48 mm) polypropylene tape	Single Strip Taping (See Figure 20)
6-20 lbs. (2.7-9.4 kg)	3-inch (72 mm) polypropylene tape	Single Strip Taping (See Figure 20)
21-40 lbs. (9.5-18.5 kg)	3-inch (72 mm) polypropylene tape	H-Pattern Taping (See Figure 21)
41-50 lbs. (18.6-22.7 kg)	3 inch (72 mm) reinforced paper tape	H-Pattern Taping (See Figure 21)

Figure 20. OPF Single Strip Taping

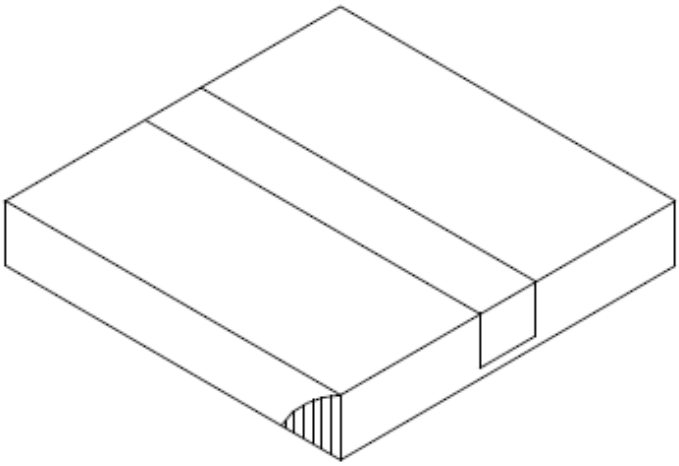
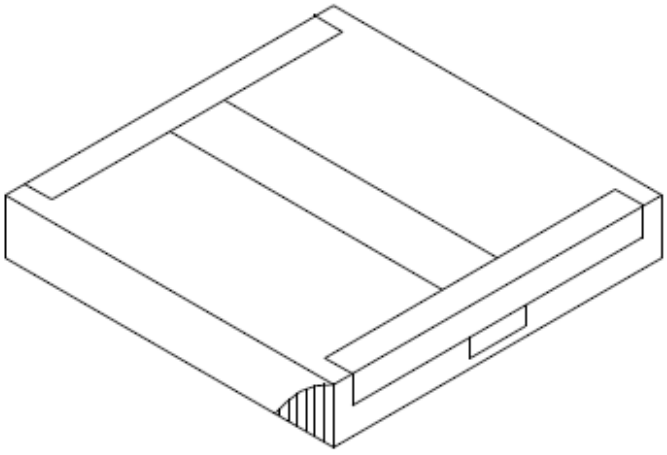


Figure 21. OPF H-Pattern Taping



10.11. FULL TELESCOPE DESIGN STYLE TRAYS

The Full Telescoping Design Style Trays are primarily for products that are long and wide, but have short depths such as headboards, footboards, dining tables, large mirrors, and large picture frames. The Top Tray is designed to slide over the bottom tray. Note the difference in slot direction to minimize the number of layers of corrugated to 4 along a side of the closed carton.

10.11.1. FTD Layout

Figure 22. FTD Bottom Layout

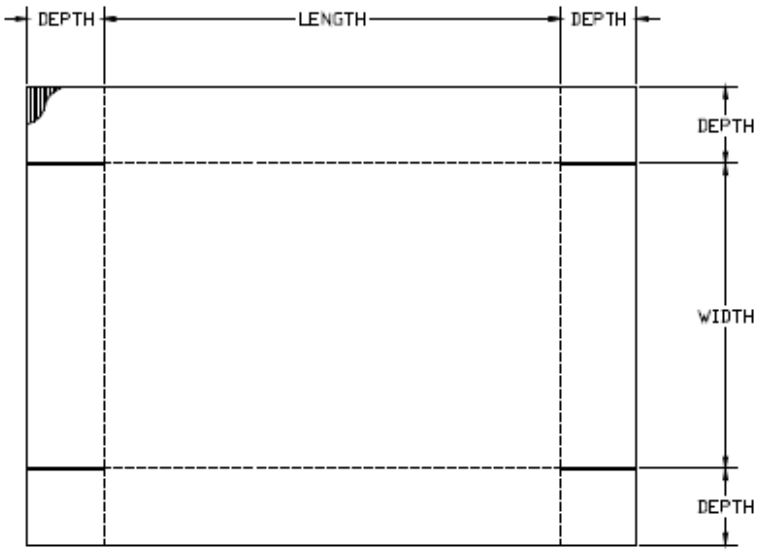
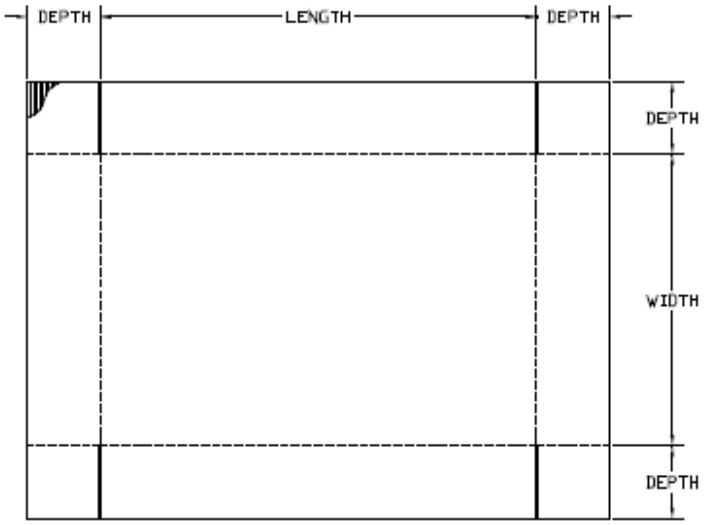


Figure 23. FTD Top Layout



10.11.2. Manufacturer's Joint

The manufacturer's joint should be secured with staples, glue, or tape. If staples are used, the distance between staples must not exceed 2.0 in. (5 cm). It is much preferred that the joint be stitched or glued, but taping is an acceptable alternative at this time. If tape is used for the manufacturer's joint, use 3 inch (72 mm) reinforced paper tape for all products 21 lbs (9.5 kg) and over and 3 inch (48 mm) polypropylene tape for product less than 21 lbs (9.5 kg). See Figure 25 for taping manufacturer's joints.

Figure 24. Stitch Joint for FTD Tray

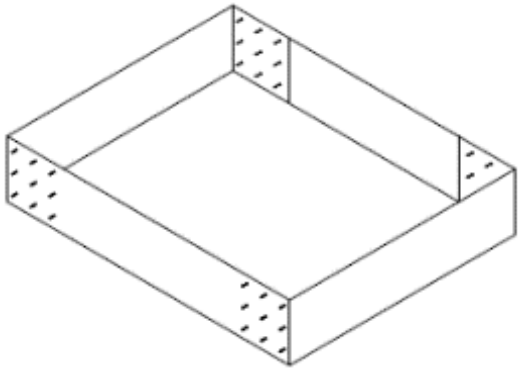
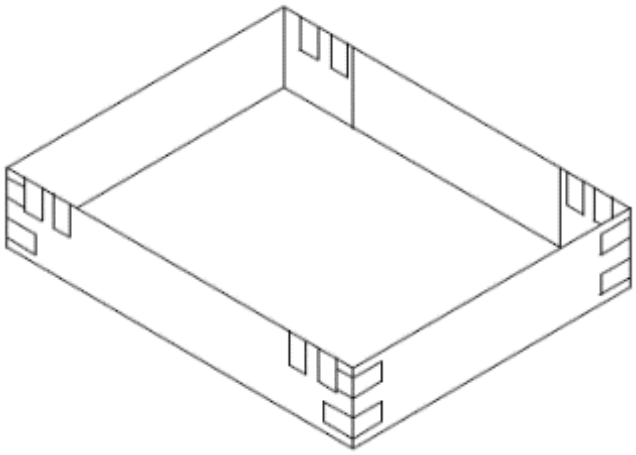


Figure 25. Tape Joint for FTD Tray



10.11.3. FTD Closure

Full Telescoping Design Style Trays shall be closed with tape or plastic straps. The following table lists the closure materials and methods to be used for FTD's based on packaged weight:

Table 9. FTD Closure Material and Method

Packaged Product Weight	Closure Material	Closure Method
0-5 lbs. (0-2.6 kg)	2 inch (48 mm) polypropylene tape	Strip Taping (see Figure 26)
6-20 lbs. (2.7-9.4 kg)	3 inch (72 mm) polypropylene tape	Strip Taping (see Figure 26)
21-50 lbs. (9.5-23.1 kg) Note: If shipping by UPS, then use tape up to 70 lbs. (31.7 kg)	3 inch (72 mm) reinforced paper tape	Taping (see Figure 27)
51+ lbs. (23.2+ kg) For UPS Shipments: 71+ lbs. (31.8 kg)	Plastic strapping	Plastic strapping with Edge Protectors (see Figure 28)

Figure 26. FTD Strip Tape Closure

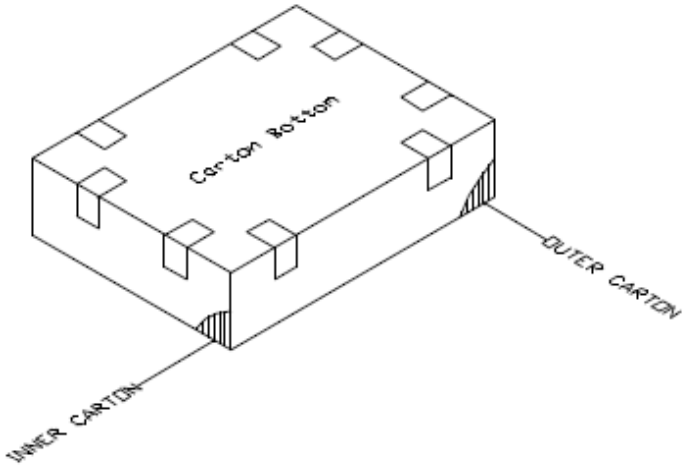


Figure 27. FTD Standard Taping Closure

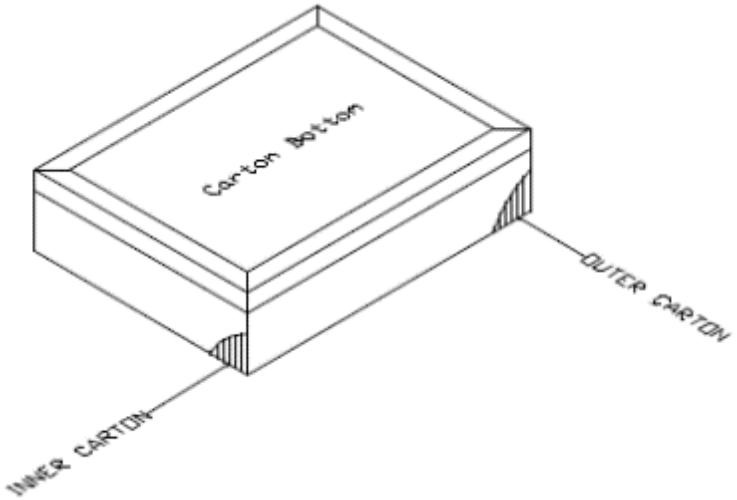
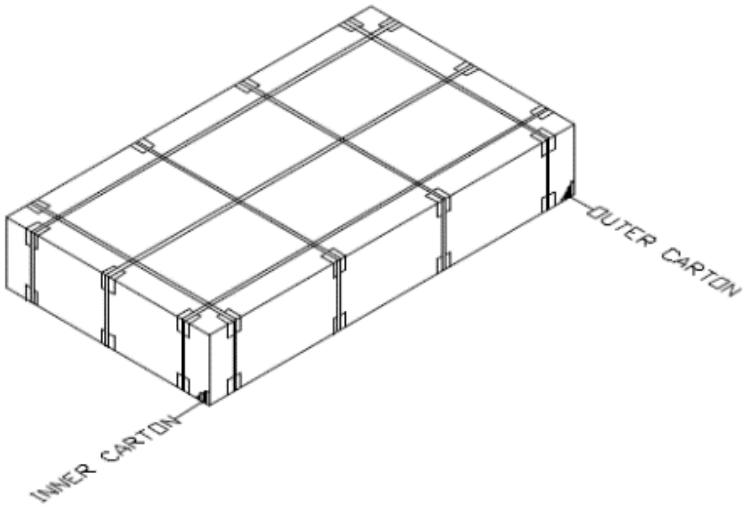


Figure 28. FTD Strapping Closure



10.12. DESIGN STYLE CONTAINER WITH COVER

Design Style Containers with Covers are typically used for products that do not need the higher stacking strength that FTD's provide. Often the products support their own weight and do not rely on the corrugated container to provide stacking strength. Products such as wreaths, where the depth is relatively small shallow and where the product length and width are similar, sometimes are packaged in a DSC.

10.12.1. DSC Layout

Design Style Containers with Covers are constructed in the same fashion as FTD's. The only difference is that the cover does not fully extend down the side of the bottom tray but rather only extends down partially, typically 2-3 inches (50-75 mm)

10.13. DSC CLOSURE

Design Style Container's with covers shall be closed with tape or plastic strapping. The following table lists the DSC closure material and method based on packaged weight:

Table 10. DSC Closure Material and Method

Packaged Product Weight	Closure Material	Closure Method
0-5 lbs. (0-2.6 kg)	2 inch (48 mm) polypropylene tape	Strip Taping (See Figure 29)
6-20 lbs. (2.7-9.4 kg)	3 inch (72 mm) polypropylene tape	Strip Taping (See Figure 29)
21-50 lbs. (9.5-23.1 kg) Note: If shipping by UPS, then use tape up to 70 lbs. (31.7 kg)	3 inch (72 mm) reinforced paper tape	Strip Taping (See Figure 29)
51+ lbs. (23.2+ kg) For UPS Shipments: 71+ lbs. (31.8 kg)	Plastic strapping	Plastic strapping with Edge Protectors (See Figure 30)

Figure 29. DSC Strip Taping Closure

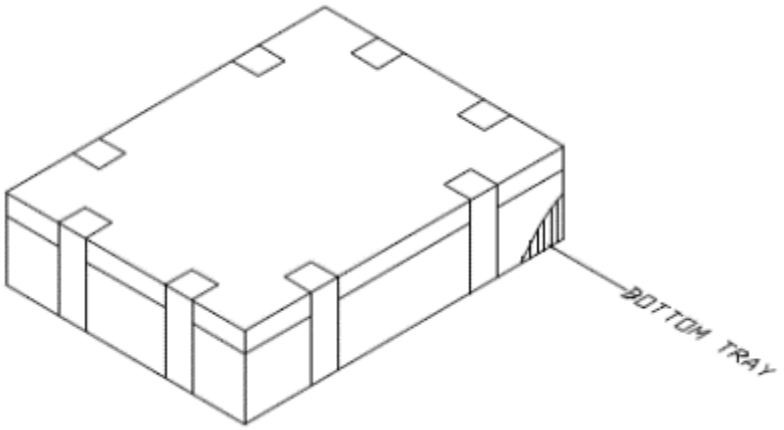
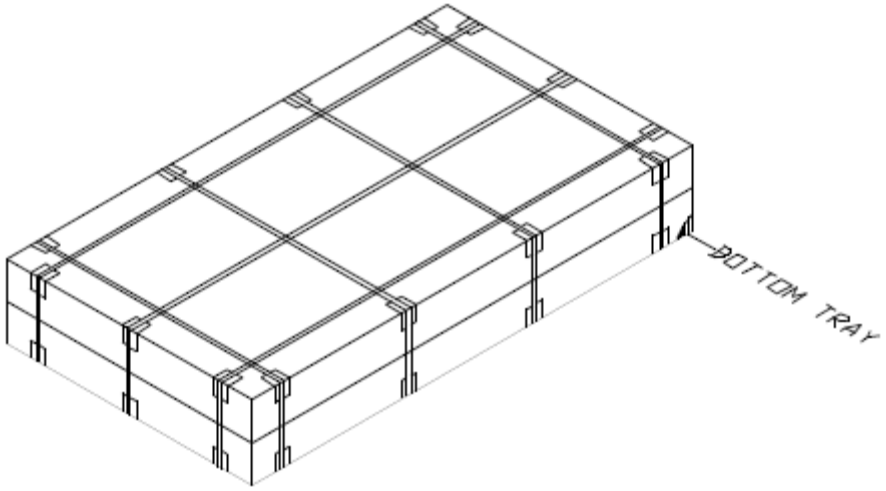


Figure 30. DSC Strapping Closure



10.14. DOUBLE COVER CONTAINERS

Double Cover Containers are used for large products. These are typically case-goods such as dressers, armoires, and media centers. The products are heavy, and large, and this style container is often used with a pallet.

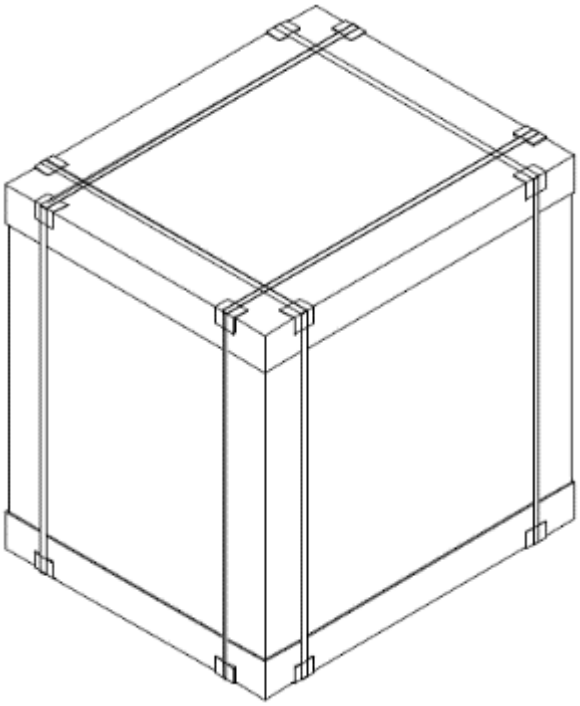
10.14.1. DCC Layout

Double Cover Containers are constructed in the same fashion as FTD's. The only difference is that the cover does not fully extend down the side of the bottom tray but rather only extends down partially.

10.14.2. DCC Closure

All Double Cover Container's shall be closed with plastic strapping with edge protectors. When palletized, run strapping underneath the pallet to allow for securement.

Figure 31. DCC Strapping Closure



10.15. ROLL END TUCK TOP MAILERS

Roll End Tuck Top Mailers are typically used for smaller products that do not exceed about 40 lbs. (18.5 kg) in weight. Roll End Tuck Top Mailers with Dust Flaps are used for the same types of small lighter weight items but where additional stacking strength may be needed.

10.15.1. RETT Layout

Figure 32. RETT Layout

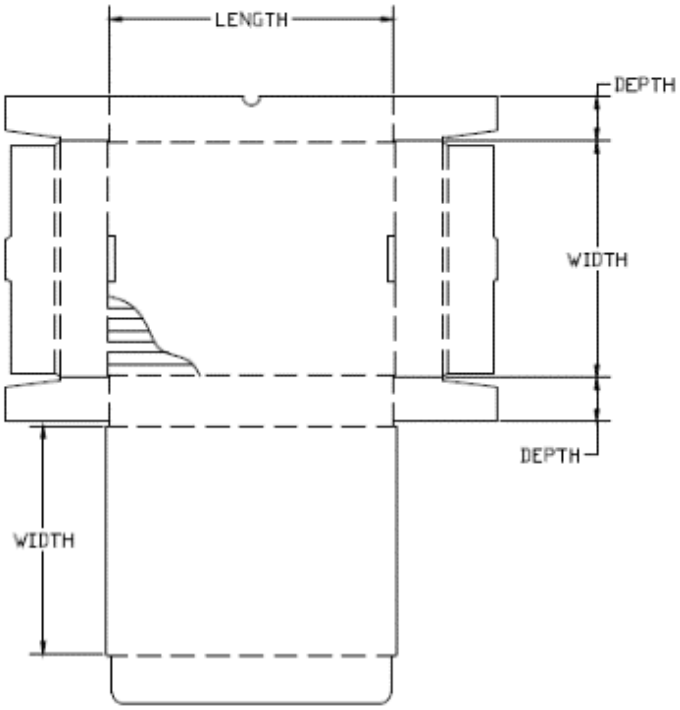
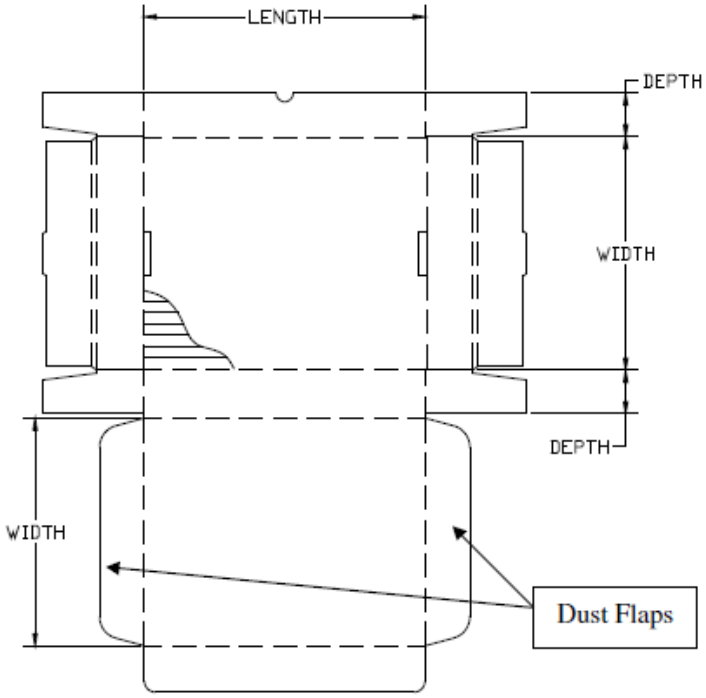


Figure 33. RETT/DF Layout



10.15.2. RETT and RETT/DF Closure

Roll End Tuck Top's with and without Dust Flaps shall be closed with tape. The following table lists the RETT and RETT/DF closure material and method based on packaged weight (Note: Weight should not exceed 40 lbs for this style container):

Table 11. RETT and RETT/DF Closure Material and Method

Packaged Product Weight	Closure Material	Closure Method
0-3 lbs. (0-1.7 kg)	2 inch (48 mm) diameter polypropylene spot label	Spot Label (See Figure 34)
4-10 lbs. (1.8-4.9 kg)	2 inch (48 mm) polypropylene tape	Strip Taping (See Figure 35)
11-20 lbs. (5.0-9.4 kg)	3 inch (72 mm) polypropylene tape	Strip Taping (See Figure 35)
21-40 lbs. (9.4-18.5 kg)	3 inch (72 mm) polypropylene tape	Strong Strip Taping (See Figure 36)

Figure 34. RETT and RETT/DF Spot Label Closure

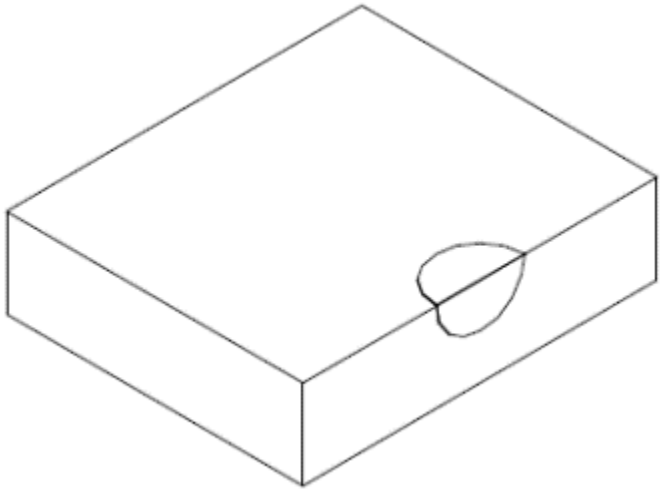


Figure 35. RETT and RETT/DF Strip Tape Closure

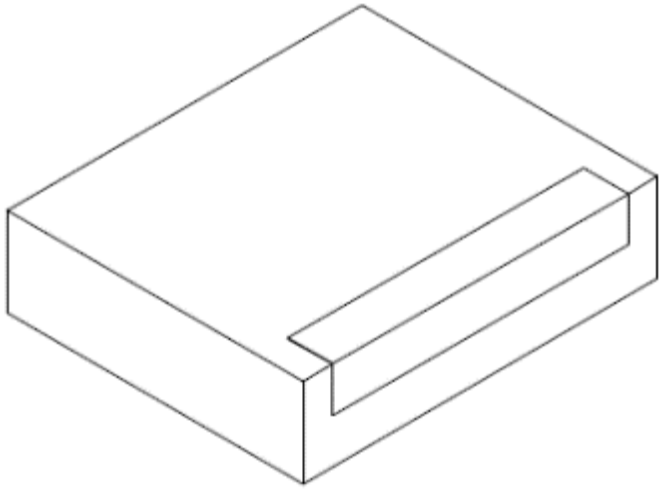
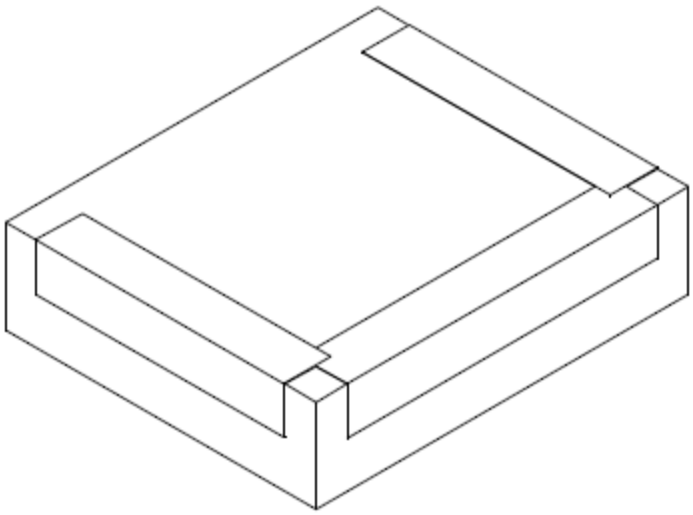


Figure 36. RETT and RETT/DF Strong Strip Tape Closure

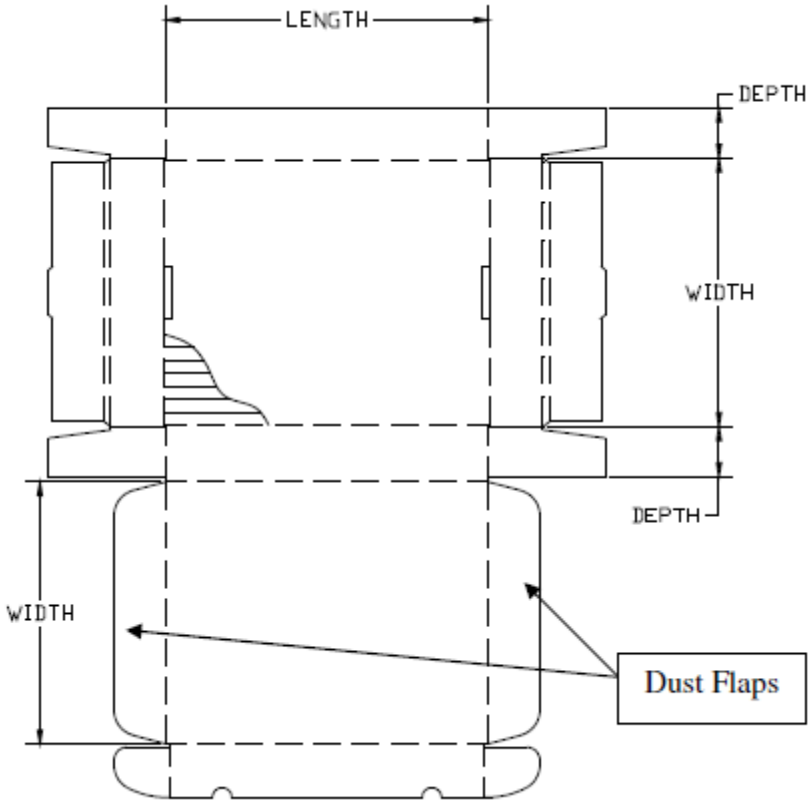


10.16. ROLL END LOCK FRONT WITH DUST FLAPS MAILER

Roll End Lock Front Mailers are typically used for smaller products that do not exceed about 40 lbs. in weight.

10.16.1. RELF/DF Layout

Figure 37. RELF/DF Layout



10.16.2. RELF/DF Closure

Roll End Lock Front with Dust Flap Mailer's shall be closed with tape. The following table lists the RELF/DF closure material and method based on packaged weight (Note: Weight should not exceed 40 lbs for this style container):

Table 12. RELF/DF Closure Material and Method

Packaged Product Weight	Closure Material	Closure Method
0-3 lbs. (0-1.7 kg)	2-inch (48 mm) diameter polypropylene spot label	Spot Label (See Figure 38)
4-10 lbs. (1.8-4.9 kg)	2-inch (48 mm) polypropylene tape	Strip Taping (See Figure 39)
11-20 lbs. (5.0-9.4 kg)	3-inch (72 mm) polypropylene tape	Strip Taping (See Figure 39)
21-40 lbs. (9.4-18.5 kg)	3-inch (72 mm) polypropylene tape	Strong Strip Taping (See Figure 40)

Figure 38. RELF/DF Spot Label Closure

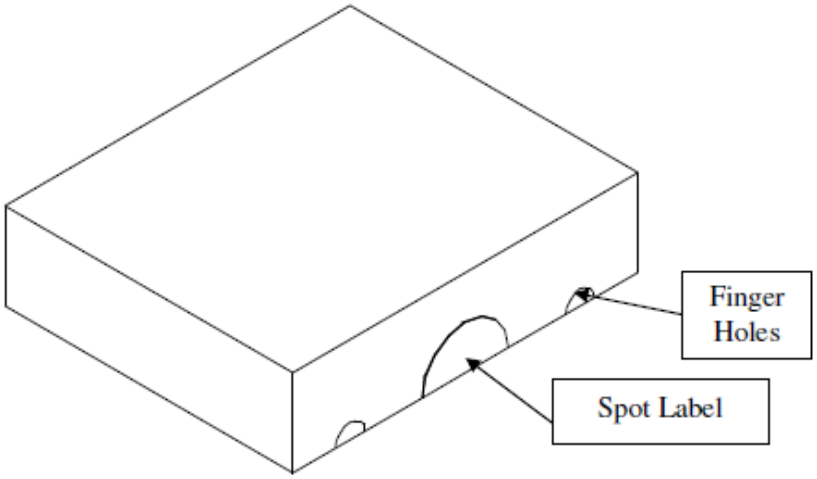


Figure 39. RELF/DF Strip Tape Closure

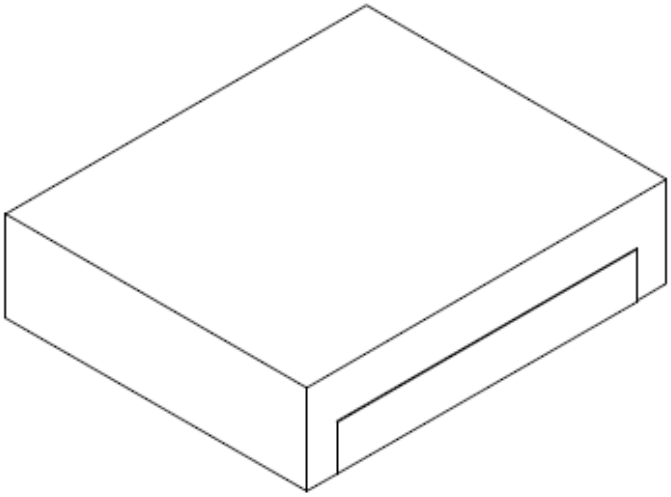
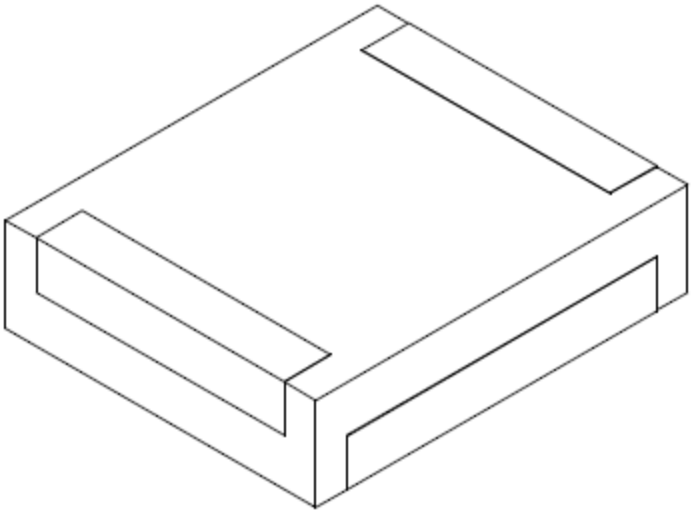


Figure 40. RELF/DF Strong Strip Tape Closure



10.17. REFERENCES

www.fibrebox.org Fibre Box Association
www.iccanet.org International Corrugated Case Association
www.fefco.org European Federation of Corrugated Board Manufacturer's Website
www.cccassociation.com Canadian Corrugated Case Association
http://www.acca-website.org/ Asian Corrugated Case Council
http://www.kcca.or.kr/ Korean Corrugated Packaging Case Industry Association
http://www.abpo.org.br/ Brazilian Corrugated Board Association
https://www.tappi.org/ Technical Association of the Pulp and Paper Industry (Tappi)
https://www.3m.com/ 3M Corporation
https://www.signode.com/ Signode Corporation
https://www.itape.com/ Inter Tape Polymer Corporation

Top of chapter

11. Crib Packaging 03-000057-0

70-100% of all packaging materials must be paper based. All mention of EPS foam in the below specification must be converted to paper-based materials. EPS foam can only be used when explicitly approved in writing by WSI Package Engineering.

11.1. PURPOSE

The purpose of this specification is to provide PB Kids vendors with our basic packaging requirements for cribs.

11.2. APPLICATION

This procedure applies to all cribs that do not have specific packaging instructions.

11.3. PROTECTION OF MECHANICAL PARTS

Protection of all mechanical components that affect the functional as well as safety of the cribs must be top priority in crib packaging. Connection fittings, safety latch and sliding rails must be protected from shock damage using foam sheeting and/or foam cushion pads, especially those located at the corners of the front and back railings.

11.4. SEPARATION

Enclose each headboard, foot board, front, back sliding rails and (wooden) base board items in individual bags made from min. 1/8" (3 mm) thick Polyethylene foam sheet or 3rd web* small bubble wrap. Fold or seal bag openings using clear tape – using caution not to get tape adhesive on product cosmetic surfaces.

*Note: 3rd web refers to bubble wrap which consists of a flat web, small bubble web and top flat web of polyethylene or polyethylene foam. See examples of material below on page 3.

Examples of 3rd web bubble wrap



3rd web bubble wrap with Polyethylene foam liner



Standard 3rd web bubble wrap material

11.5. FILLERS

Since all components must be packed in several inner cartons and over packed together in one shipping carton, it is necessary to use slightly larger inner cartons for the components and void fill so that all inner cartons will cube out in the shipping carton.

11.5.1. Pack headboard and foot board in one separate carton. Fill void space as required with high density EPS foam pad.

11.5.2. Pack side rails and (wooden) base board along with conversion kit, if available, in one carton. Fill void space as required with high density EPS foam pad.

11.5.3. Products with metal spring baseboards must be packed in a separate corrugated carton.

11.6. CARTON

11.6.1. Inner carton style: FOL - Full overlap style carton, construction: Doublewall (5- Ply) corrugated; Burst strength: Minimum of 250lb/in 2 test. Carton closure 3-inch clear vinyl tape on all seams. Staples and/or glue are not acceptable.

11.6.2. Outer shipping carton style: DST or FOL - Full overlap style carton, construction: Doublewall (5 Ply) Corrugated; Burst strength: Min. of 275lb/in2 (1896kPa) test. Carton closure 3" clear vinyl tape on all seams. Staples and/or glue are not acceptable.

11.6.3. Since most crib will be shipped FedEx, it is important that straps be used, evenly spaced and tightly secured across the length of shipping carton. Minimum 2 straps across the length as shown.

11.7. CARTON MARKING

11.7.1. Shipping carton must be preprinted with Pottery Barn Kids logo. Handling markings such as international symbols and stack height limitation to be complying to carton printing specification.

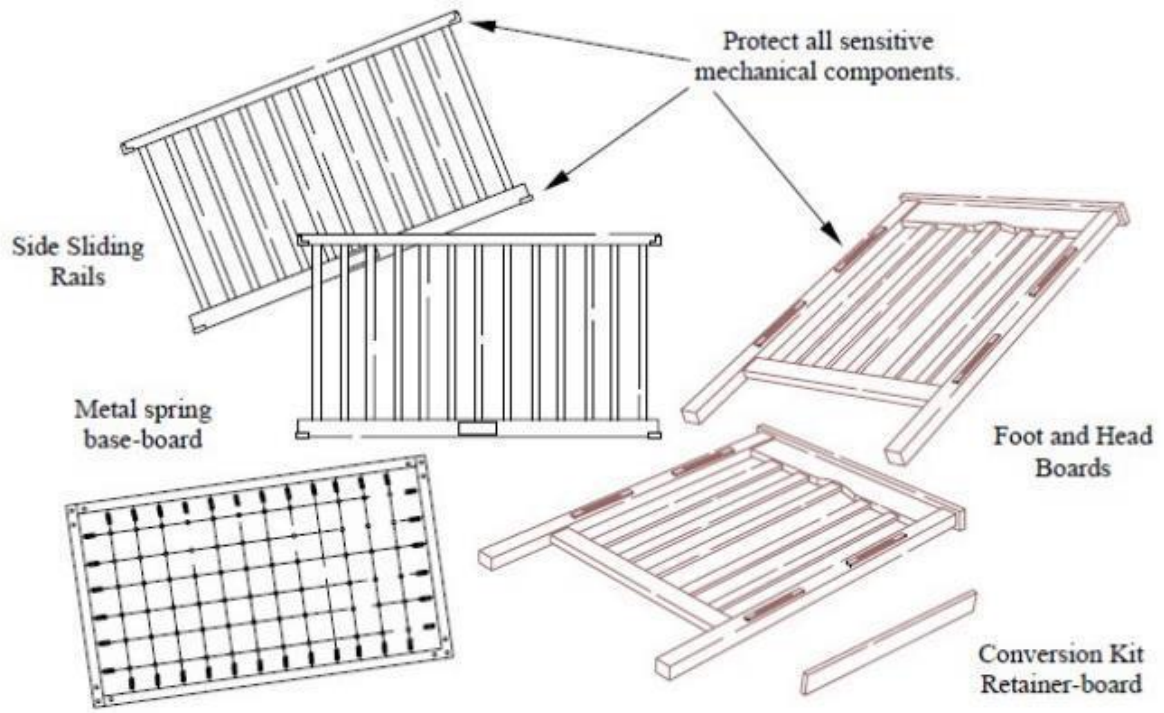
11.7.2. There are many other warning /caution labels or markings required by law and called out in the below specifications. These label or markings which must be applied on both major panel of the shipping carton. See illustration for general label placement. All applicable labels must be water proof and have permanent adhesive backing.

11.8. APPLICATION DOCUMENT (Reference the latest revision)

03-000070 Hardware Packaging

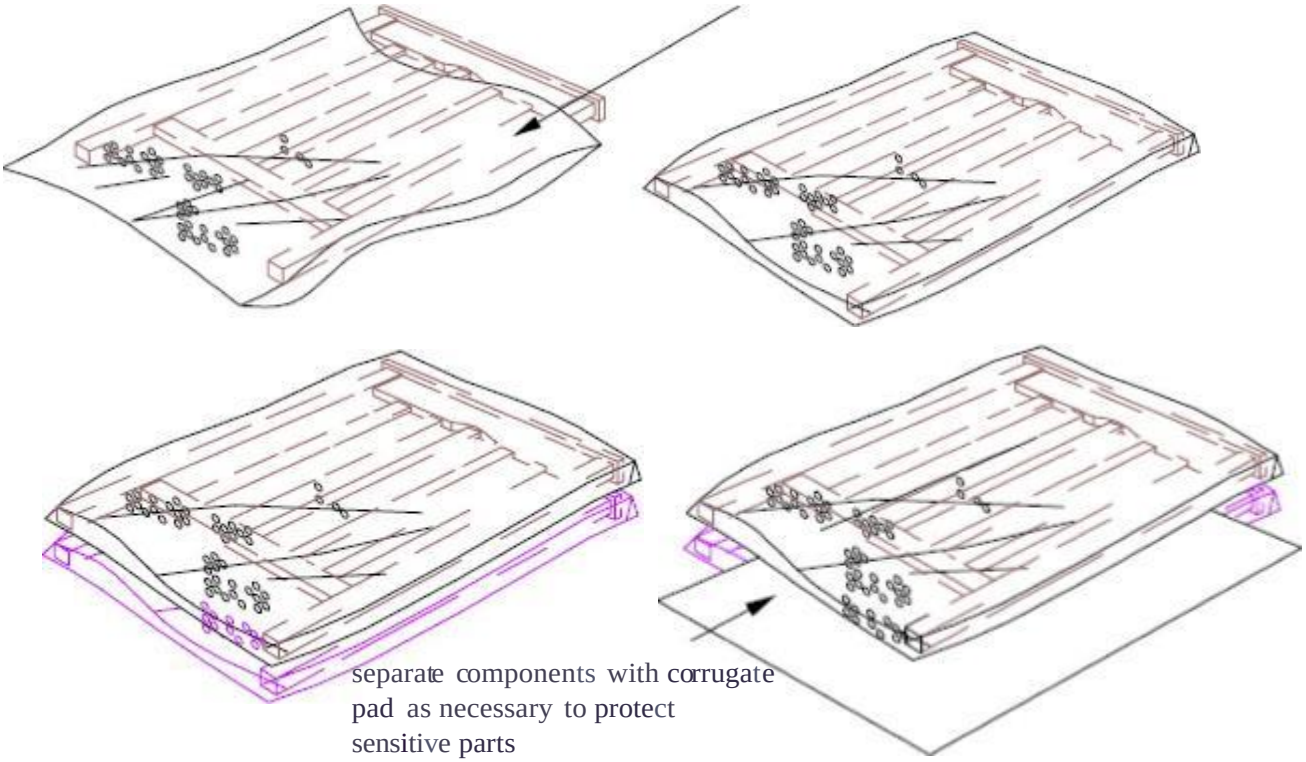
03-000071 Shipping Carton Printing and Brand Logo

Various Component Parts of a Typical Crib



components fully enclosed in

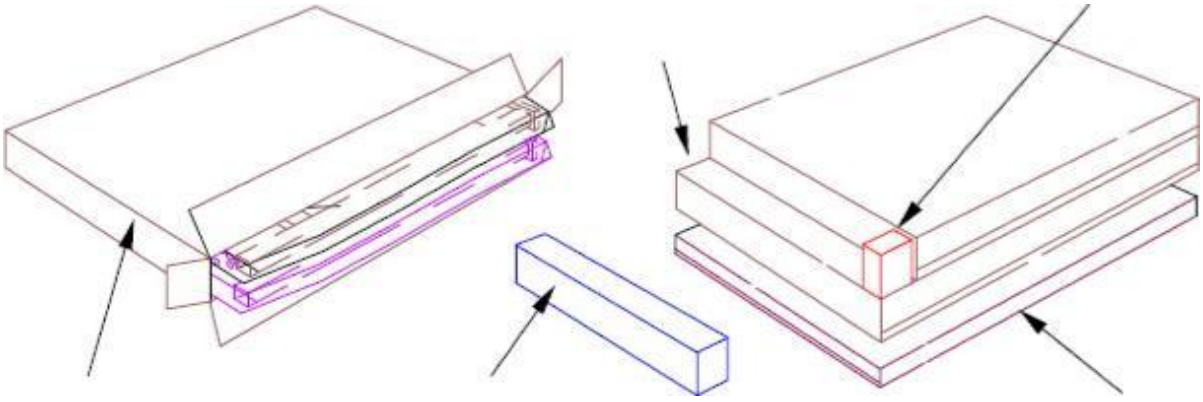
3rd \\r eb bubb le wrapping bag



separate components with corrugate pad as necessary to protect sensitive parts

inner shipping FOL carton contains sliding rails

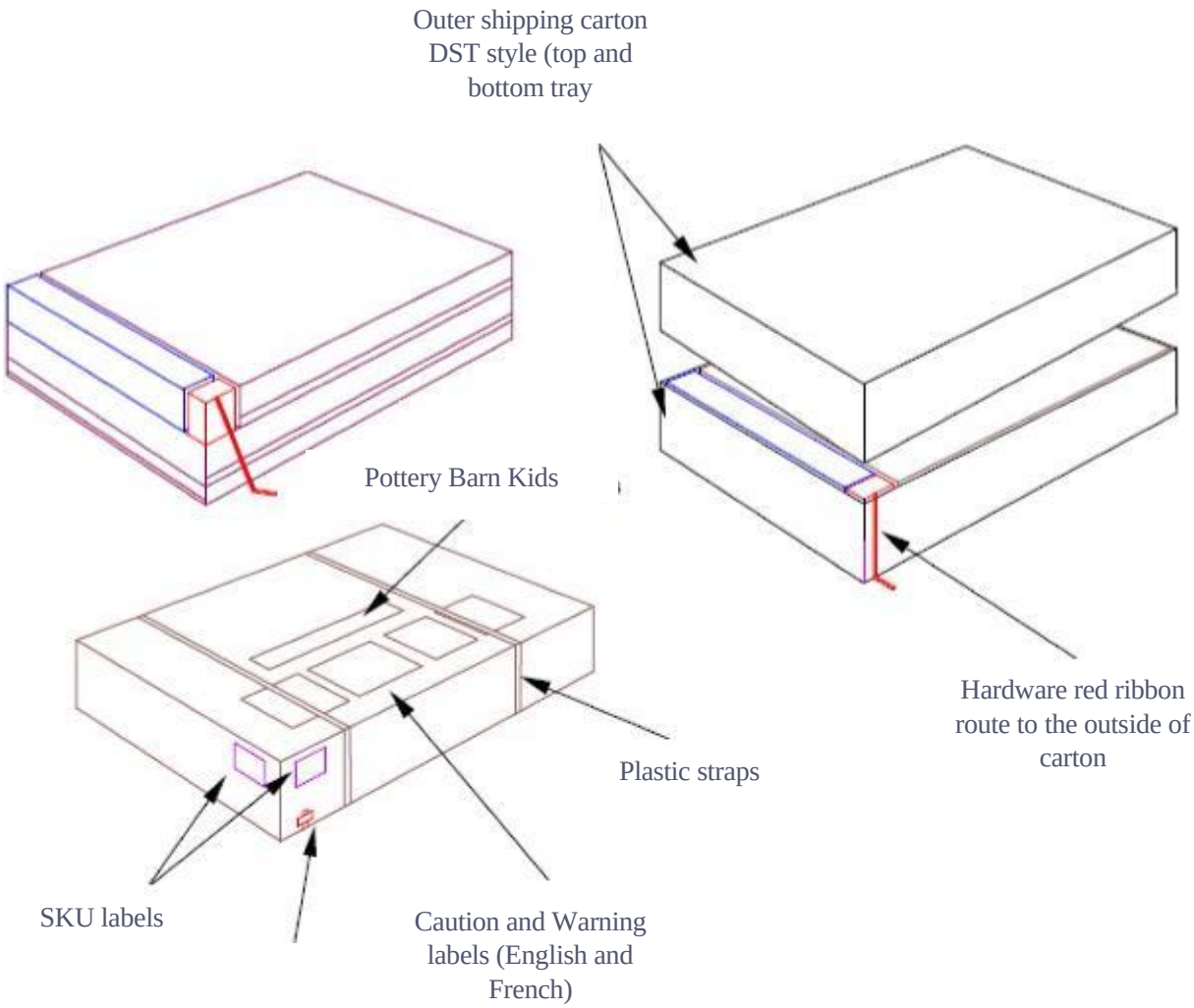
Hardware package



inner shipping FOL carton contains HBIFB

High density EPS foam block void filler

Metal spring baseboard packed in a separate Cari-OU



Top of chapter

12. DC Package Testing Process & Determination of Claims 03-000090-0

12.1. PREAMBLE

Williams-Sonoma will open its own package-testing lab at our Olive Branch Distribution Center around Mid-May 2006. The primary objective of this lab is to perform incoming package testing on new hard line product SKU's received at this location that are scheduled to ship UPS. The secondary objective of this lab is to test and analyze any packaging failures on high damage rate products as part of DC Inspections (this lab will be fully capable of testing to all our packaging protocols).

The Lab will be specifically tasked to test the following packaged products to confirm that compliance to the packaging and testing requirements are being achieved in order of priority:

- Products found with packaging issues during Receiving Dock Audits
- DC Inspections Requiring Package Testing (Corporate and DC generated in test lab location)
- High Damage Rate Products
- Products from Top 20 vendors where packaging is consistently poor performing
- New High Risk/Big Bet Programs – Catalog Covers, Glassware, China, Ceramics, Mirrors
- Products from new Vendors
- New SKU's

The lab will replicate the same package testing process and methods that are currently performed prior to shipping at our worldwide Bureau Veritas and affiliate labs. It is our intention to guarantee our products meet our package testing requirements as received. Samples will be tested and evaluated to determine if packaging or product damage is present.

Initially we will be rolling this out in our retail and separate ship operations in Olive Branch, with the intention of expanding this process by setting up similar labs in our Regional DC's.

Testing failures can result in vendor/supplier claims for the labor, administrative and materials costs if any DC repacking is required due to non-compliance; as well as a corrective action plan to fix future shipments at the factory for future PO's.

12.2. PACKAGE MATERIAL ISSUES

Corrugated Burst Strength, Foam Density, and tightness within the packaging contribute significantly to package testing failures found at our DC's. Putting in a process at the factory to address these issues will help minimize testing failures at our DC's.

12.2.1. Corrugated Issues

We have found through observations of packaged product at our DC's that often the corrugated may not be meeting requirements for Burst Strength. Corrugated degrades over time due to humidity and compression. We want to minimize this degradation. If not properly stored, or stored for too long of a time, the corrugated that met strength requirements at the time of purchase may no longer meet requirements. As such vendors are encouraged to minimize storage to no more than 3 months and to maintain inventory in a lower humidity environment.

Purchasing a Corrugated Burst Strength Tester will help to ensure that Corrugated Suppliers meet requirements as well as allowing factories to perform corrugated burst strength testing prior to its use, especially if the corrugated has been stored for long period of time. It is also critical that corrugated be sized correctly, and that checks are put in place to measure the corrugated upon receipt at the factory form the corrugated supplier.

12.2.2. Foam Issues

The primary issue with foam is density. Variations of more than 10% should be rejected upon receipt, even if density is higher than specified. Checking density is easy with a gram type scale. Foam should also be sized correctly and measured upon receipt.

12.2.3. Material Size

It is critical that all material be checked upon receipt at the factory. Typically, sizes should not vary by more than 1/16 inch (1.5 mm). Larger variations should be rejected.

12.3. PROCESS OVERVIEW

3 Samples of all new UPS or high damage rate items as part of DC Inspections will be pulled for lab testing and evaluation. For new SKU's, the samples will be pulled from the first large PO shipment. Once testing commences, failures will be reported within 2 business days.

2 samples will be fully tested per the protocol used in the BV Test Report (using ISTA- 3A Modified for UPS products).

1 sample will be analyzed and compared to the original passing test report, as well as tested for both corrugated burst strength and for foam density. Deviations from the original passing test report, variances in foam density and /or burst strength will be used to determine root causes of any physical test failures.

12.4. TESTING FAILURE CRITERIA

The packaging and product will both be evaluated for packaging and product damage based on the following criteria in order to determine if the item passes or fails testing:

12.4.1. Packaging Damage Failures

The following criteria shall be used to identify packaging failures:

- Cuts
- Tears
- Foam/packaging broken beyond containment/use
- Punctures
- Rips
- Product loose inside packaging
- Leaks
- Tape Spills
- Display carton damages (inner cartons) *
- Box opens
- Box punctured

*For more information on retail display cartons, use the WSI Packaging Specification, 03-000076 Post-Test Display Carton Inspection as a reference document to determine Display Carton damage criteria.

The failed package will be used to determine root cause, as well as any DC and vendor/supplier corrective action.

12.4.2. Product Damage Failures

The following criteria shall be used to identify product damage failures:

- Breakage
- Soiled
- Cracks
- Cuts
- Scuffed
- Bent
- Punctures
- Leaks
- Packaging Imprints on surface
- Dents
- Abrasions
- Corner/Edge Damage
- Tears
- Ripped
- Hardware Damage

The failed product will be used to determine root cause, as well as any DC and vendor/supplier corrective action.

12.4.3. Burst Strength Failures

Burst strength value tolerance at the lab is -10% below value identified in original test report. Burst strength will be marked as a failure if an average of 3 bursts is less than this DC burst strength tolerance, or if a single burst test is more than -15% below burst strength from the original test report.

12.4.4. Foam Density Failures

Foam Density will be marked as a failure if average of 3 readings is greater than +/- 10% of test report value.

12.5. PACKAGE TESTING RESULTS AND ACTION

The following table shows the actions to be taken based on the results of testing. These include when a DC repack/rework is required and what will be claimed.

Table 3- Package Testing Results and Action

Sample 1 Test Drop/Vibratio	Sample 2 Test Drop/Vibratio	Sample 3 Test Results			Action
		Test Report	Burst Strengt	Foam Densit	
Pass	Pass	Pass	Pass	Pass	No Claim. Product can proceed with Shipment
Pass	Pass	Fail Any Area			Claim only if DC repack/rework at DC is required. Vendor also responsible to correct future shipments at no cost to WSI.
Pass	Fail	Pass or Fail	Pass or Fail	Pass or Fail	Claim. DC repack/rework is required. Vendor also responsible to correct future shipments at no cost to WSI.
Fail	Fail	Pass or Fail	Pass or Fail	Pass or Fail	Claim. DC repack/rework is required. Vendor also responsible to correct future shipments at no cost to WSI.

12.6. LAB TEST REPORTS

All audit pass or fail results will be copied to Corporate QA and Corporate Packaging within 24 hours.

12.7. OTHER ISSUES

While testing the packaging, if other issues are found, such as, corrosion, missing components, missing hardware, incorrect or mixed components, mold, missing or incorrect SKU tickets, incorrect carton labeling, incorrect product color, etc. will automatically generate a normal level 1 DC QA inspection and/or non-compliance packaging rework to properly re-SKU or re-ticket the item.

12.8. REFERENCES

Corporate Claims Process – Contact Corporate QA

Top of chapter

13. Email Subject Line Format for Incoming Reports 03-000085-0

13.1. PURPOSE

The purpose of this specification is to provide Packaging Test Labs with the format for Email Subjects when sending Package Test Reports to the WSI Packaging Engineering In-Box. This will allow automated entry of record information into Package Test Report Database (PacTrac).

13.2. APPLICATION

This procedure applies to all Packaging Test labs that send test reports via email to WSI Packaging Engineering for entry into the Package Test Report Database, PacTrac Release 3.1 and above.

13.3. DEFINITIONS

13.3.1. SKU: Stock Keeping Unit number given by WSI. This may be a “dash separated” list of SKUs whereby the first SKU in the list will be recorded as the main SKU, and the remaining (trailing) SKUs will be recorded as related SKUs.

13.3.2. Concept: The abbreviation given to a specific WSI Concept. See Table below.

Concept	Area/Dept.	Abbrev.
Pottery Barn	Retail	PBR
	DTC (Mail-Order)	PBM
	Retail and DTC	PBM/R
Pottery Barn Kids	Retail	PKR
	DTC (Mail-Order)	PKM
	Retail and DTC	PKM/R
Pottery Barn Teen	All	PTM
Williams-Sonoma	Retail	WSR
	DTC (Mail-Order)	WSM
	Retail and DTC	WSM/R
Hold Everything	Retail	HER
	DTC (Mail-Order)	HEM
	Retail and DTC	HEM/R
Chambers	All	CH
West Elm	All	WE

13.3.3. Vendor Name: Name of the company requesting the test

13.3.4. Product Description: A brief description of the product being tested

13.3.5. Country of Origin: Country where the product was produced

13.3.6. Season: The selling season which the product will be sold

13.3.7. Report Number: The test report number assigned by the test lab

13.3.8. Lab Location: The country that defines the location of the test lab

13.3.9. Test Protocol: The transit test protocol performed on the package/product

13.3.10. Buyer/Sourcing Name: The name of the Buyer or Sourcing Agent as listed in the test request form.

13.3.11. Agent Name: The name of the Agent, if applicable (not applicable for non-agent-based programs), as listed in the test request form.

13.3.12. Vendor Email: The email of the product manufacturer as listed on the test request form

13.3.13. Lab Disposition: The disposition (pass or fail) of the test report assigned by the lab

13.4. EMAIL SUBJECT FORMAT

Comprised of comma-separated text, the Email Subject corresponds to information found in each test report. Each of the comma-separated sections and its order or sequence in the comma-separated string (or array) is defined in the table below.

It is recommended that a duplicate Email Subject Line be cut-and-pasted into the body of the email for assurance against data loss. Commas should only exist as value or data separators and not be used elsewhere in the Subject Line.

Order Number	Item	Example
1	SKU (and related SKUs separated by dashes)	6133813
2	Concept	PBM
3	Vendor Name	Dynatech Exports
4	Product Description	Salerno Mirror 26 " x 40" Pewter
5	Country of Origin	India
6	Season	Fall
7	Report Number	WSHP-02-0016-2004
8	Lab Location	India
9	Test Protocol	WSI Parcel
10	Buyer/Sourcing Name (or Email)	Cristin Ann Crum
11	Agent Email (or Name, if no email)	bchaudhry@wecaindia.com
12	Vendor Email (if provided)	ironwood@ms15.hinet.net
13	Lab Disposition (Pass or Fail)	Pass

13.4.1. Example of a Formatted Email Title:
6133813, PBM, Dynatech Exports, Salerno Mirror 26 " x 40" Pewter, India, Fall, WSHP- 02-0016- 2004, India, WSI Parcel, Cristin Ann Crum, bchaudhry@wecaindia.com, ironwood@ms15.hinet.net, Pass

13.4.2. Example of a Formatted Email Title with Related SKUs:
6133813-6133820-6138410-6138450, PBM, Dynatech Exports, Salerno Mirror 26 " x 40" Pewter, India, Fall, WSHP-02-0016-2004, India, WSI Parcel, Cristin Ann Crum, bchaudhry@wecaindia.com, ironwood@ms15.hinet.net, Pass

13.4.3. Example of a Formatted Email Title with Missing Data:
If data is missing for a specific item, enter the word “missing” in the appropriate section within the sequence. For example, if the Concept information and Buyer Name were missing the information below would read:
6133813, missing, Dynatech Exports, Salerno Mirror 26 " x 40" Pewter, India, Fall, WSHP-02- 0016-2004, India, WSI Parcel, missing, bchaudhry@wecaindia.com, ironwood@ms15.hinet.net, Pass

13.5. EMAILING TEST REPORTS

All completed emails with test reports attached, shall be sent to: packaging@wsgc.com

Incoming emails will be retrieved by the BV Administrator and entered into the Test Report Database.

Top of chapter

14. Foam Cushion Design Guidelines 03-000086-0

14.1. PURPOSE

The purpose of this specification is to provide vendors with basic guidelines for the design of foam cushion parts for protective packaging

14.2. APPLICATION

This procedure applies to all products that do not have specific brand packaging or specific protective packaging requirements.

14.3. DEFINITIONS

14.3.1. Die Cut Foam – Foam blocks cut to shape via cutting die or other process to produce a shaped cushion.

14.3.2. Fragility – A numerical value expressed in units of acceleration (G's) that represents the ruggedness or delicacy of a product

14.3.3. G's (G Level) – Unit that represents the acceleration of gravity. Equivalent to 9.8 m/s2 or 32.2 ft/s2.

14.3.4. Hotwiring – A method of fabricating EPS foam parts that employs the use of a heated wire to cut and shape cavities and contours from a solid foam block.

14.3.5. Resilient – The ability of a foam to recover from shock without permanent deformation

14.3.6. Rib – A ridge or pillar like structure attached to the base and/or sidewalls of the foam cavity to support product bearing surfaces.

14.3.7. Static Load – The weight per square area of a product surface onto a foam's bearing surface.

14.3.8. Foam Density – Expressed in weight of foam per given volume or Pounds per Cubic Foot (PCF), Grams per Cubic Centimeter (GCM), or Kilograms per Cubic Meter (KGM). To convert Grams per Cubic Centimeter to Pounds per Cubic Foot, multiply GCM by 62.38.

14.3.9. Foam in Place – A cushion formed by injecting liquid chemical foam into a special bag that hardens around a product or within pre-designed (wood) mold.

14.4. MATERIAL MATRIX

14.4.1. Cushions Definitions

Cushion Type	General Characteristics
Expanded Polystyrene (EPS)	A low cost, rigid foam material suitable for one-way shipment of a product. EPS foam is manufactured from beads that are expanded in a cavity. EPS is stiffer and less resilient than PE or PU foam and can exhibit a
Polyethylene (PE)	A moderate costing, resilient foam suitable for fragile items or multiple shipments. PE foam is expanded into planks of varying thicknesses. PE is typically more resilient than EPS and generally less resilient but more dense than PU foam. PE foam is resistant to cracking.
Polyurethane (PU)	High cost, resilient foam suitable for fragile items or multiple shipments of a product. PU is typically more resilient than PE foam and resistant to cracking. Can be susceptible to creep (permanent deformation) when used with heavy product. PU foam is manufactured in large buns and cut to size.
Foam-In-Place	Foam-in-Place is formed by a chemical mixture that expands in a bag and forms a protective, semi-rigid to rigid PU material mold around the package contents.

14.5. CUSHION DESIGN

14.5.1. General Design Method

Step One	Determine or approximate the fragility, design drop height, and product weight. (See Approximate Fragility Charts Below)
Step Two	Study the appropriate Cushion Curve or Optimum Static Loading values to determine the proper static loading values and cushion thickness. This also involves determining which cushion materials are most economical. Contact foam or packaging suppliers to obtain specific foam cushion curves. (See Appendix A for Sample Cushion Curves)
Step Three	Determine the packaged product dimensions by adding appropriate bare product dimensions, foam thickness and corrugated thickness.
Step Four	Determine Sea Container (40, 40HC, 45HC) load-ability of packaged carton by performing unit load calculations (e.g. via TOPS Maxload Software or other method) and evaluate for restrictions within the Distribution Environment. If dimensional adjustments need to be made to overcome restrictions, ensure that protective foam characteristics are not compromised.
Step Five	If package does not meet predetermined criteria, return to Step Two

14.5.2. Product fragility can vary depending on the materials used, manufacturing methods, and the construction of the product. Below is a conservative chart that helps illustrate the fragility of various products (Standard Practice for Military Packaging, MIL-STD-2073-1D). The values below are to be used as guidelines only. Monitored fragility testing is used to determine the actual fragility of specific product.

Fragility Level	Examples
40-60 Gs	Clocks, Fans, Calculators, Phones
60-85 Gs	Sheet Glass, Glass Stemware
85-115 Gs	Rugged Glassware, Mirrors and Frames, Tabletop Items, Large Furniture

14.5.3. Fragility can also be assigned to various parts of a product or complex assembly. Below is a chart that helps illustrate the fragility of a dining table. The values below were determined by performing damage boundary testing on a representative dining table (WSI Shock Testing Performed on a Francisco Dining Table, Lansmont Report #S-55100).

Fragility Level	Examples
30-35 Gs	Table Apron
10-15 Gs	Tabletop Corner
100 Gs	Tabletop Leaf

14.5.4. Optimum Static Loading Chart for Foams of Varying Thicknesses with respect to Drop Heights EPS (Density = 1.25 pcf)

Foam Thickness	Drop Height	Optimum Static Loading
1 inch	30 inches	0.71 psi
2 inch	30 inches	1.14 psi
3 inch	30 inches	2.0 psi

EPS (Density = 1.56 pcf)

Foam Thickness	Drop Height	Optimum Static Loading
1 inch	30 inches	1.0 psi
2 inch	30 inches	1.7 psi
3 inch	30 inches	2.6 psi

14.6. DESIGN CONCEPTS

TOP AND BOTTOM TRAY (FIGURE 1)	
Advantages	**Disadvantages**
Easy to load product and place in box	If EPS, can entail Mold Cost
Cushion design can aid in compression strength	Warehouse Storage (does not nest)
Easy production assembly	Design can be large in size
Can be used as assembly line tray	
Provides additional support for corrugated box corners and edges	

ENDCAPS (FIGURE 2 & 3) (SIDE TO SIDE, FRONT TO BACK)	
Advantages	**Disadvantages**
Cushion design can aid in compression strength	If EPS, can entail Mold Cost
Easy production assembly	Warehouse Storage (does not nest)
Provides additional support for corrugated box corners and edges	Design can be large in size
Provides additional support for corrugated box corners and edges	

EDGECAP / EDGEPADS (FIGURE 4)	
Advantages	**Disadvantages**
Low cost, less material than Trays or Endcaps	Prone to cracking if bearing surface is overloaded
Standard parts can be purchased	Production assembly can be difficult
Can be molded as a breakaway part	
Can be used in combination with Corner Blocks for a cost effective solution	

CORNER BLOCKS / CORNER PADS (FIGURE 4)	
Advantages	**Disadvantages**
Lower cost than Edgecaps, less material	Prone to cracking if bearing surface is
Standard parts can be purchased	Production assembly can be difficult
Can be used in combination with Edgecaps for a cost effective solution	

14.7. DESIGN RECOMMENDATIONS

14.7.1. EPS Foam Design Recommendations

- The recommended minimum foam density is 1.00 pounds per cubic inch foam for non-furniture or lightweight product.
- For furniture or heavyweight products (e.g. products greater than 50 lbs), the recommended minimum is 1.25 pounds per cubic inch foam.
- Minimum part wall thickness of 0.50 inch (6mm) is recommended when fully encapsulating product in hotwired or molded foam parts. Wall thickness should be increased for fragile and furniture products

14.7.2. Polyethylene and Polyurethane (PE & PU) Foam Recommendations

- Foam that utilizes this material is typically fabricated by die-cutting and gluing.
- External Rib Designs can reduce part cost since the main foam cavity can be reduced in size.
- Creep or permanent foam deformation may be an issue if foam is over loaded.

14.7.3. Foam-in-Place Cushions Recommendations

- Use wood forms to pre-mold the cushions for dimensional accuracy and repeat-ability.

14.7.4. Rib Design Recommendations

14.7.4.1. Uses more material than External Rib Design

14.7.4.2. Less expensive Tooling Cost for molded foam

14.7.4.3. Not Suitable for products with very fragile housing or surface

14.7.4.4. Not as economical for Die-Cut Flexible Foam

14.7.4.5. Attached Ribs (Ribs molded/attached to cavity sidewalls and base) can provide added structure to foam part.

- External Rib Design (See Figure 5)

14.7.4.6. Ribs must be located in-line with product.

14.7.4.7. More expensive tool for molded foam and complex for hotwired foam.

14.7.4.8. External ribs design tends to utilize less material

14.7.4.9. Inefficient design for corner and edge drops due to possible hearing of ribs during drops

14.7.4.10. Can better protect products with delicate or fragile surfaces

14.7.4.11. Allows for a tight encapsulated product fit.

14.8. REFERENCE DOCUMENTS

03-000101 Load Plan Development, Approval, and Use Process

14.9. FIGURES

Figure 1: Top and Bottom Tray

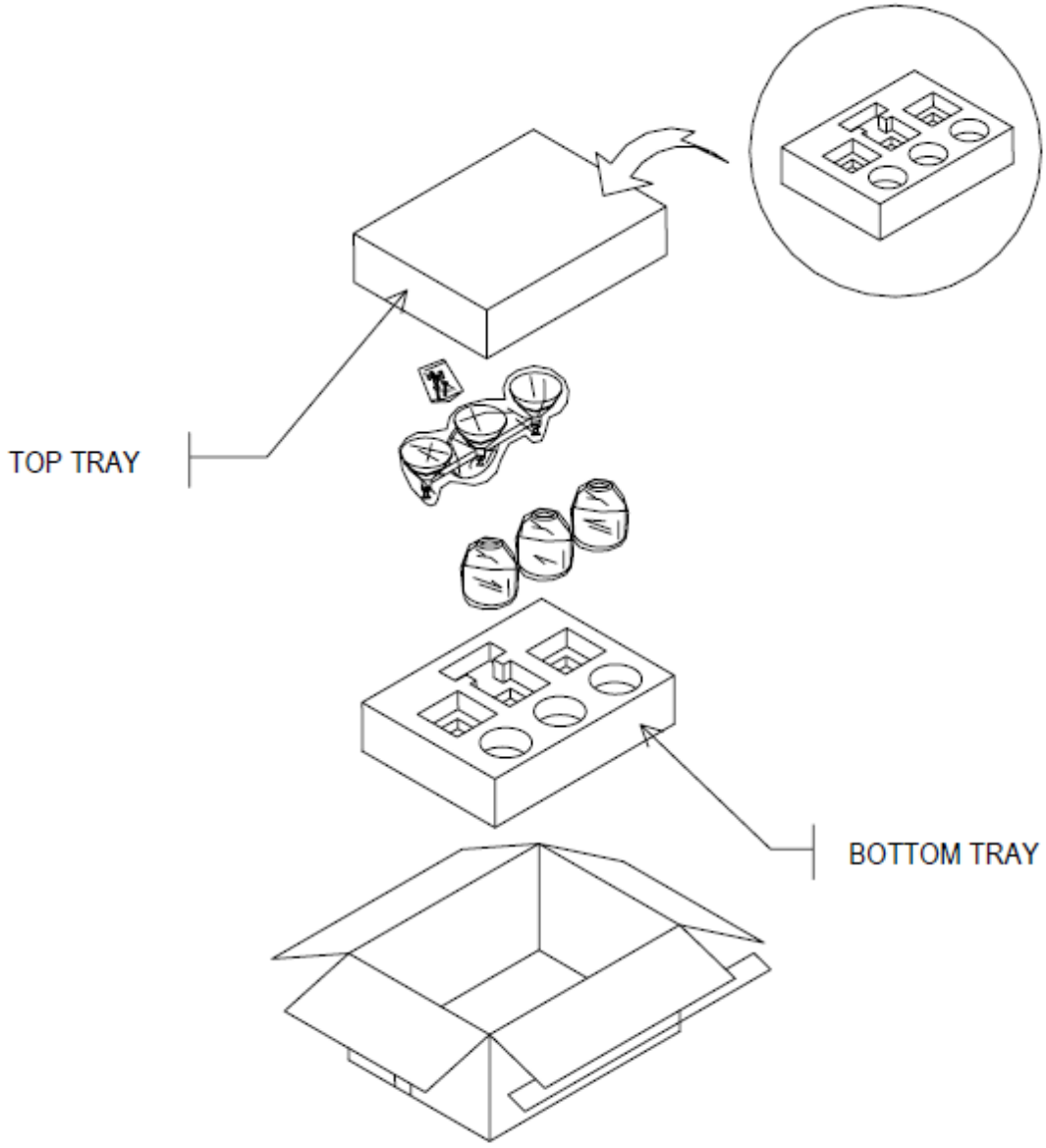


Figure 2: Side to Side Endcaps

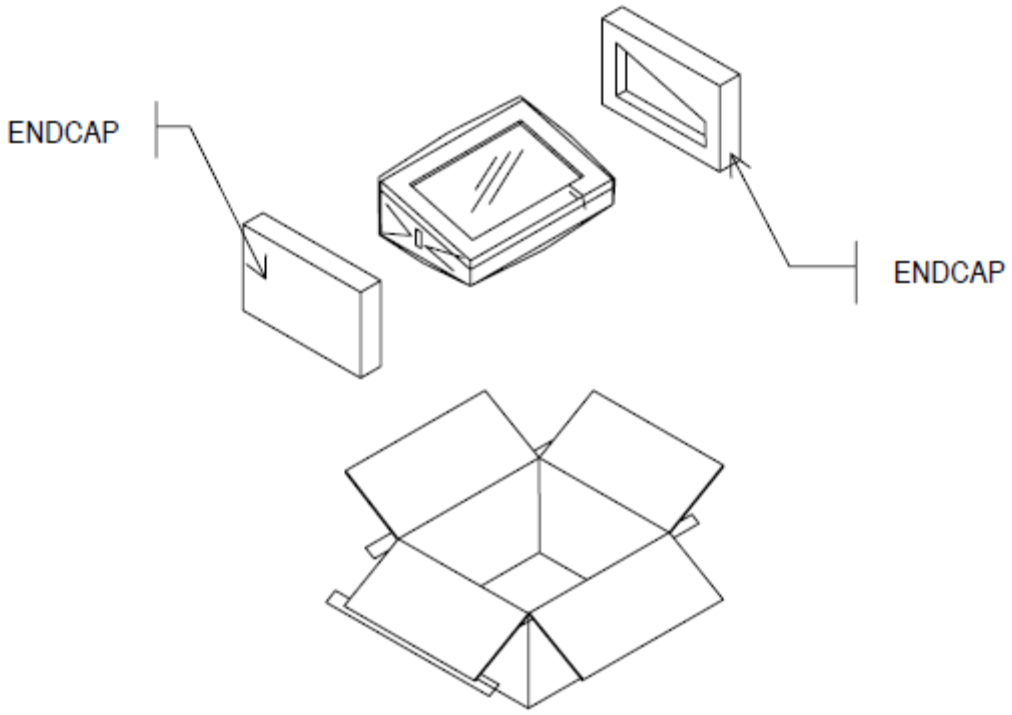
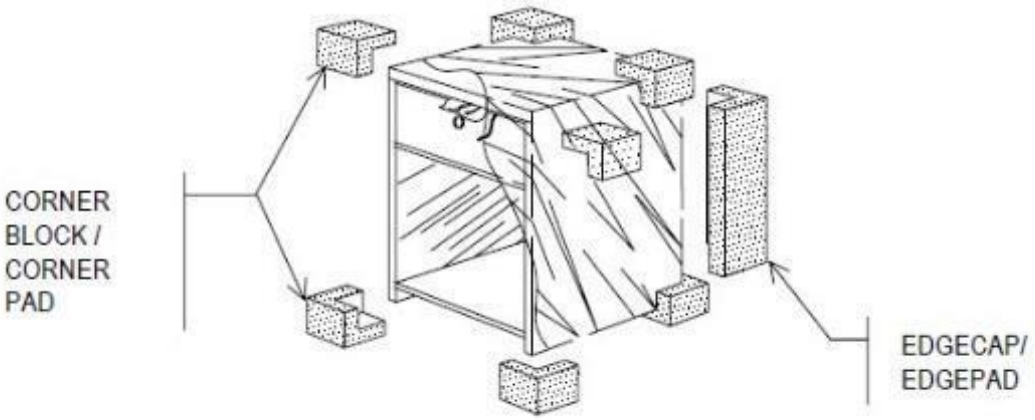


Figure 3: Front to Back Endcaps



Figure 4: Edge and Corner Foam Pads



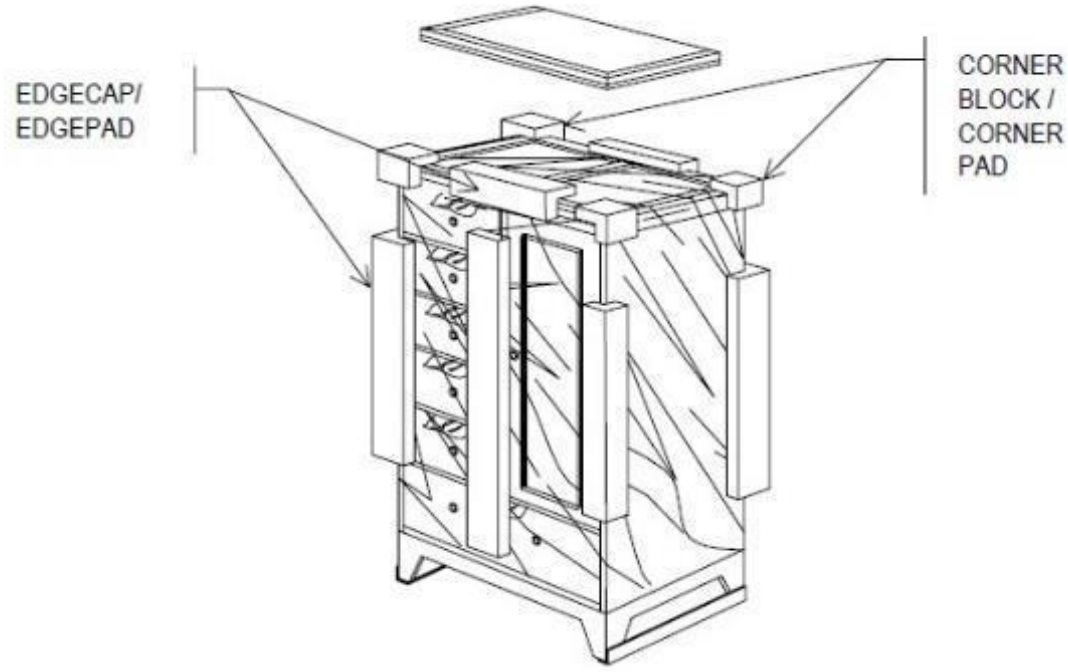
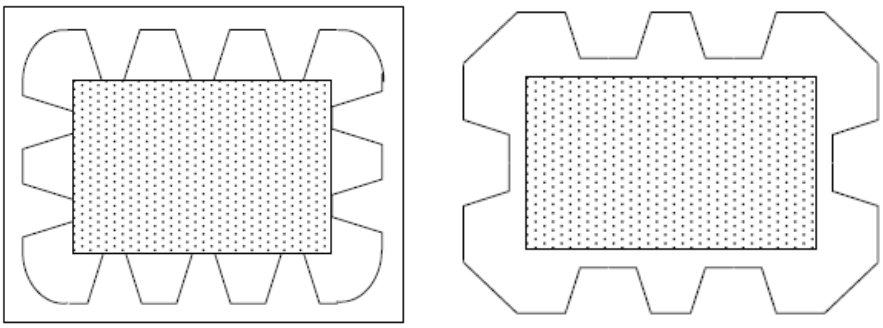


Figure 5: Internal and External Rib Examples



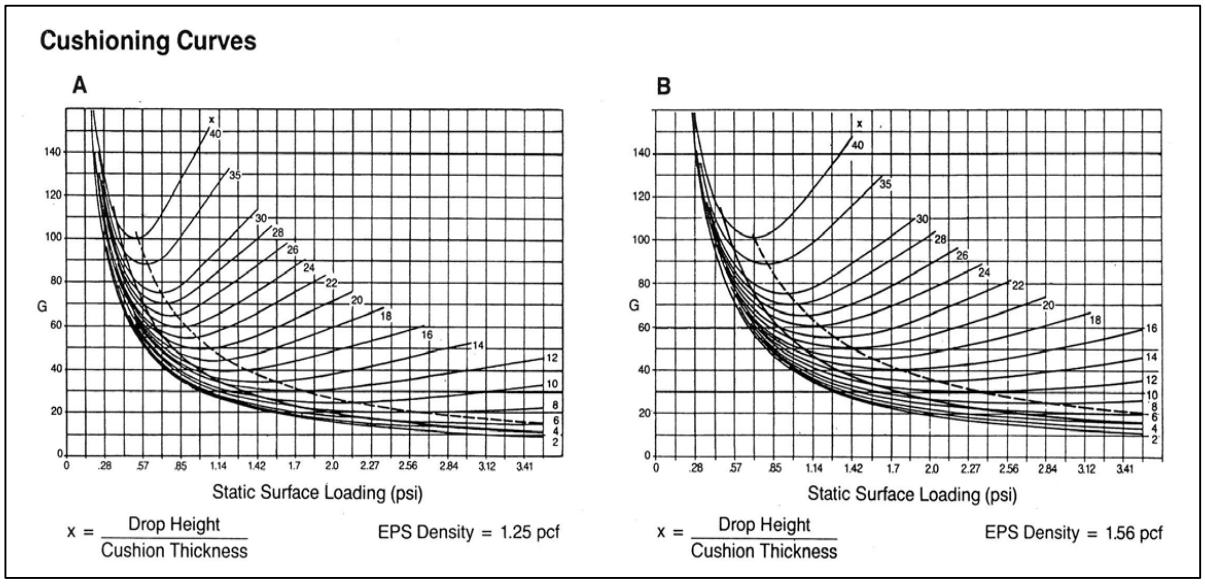
INTERNAL RIB DESIGN

EXTERNAL RIB DESIGN

14.10. APPENDIX A

Sample Cushion Thickness Design Worksheet

1. Determine the product Fragility Level. Fragility = G's
2. Choose Drop Height according to Test Protocol. Height (H) = inches
3. Select proper cushion curve A or B below. Curve A represents 1.25 pound per cubic inch density and Curve B represents 1.56 pound per cubic inch density.
4. Locate corresponding Fragility Level on Graph and note the corresponding horizontal line.
5. Note the number representing "x" on your cushion curve where the curved line reaches or falls below the Fragility Level (as noted via the horizontal line).
6. Note the bottom or lowest point on the curve and follow the vertical line down to determine the static loading (psi). psi =
7. Calculate the cushion thickness: T = H ; Thickness = inches
8. Calculate static loading: Product Weight ; psi (bearing surface loading)psi
9. Use the Foam thickness value and Bearing Surface to design your cushion.



BASF Plastics, Packing with Styropor, Product Literature: 2001 Germany: BASF Aktiengesellschaft, Foam Products RBU Europe

Top of chapter

15. Food Packaging 03-000103-2

15.1. PURPOSE

The purpose of this specification is to provide vendors and agents with the basic protective packaging requirements for all food and beverage items which includes but is not limited to: dry/wet food ingredients, food condiments, and food and beverage products.

15.2. APPLICATION

This specification applies to all food products supplied to Williams-Sonoma. The vendor is responsible for the design of the food and beverage packages, while complying with WSI packaging material/design requirements.

15.3. PACKAGING MATERIAL REQUIREMENTS

WSI requires that all food packaging meet the following requirements:

A. Master Carton/Distribution Lot (MC/DL) Carton

- Construction/Style: Construction/Style: RSC (Regular Slotted Container) or FOL (Full Overlap Container). Double Wall (5 ply). 275psi burst strength (minimum) for liquid/semi-liquid food products, and 200psi burst strength (minimum) for dry food products. WSI Package Engineering must grant any exceptions to these requirements, prior to production.
- Closures: Please refer to the Corrugated Requirements document, 03-000100, for closure requirements. Please note, WSI packaging prohibits stapling and metal strapping/closures.
- Labeling: All MC/DL cartons must be labeled, per VENDOR COMPLIANCE MANUAL requirements. Please contact Supply Chain Operations for assistance.
- Dimensions/Weight: All MC/DL carton dimensions must be at least 9” x 6” x 2”, but less than 52” x 35” x 32”. Also, they must weigh at least 2 lbs. This will allow the products to meet WSI’s conveyability requirements.

B. Poly foam

- Expanded Polystyrene (EPS) Foam Material Requirements:
- Molded EPS material minimum density: 1.25 lb./ft^3 (20 kg/m^3)
- Larger/fragile products may require higher density foam, to meet the needs associated with the shipping environments. Please contact WSI Package Engineering for assistance with this determination.

C. Partitions

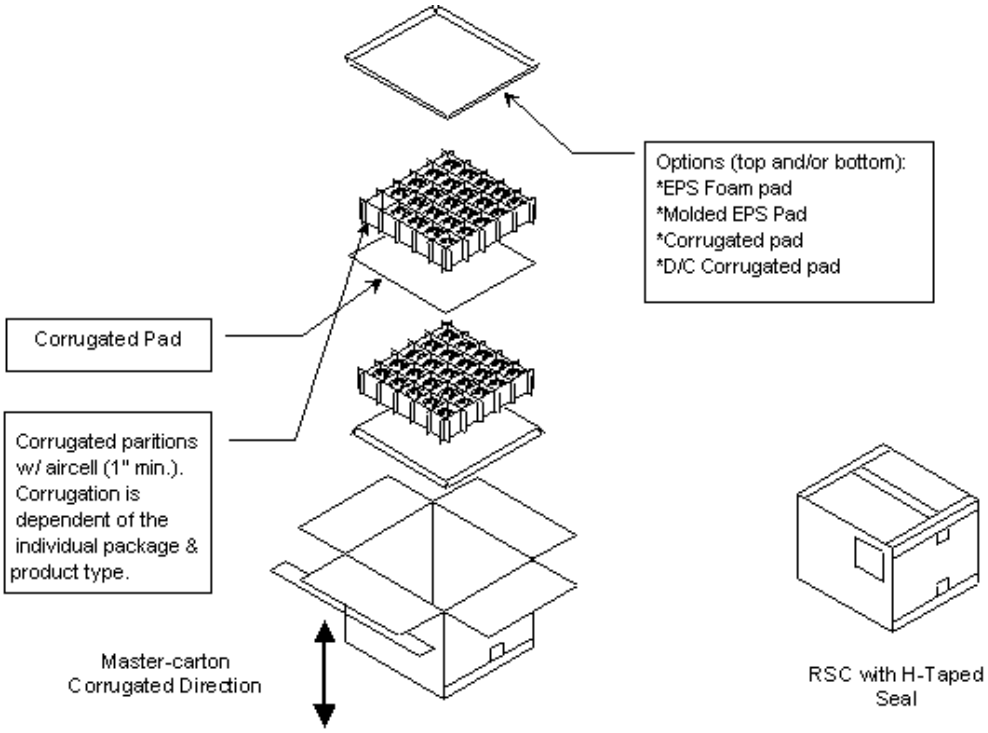
- Multiple items in one inner carton must be separated by partitions.
- Partitions may be constructed from a variety of packaging materials, including corrugated and EPS foam. Partition material is product dependent and must be constructed so the master/dl carton survives the WSI testing & the UPS shipping environments.
- Partitions must be full depth/height, to prevent contact between multiple products during testing/shipment and to obtain maximum box compression.
- Exceptions to the partition requirement may be made for lightweight items in cartons, bags or plastic bottles. Please contact WSI Package Engineering for additional information.

D. Corrugated/EPS Pads

- The product must be protected from being accidentally cut when the carton is opened. Cut protection can be provided by top and bottom corrugated pads (200psi burst, minimum), foam sheets (1/8 inch thick, minimum) or other pad material, which is at least 1/8 inch thick. Carton design instead of pad material can also be used for cut protection, such as an FOL style carton. Please contact WSI Package Engineering for additional information.
- Additional impact protection can be provided to package design, using D/W corrugated (200 psi minimum burst strength) & EPS foam pads (density: noted above; 1/2” minimum thickness).

15.4. PACKAGE DESIGN RECOMMENDATIONS

A. Liquid/Semi-liquid Products



Option 1

- 275psi (minimum) D/W corrugated box (RSC/FOL style; vertical corrugation)
- 200psi (minimum) full height D/W corrugated partitions w/ 1" aircell (horizontal corrugation)
- Pads: top & bottom (EPS or corrugated) Option 2
- 275psi (minimum) D/W corrugated box (RSC/FOL style; vertical corrugation)
- Molded EPS foam trays (Top & bottom); density: TBD Option 3
- 275psi (minimum) D/W corrugated box (RSC/FOL style; vertical corrugation)
- 200psi (minimum) partial height D/W corrugated partitions w/ 1" air cell (horizontal corrugation)
- Molded or cut EPS foam trays (Top & bottom); density: TBD Option 4 (Bottles & jars with necks)
- 275psi (minimum) D/W corrugated box (RSC/FOL style; vertical corrugation)
- 200psi (minimum) partial height D/W corrugated partitions w/ 1" air cell (horizontal corrugation)
- D/C corrugated pads (top & bottom; creating air cells with d/c starbursts to hold the bottle/jar top in place.)

B. Non-Liquid Food Products

- Foods products packaged in sealed tins, acetate trays or boxes, decorative poly bags, paperboard boxes, paper bags.
- 200psi (minimum) D/W corrugated box (RSC style; vertical corrugation)
- Internal packaging material(s) may be necessary to survive the WSI testing & the UPS shipping environment.
- Acceptable materials: corrugated (sheets/partitions); bubble wrap; molded pulp; Poly foam (EPS, PE, Polyurethane)

Top of chapter

16. Glassware Packaging 03-000079-2

70-100% of all packaging materials must be paper based. All mention of EPS foam in the below specification must be converted to paper-based materials. EPS foam can only be used when explicitly approved in writing by WSI Package Engineering.

16.1. PURPOSE

The purpose of this specification is to provide vendors with packaging requirements for tabletop glassware. Tabletop glassware includes glasses, barware and stemware.

16.2. APPLICATION

This specification applies to all tabletop glassware that does not have specific protective packaging requirements.

16.3. PACKAGING MATRIX

Glassware packaging is defined as follows:

Package Type	Product/Package Description
Standard Retail Cartons	Glassware without gift or display packaging for delivery to the retail channel. Not packaged as a set.
Gift Retail Cartons	Glassware in a gift carton for delivery to the retail channel. A gift carton is a full coverage, branded carton. Packaged as a set.
Display Retail Cartons	A display carton typically has a visual opening to view the glassware. The display carton is specified by Brand Packaging and requires unique protective packaging. Please contact WSI Package Engineering for assistance.
Standard DTC Cartons	Glassware without brand or display packaging for delivery to the DTC channel. Packaged as a set.
Gift DTC Cartons	Glassware in a gift carton for delivery to the DTC channel. A gift carton is a full coverage, branded carton. Packaged as a set.
Display DTC Cartons	A display carton typically has a visual opening to view the glassware and is specified by Brand Packaging. Display cartons should NOT be used for DTC shipments, without over box. Please contact WSI Package Engineering for assistance
Separate Ship DTC Cartons	Glassware where the selling unit quantity package exceeds the DTC conveyable dimensions listed in the vendor manual.

16.3.1. Packaging Requirements for Glassware

- Standard Retail Cartons

Step 1	Glassware Surface Protection	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting.
Step 2	Partitions	• Full height air cell partition (Picture 1, Figure 1). Air cell should be at least 1 inch (2.5cm). • Partitions must run horizontally (perpendicular to the stacking arrow) to improve the capability of the air-cells to protect the product during in transit handling; these are not designed for stacking strength • Partition must be minimum 1/8 inch (3mm), maximum 3/8 inch (9mm) taller than the height of the glassware. • Single wall corrugated, minimum burst strength 200 psi (1379kPA)
Step 3	Glassware Orientation	Alternate orientation from cell to cell. Example: First glass upright, adjacent glass upside down. (Picture 2)
Step 4	Inner Carton	Not Required. If used: RSC, single wall corrugated, minimum burst strength 200 psi (1379kPA)
Step 5	Master Carton	RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb./in2 (1896kPa)
Step 6	Master Carton Glassware Quantity	MC quantity equals the DL quantity. DL quantity provided by buyer/ sourcing.
Step 7	Master Carton Top/Bottom Pads	Not required. If needed for fragile items can be constructed of EPS foam or corrugated.
Step 8	Master Carton Closure	H taping required. Stapling/Strapping not allowed

- Gift Retail Cartons

Step 1	Glassware Surface Protection	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting.
Step 2	Partitions	• Full height, standard partition. • Partitions must run horizontally (perpendicular to the stacking arrow) to improve the capability of the air-cells to protect the product during in transit handling; these are not designed for stacking strength • Partition must be minimum 1/8 inch (3mm), maximum 3/8 inch (9mm) taller than the height of the glassware. • Corrugated, single wall, 200 lb. burst or as specified by Brand packaging • Required in each gift carton.

Step 3	Glassware Orientation	Alternate orientation from cell to cell, or as specified by Brand Packaging. Example: First glass upright, adjacent glass upside down. (Picture 2)
Step 4	Inner Carton	The gift carton is classified as the inner carton. E flute, single wall corrugated is recommended. Carton material and design specified by Brand packaging.
Step 5	Inner Carton Glassware Quantity	The selling unit quantity.
Step 6	Inner Carton Closure	The display carton must be securely sealed. A tab lock closure or pressure sensitive wafer seal can be used.
Step 7	Master Carton	RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb./in2 (1896kPa)
Step 8	Master Carton Glassware Quantity	MC quantity equal to the DL quantity. DL quantity provided by buyer/sourcing.
Step 9	Master Carton Top/Bottom Pads	Top and bottom pad required as a cut pad. Single wall corrugated minimum burst strength 200 psi (1379kPA). EPS foam, min ¼ inch (6mm) thick, may also be used.
Step 10	Master Carton Closure	H taping required. Stapling/Strapping not allowed

- Standard DTC Cartons

Step 1	Surface Protection/ Cushioning	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting.
Step 2	Partitions	• Full height air cell partition (Picture 1, Figure 1). Air cell should be at least 1-inch (2.5cm). • Partitions must run horizontally (perpendicular to the stacking arrow) to improve the capability of the air-cells to protect the product during in transit handling; these are not designed for stacking strength • Partition must be minimum 1/8 inch (3mm), maximum 3/8 inch (9mm) taller than the height of the glassware. • Single wall corrugated, minimum burst strength 200 psi (1379kPA)
Step 3	Glassware Orientation	Alternate orientation from cell to cell. Example: First glass upright, adjacent glass upside down. (Picture 2)
Step 4	Inner Carton	RSC, single wall corrugated minimum burst strength 200 psi (1379kPA).
Step 5	Inner Carton Glassware Quantity	Selling unit quantity
Step 6	Inner Carton Closure	H taping not required. Center seam sealed.
Step 7	Master Carton	RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb./in2 (1896kPa)
Step 8	Master Carton Glassware Quantity	MC quantity determined by vendor and sourcing/buyer.
Step 9	Master Carton Top/Bottom Pads	Not required. If needed for fragile items can be constructed of EPS foam or corrugated
Step 10	Master Carton Closure	H taping required. Stapling/Strapping not allowed.

- Gift DTC Cartons

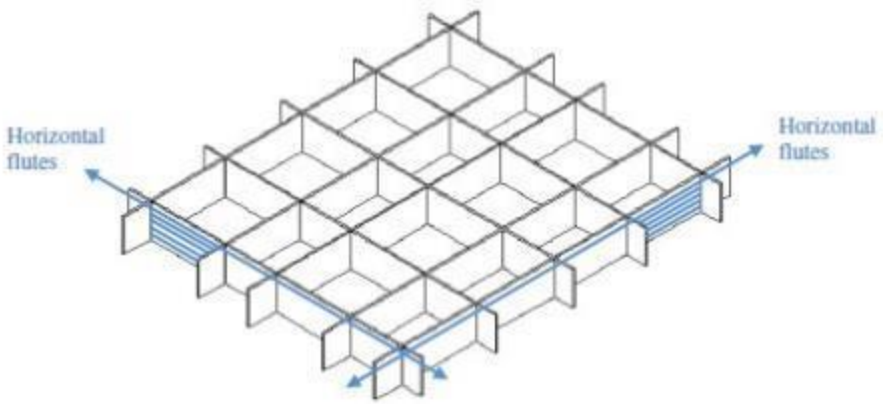
Step 1	Surface Protection/ Cushioning	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting.
Step 2	Partitions	• Full height air cell partition (Picture 1, Figure 1). Air cell should be at least 1- inch (2.5cm). Standard partitions may also be used for sturdy glassware. • Partitions must run horizontally (perpendicular to the stacking arrow) to improve the capability of the air-cells to protect the product during in transit handling; these are not designed for stacking strength • Partition must be minimum 1/8 inch (3mm), maximum 3/8 inch (9mm) taller than the height of the glassware. • Single wall corrugated, minimum burst strength 200 psi (1379kPA) or as specified by Brand Packaging.
Step 3	Glass/Stemware Orientation	Alternate orientation from cell to cell or as specified by Brand Packaging. Example: First glass upright, adjacent glass upside down. (Picture 2).
Step 4	Inner Carton	The gift carton is classified as the inner carton. E flute, single wall corrugated is recommended. Carton material and design specified by Visual packaging
Step 5	Inner Carton Glassware Quantity	Selling unit quantity
Step 6	Inner Carton Closure	The display carton must be securely sealed. A tab lock closure or pressure sensitive wafer seal can be used
Step 7	Master Carton	RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb./in2 (1896kPa)
Step 8	Master Carton Glassware Quantity	MC quantity determined by vendor and sourcing/buyer.
Step 9	Top/Bottom Pads	Top and bottom pad required as a cut pad. Single wall corrugated minimum burst strength 200 psi (1379kPA). Paper-based honeycomb, min ¼ inch (6mm) thick, may also be used.
Step 10	Master Carton Closure	H taping required. Stapling/Strapping not allowed.

- Separate Ship DTC Cartons

Step 1	Surface Protection/ Cushioning	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting.
Step 2	Partitions	• Full height air cell partition (Picture 1, Figure 1). Air cell should be at least 1- inch (2.5cm). Standard partitions may also be used for sturdy glassware. Partitions must run horizontally (perpendicular to the stacking arrow) to improve the capability of the air-cells to protect the product during in transit handling; these are not designed for stacking strength • Partition must be minimum 1/8 inch (3mm), maximum 3/8 inch (9mm) taller than the height of the glassware. • Single wall corrugated, minimum burst strength 200 psi (1379kPA) or as specified by Brand Packaging.
Step 3	Glass/Stemware Orientation	Alternate orientation from cell to cell or as specified by Brand Packaging. Example: First glass upright, adjacent glass upside down. (Picture 2).
Step 4	Inner Carton	Not Required. If used: RSC, single wall corrugated, minimum burst strength 200 psi (1379kPA)
Step 5	Inner Carton Glassware Quantity	If inner carton is used: Glassware quantity will vary depending on specific item.
Step 6	Inner Carton Closure	If inner carton is used: H taping not required. Center seam sealed.
Step 7	Master Carton	RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb./in2 (1896kPa)
Step 8	Master Carton Glassware Quantity	MC quantity equals selling unit quantity.
Step 9	Top/Bottom Pads	Not required. If needed for fragile items can be constructed of paper-based honeycomb or corrugated. EPS foam is allowed only with the approval WSI Package Engineering.
Step 10	Master Carton Closure	H taping required. Stapling/Strapping not allowed

16.3.2. Drawings/Pictures

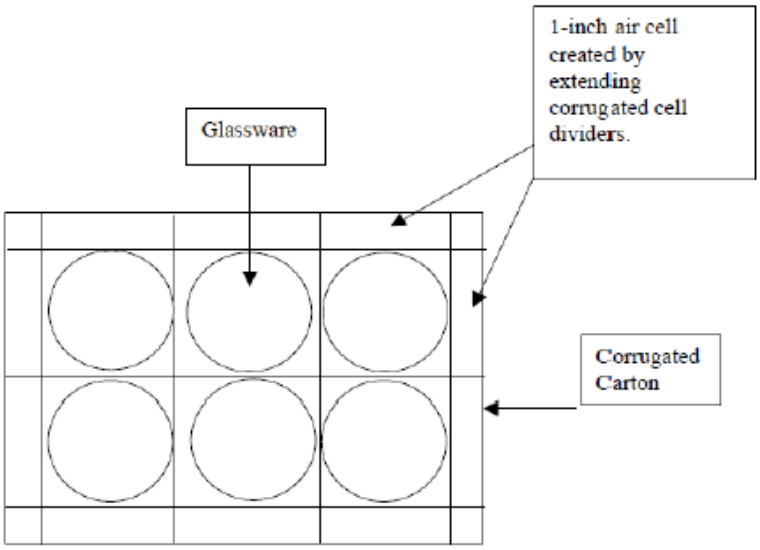
Picture 1 - Air Cell Corrugated Partitions



Picture 2 - Glassware Orientation



Figure 1 - Air Cell Partition



Top of chapter

17. Good Protective Packaging Practices 03-000058-0

17.1. PURPOSE

The purpose of this specification is to provide vendors with good protective packaging practices.

17.2. APPLICATION & SCOPE

This procedure applies to all products that do not have specific protective packaging requirements. Always refer to the WSI Vendor Manual for a list of specific product packaging specifications for your product. For any questions or concerns, please contact WSI Packaging Engineering at packaging@wsgc.com for additional information.

17.3. PACKAGING DO'S AND DON'TS

DO's
Do use packaging tape to seal all corrugated box seams. For products closed with straps, sealing carton seams is optional
Do use tape or a heat seal to seal poly bags.
Do block and brace the product/s inside the box to prevent internal movement.
Foam ribs or structures used to bear against the product should be at least as wide as it is tall
To avoid product damage when opening with box knives, a corrugated cut-pad should be used where applicable (e.g. Soft-line products, Cushions, Pillows).
Strapping should be even and flat against the carton surface (e.g. Twisted straps can interfere with package conveyors). Use plastic straps preferably with friction heat seals. Use rigid plastic edge protectors at all edges where straps bend.

DON'TS
Staples must not be used for box closure.
Do not use staples to seal polybags.
Do not use printed-paper/paperboard for packaging material.
Do not pack contents loosely within a box and avoid all movement within the box.
Do not use a product to cushion the product. (e.g. An upholstered ottoman cushion should NOT be used as protective packaging. Place cushions in separate inner cartons.)
Do not use foam ribs structures or other foam structures that protect the product which can easily collapse, break, or slide out of place.
The package should not allow a box knife to hit the product when opening taped box seams.
Do not use metal straps. Properly crimped metal seals should not have sharp exposed edges.

17.4. GENERAL PACKAGING GUIDELINES

17.4.1. Select a proper corrugated box/carton style

17.4.2. Provide proper surface and internal protection where needed

17.4.3. Provide product cushioning and/or proper blocking and bracing

17.4.4. Seal the corrugated box with tape or straps and label. If required, place primary box in a Master Carton (Secondary Box)

17.4.5. Label the inner carton and shipping carton as required.

17.5. SELECTING A CORRUGATED BOX STYLE

17.5.1. Select the appropriate style corrugated box for your application. Ensure the carton selected has the proper wall thickness and corrugate (Mullen) burst strength. When possible, refer to the Box Maker's Certificate on the box's bottom flap and never exceed the maximum gross weight for the box. Refer to the WSI Corrugated Container Specification listed in the Reference section of this document.

17.6. SURFACE & INTERNAL PROTECTION

17.6.1. Products susceptible to surface damage or leakage should be wrapped with non- abrasive paper, poly foam or sealed in a poly bag. Refer to the WSI Plastic Bag Packaging Specification listed in the Reference section of this document. Fragile product must be adequately separated and/or blocked and braced with appropriate packaging materials. This prevents internal movement and limits internal product impacts. In addition, there should be adequate clearance between the product and corners and sides of the box.

17.6.2. Cushioning with foam may require preliminary calculations be made to determine proper foam thickness. This will ensure that proper foam thickness, density, and product-bearing surface is used to cushion the products. Conversely, if too much foam or too little bearing bearing-surface is used the cushion may be too stiff and not deflect (flex) enough to cushion the product. When designed properly, the foam should also block and brace the product within the corrugated box. Refer to the WSI Foam Cushion Design Guidelines listed in the Reference section of this document.

17.6.3. Corrugated board can be shaped to form trays, liners, partitions, suspension decks/structure and other packaging parts that work to block and brace and/or cushion semi- to non-fragile products. In some cases, an internal corrugated structure can strengthen the shipping container.

17.7. PACKAGE SEALING

17.7.1. Tape all opening seams with appropriate width tape. Pay particular attention to the taping pattern and refer to the WSI Corrugated Container Specification listed in the Reference section of this document.

17.7.2. Sealing may also refer to the poly bag containing the product within the carton. Refer to the WSI Corrugated Container Specification and WSI Vendor Manual listed in the Reference section of this document.

17.8. CARTON / BOX LABELING

17.8.1. Proper labeling allows fast and efficient processing of product by our Retail Stores, Distribution Centers, and our shipping partners. Refer to the WSI Vendor Manual and the WSI Carton Marking Specification listed in the Reference Section of this document.

17.9. REFERENCE DOCUMENTS

03-000071 Specification for Carton Markings

03-000073 Plastic Bag Requirements

03-000100 Corrugated Container Requirements

03-000086 Cushion Design Guide

Top of chapter

18. Hardware Packaging 03-000070-1

18.1. PURPOSE

The purpose of this specification is to provide vendors with our basic requirements for Enclosed Hardware packaging and Identification. Properly packed and labeled hardware facilitate ease of final inspection for hardware, prevents damage, reduces accidental discard (throw away) by customers.

18.2. APPLICATION

This specification applies to all products that require hardware supplied by vendor to facilitate product assembly before use.

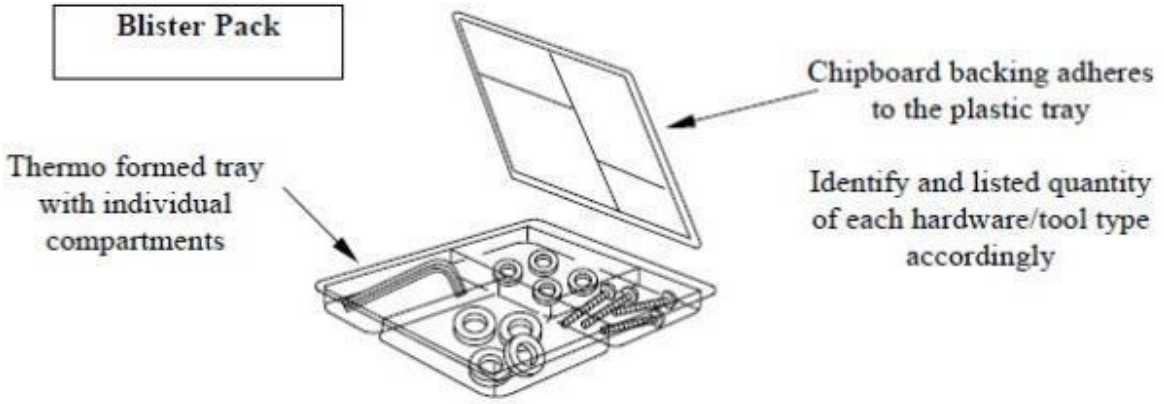
18.3. HARDWARE PACKAGING

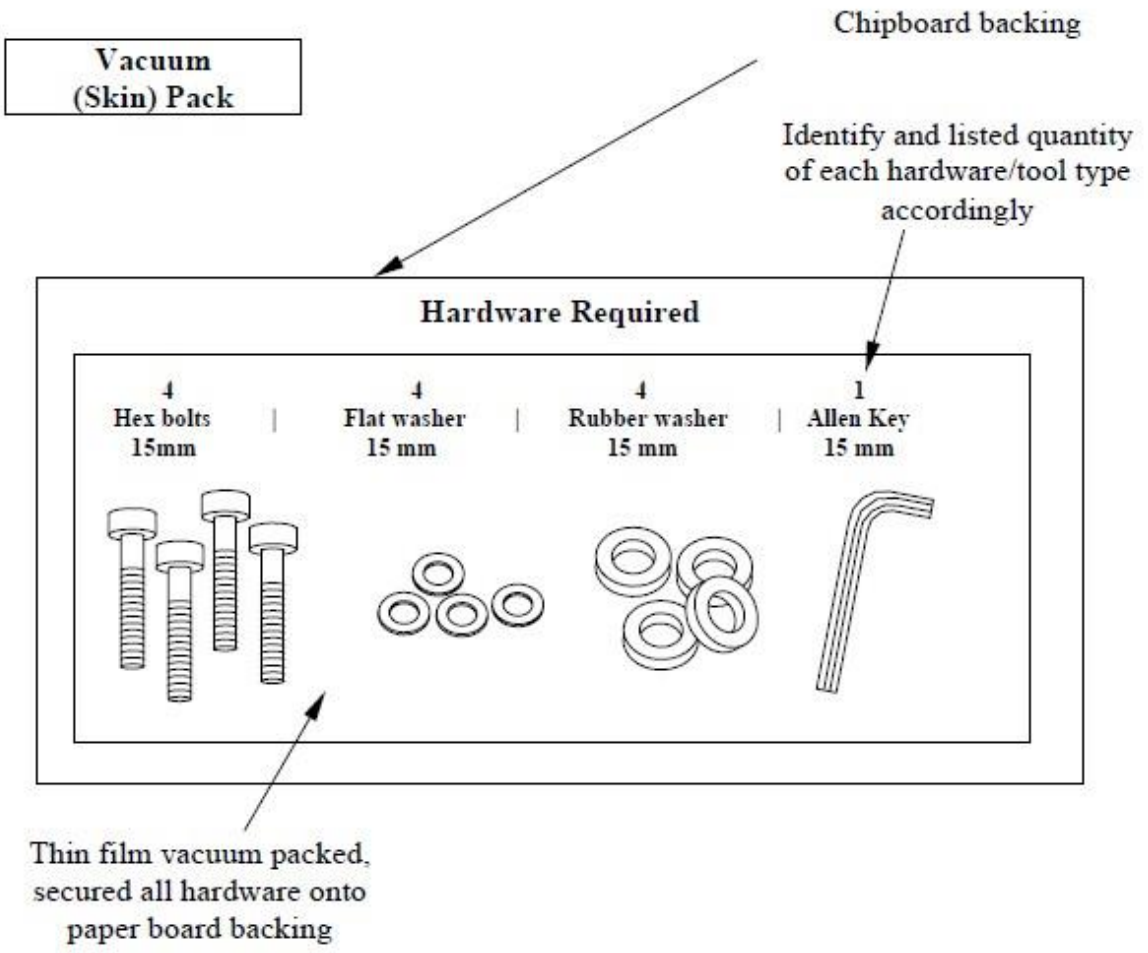
All hardware must be packed inside a blister pack or skin (vacuum pack). Hardware must be sorted, identified by type and quantity listed as called out in the assembly instruction. A Hardware Enclosed label is applied to the package.

18.3.1. Blister Pack: Hardware are placed inside individual compartment made from thermo- formed tray (min. 8 mils thick Polystyrene or PET), adhere to a chipboard backing - blister pack. Board must be printed with required hardware identification and quantity.

18.3.2. Vacuum Pack: Hardware are position in sorted groups onto a porous paper board, covered with a sheet of plastic min. 3 mil thick PE (Polyethylene) vacuum securely onto this board. Board must be large enough to accommodate all hardware/tools, printed with required hardware identification and quantity. Minimum of 1" (2.5 cm) distance from hardware to outside edge of paperboard backing.

18.3.3. Apply Label (as outlined below) to the back of the hard-ware package.

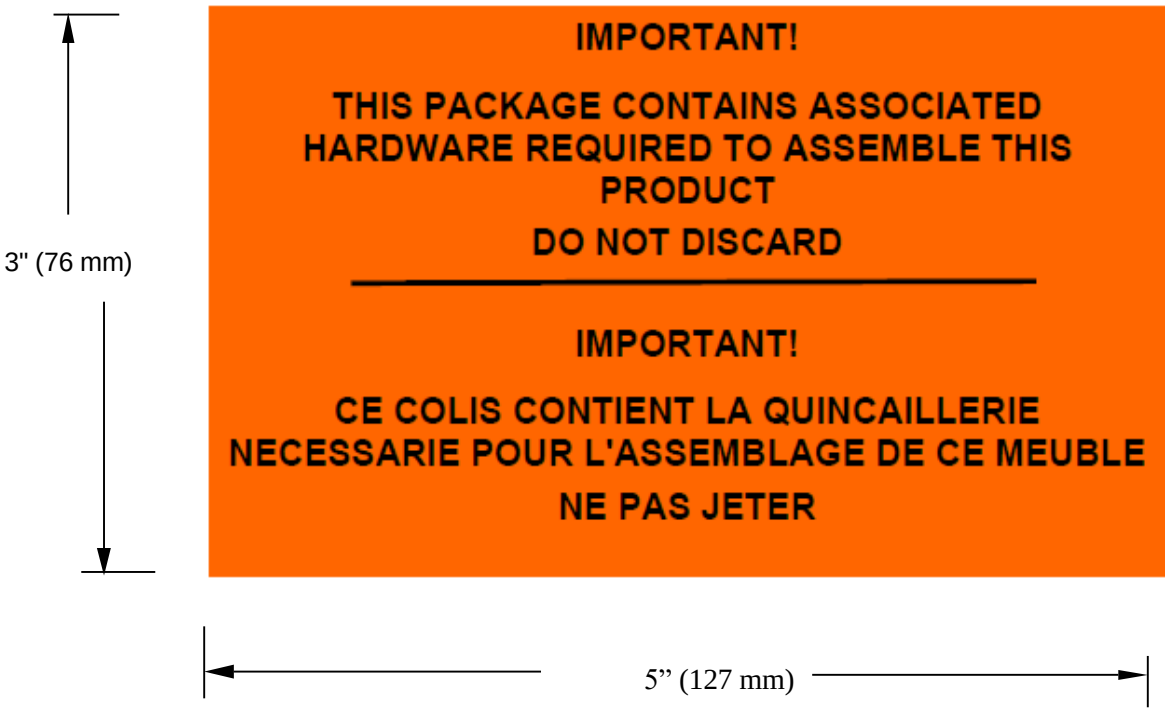




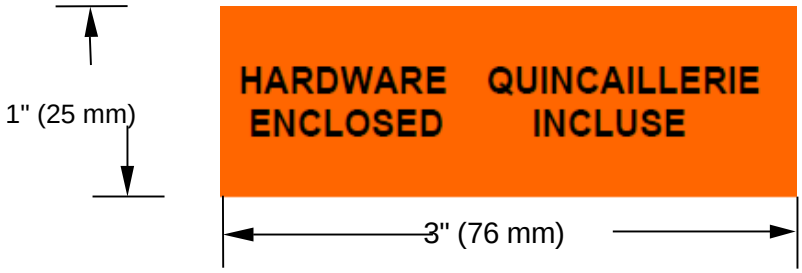
18.4. HARDWARE ENCLOSED LABEL CHARACTERISTIC

- 18.4.1. Label size: Large 5" x 3" (127 mm x 76 mm), Small 3" x 1" (76 mm x 25 mm). See label layout for each size.
- 18.4.2. Font Type: Arial, Helvetica or similar, all CAP lettering, font size 14 pts for (large label) and 8 pts (small)
- 18.4.3. Label Stock: Paper label on permanent adhesive backing.
- 18.4.4. Printing color: Red background with black lettering.
- 18.4.5. Print shall be legible and remain clean (not smear) from normal handling

The below label is shown in actual size (large).



The below label is shown in actual size (small).

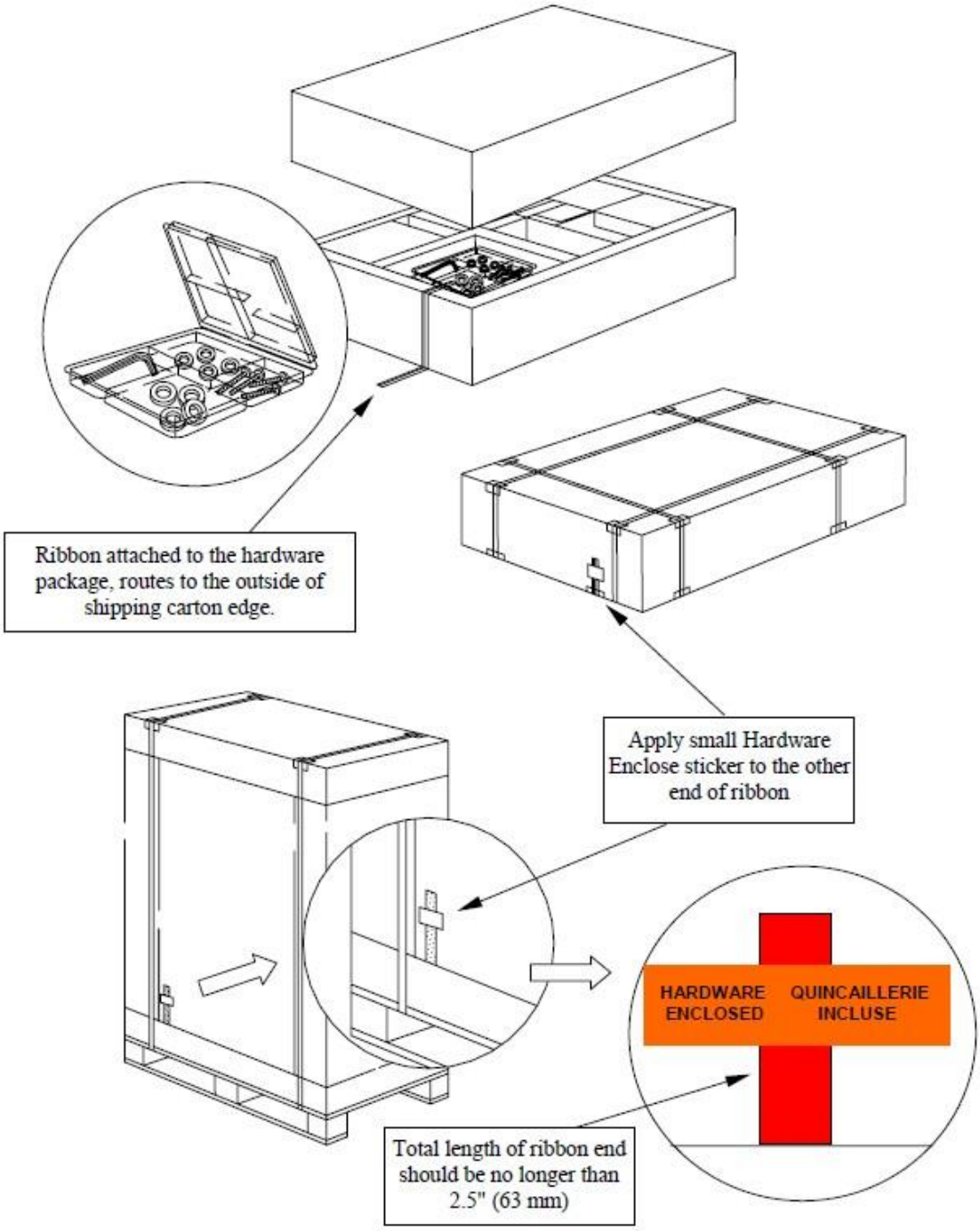


18.5. SECURING HARDWARE PACK TO ITEM

18.5.1. The hardware package above must be securely protect and positioned inside product shipping carton. Restrict all internal movement of hardware package and product components that may cause abrasion or damage.

18.5.2. Position the hardware package so that the ribbon can be secured and routed to the outside of carton can be accomplished efficiently. Route ribbon to the outside and extend beyond the edge of carton no longer than 2.5" (63 mm)

18.5.3. Terminate the outside end of red ribbon using the small hardware enclosed label. See illustration for details.


Ribbon attached to the hardware package, routes to the outside of shipping carton edge.
Apply small Hardware Enclose sticker to the other end of ribbon
HARDWARE ENCLOSED
QUINCAILLERIE INCLUSE
Total length of ribbon end should be no longer than 2.5" (63 mm)

19. High Gloss Product Abrasion Protection Requirements 03-000064-0

19.1. PURPOSE

This specification defines how wood products with High-Gloss finishes are to be protected against surface abrasion.

19.2. APPLICATION

This requirement applies to all wood-based products for all WSI Brands that have a specified finish of 60 gloss units or greater.

19.3. REQUIREMENTS

All High-Gloss products must have all surfaces protected with a non-woven material. The non-woven material must be a minimum of 30 grams per square meter (30g/m2). Heavier non-woven material may be required for specific applications. Testing will help determine if this is the case.

The non-woven material takes the place of polyethylene (PE) foam sheeting up to 2 mm in thickness. However, for products that are currently using or require PE foam sheeting above 2 mm thick, PE foam sheeting must be used in addition to the non-woven material. The non-woven material will be in direct contact with the finish of the product in either case.

The non-woven material can be used in sheets or formed into a bag. Forming into a bag may provide cost savings so this method must be investigated. See photo examples:

Figure 1: Non-Woven Bag



Figure 2: Close-Up of Non-Woven Material



Top of chapter

20. Knock Down & Semi KD Component Packaging 03-000054-1

70-100% of all packaging materials must be paper based. All mention of EPS foam in the below specification must be converted to paper-based materials. EPS foam can only be used when explicitly approved in writing by WSI Package Engineering.

20.1. PURPOSE

The purpose of this specification is to provide vendors with our basic packaging requirements for products that are packaged knocked down or semi-knocked down (KD or SKD) which require some assembly before use.

20.2. APPLICATION

This procedure applies to all products that do not have specific packaging instructions. Refer to Table packaging specification for detail on Dining Table packaging requirements.

20.3. DEFINITIONS

Knocked Down and Semi Knocked Down products are defined as follows:

20.3.1. Semi Knocked Down: products that are shipped partially assembled (table skirts attached to a tabletop, drawer assemblies and/or drawer glides attached to the desk top…). These products require some assembly prior to use such as leg attachment.

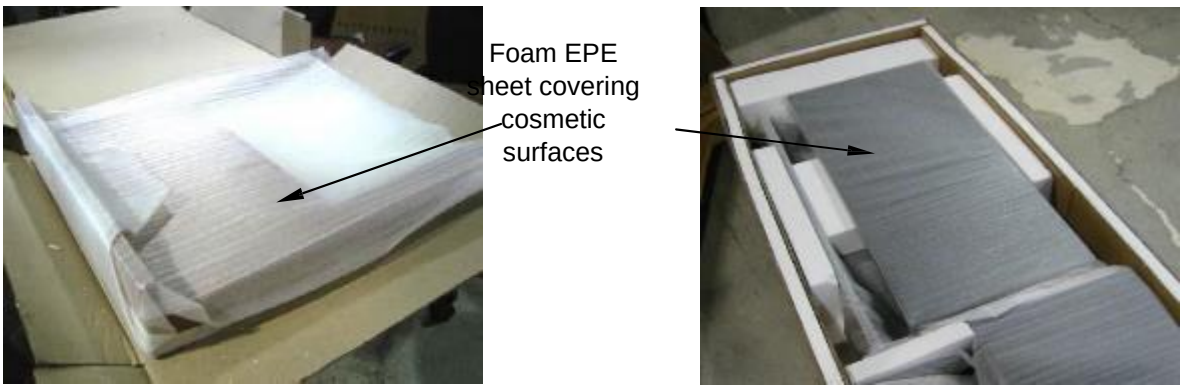
20.3.2. Knocked Down: products that are completely un-assembled. The components are usually flat for dense nesting and packing. These products may require extensive assembly prior to use.

20.4. COSMETIC PROTECTION

20.4.1. All surfaces of the product must be clean and free from dirt, grease, glues, or foreign matter before packing.

20.4.2. All cosmetic areas (show surfaces) of the product must have full coverage protection with non- abrasive materials such as layers of polyethylene foam sheeting, polypropylene, poly-bags or non- abrasive Kraft paper etc. Stretch- wrapping the components or entire product to further contain doors and drawers is also recommended.

Figure 1 a - b. Cosmetic surface protection



20.4.3. Non-cosmetic surfaces (i.e. underside of table, non-showing inside surface of cabinet etc.) can be positioned against one another to minimize damage and reduce packaging material usage.

20.5. COMPONENT SEPARATION

20.5.1. Nesting Components: To reduce the number of individual items inside a master shipping carton, whenever possible, nest and pack like components (legs of table / chair, drawer face panels) together inside an inner carton. Provide carton marking, label, or printing (no handwriting allowed) to identify inner carton contents.

Figures 2a Component separation in internal cartons; all EPS foam must be replaced with paper-based packaging materials



Figure2b Component separation in internal cartons; all EPS foam must be replaced with paper-based packaging materials



Figure 3 Identification printed on inner carton.

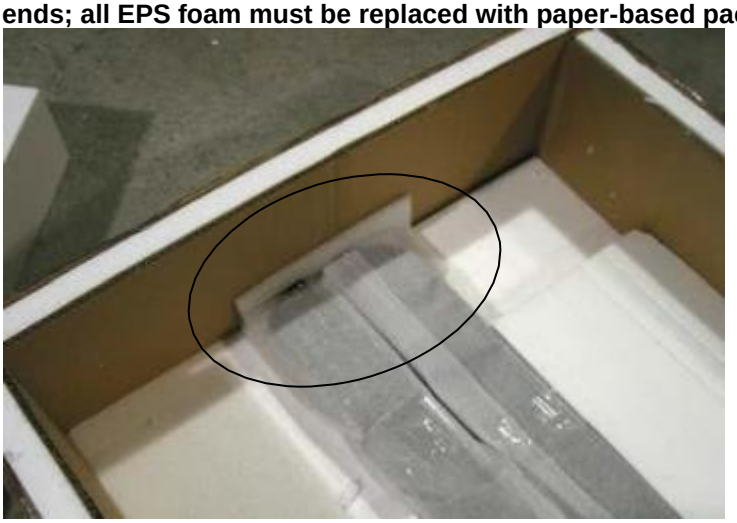


20.5.2. Protruding Sharp Objects: To prevent pointed legs or components from puncturing cartons; corrugated sheet(s), wood squares, etc. should be used to decrease the loading pressure over such a small area of the carton.

Figure 4 Avoid protruding objects puncturing through carton.



Figure 5 Table leg ends; all EPS foam must be replaced with paper-based packaging materials



20.5.3. Large surfaces: Large cosmetic surfaces (i.e. table top, side/front panels…) should be separated from the corrugated carton using a minimum 1.0" (2.5 cm) paper-based pads

Figure 6 Protect large surfaces with paper-based honeycomb or corrugated pads



20.5.4. Odd Shaped Components: such as flat panels with lips, angular or curved shaped panels, which do not nest together well, should be shimmed with EPS foam pads to prevent stress points on them and the surrounding components.

20.5.5. Internal Cartons: If inner cartons are used to isolate component (s), use, FOL, FOL end-loader or FPF style cartons only. Do not use RSC's or cartons with center seams to package internal components. See section 10 for various carton styles.

Figure 7 Avoid using RSC style cartons or cartons with center seams



20.6. COMPONENT AND CARTON SECUREMENT

20.6.1. Strapping: Components (table legs, table extension leaves…) and cartons must be secured onto larger components to prevent movement. Thick corrugated edge pads or rigid plastic edge protectors must be placed under the straps at edges to prevent indentation from straps. Use heat (friction) seals only for the straps, no metal seal clips allowed. No metal straps allowed.

Figure 8 Securing internal components with straps; all EPS foam must be replaced with paper-based packaging materials



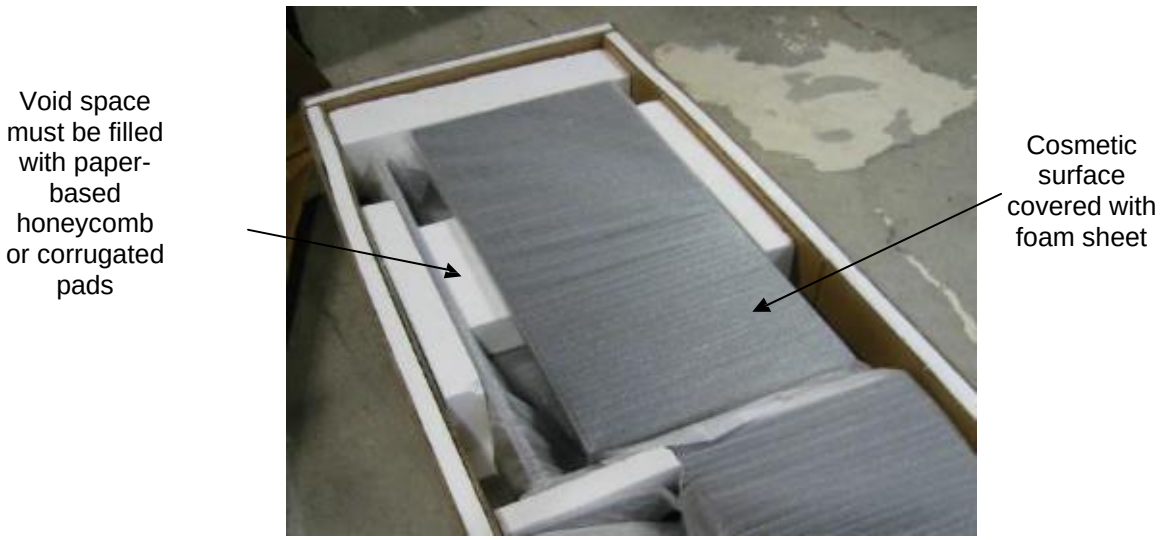
20.6.2. Stretch wrap: This method is preferred over straps. Stretch-wrap can be used around packaged components and/or product to further unify all parts into one.

20.6.3. Tape: Use to secure components together. Only apply tape to abrasion barrier (surface protection), never tape directly onto cosmetic surface. Tape use should be minimized whenever possible.

20.7. VOID FILLER

20.7.1. All void areas (under tabletop, desk top…) larger than 12" by 12" (30cm x 30cm) must be filled with packaging material to prevent shifting as well as protect master shipping carton from collapsing. Possible void fillers include empty set-up corrugated boxes, paper-based honeycomb or corruguated blocks.

Figure 9 Use paper-based honeycomb or corrugated pads to block and brace components and to fill voids



20.7.2. Drawer(s): For semi knocked down products, whenever possible, drawers should be shipped (disengaged) removed from the drawer glides (under the desk etc.) to prevent damage to the drawer gliding mechanism. Tightly place paper-based honeycomb or corrugated pads on all sides of drawer(s) and position drawer within the cavity to restrict movement.

20.8. EDGES AND CORNER IMPACT PROTECTION

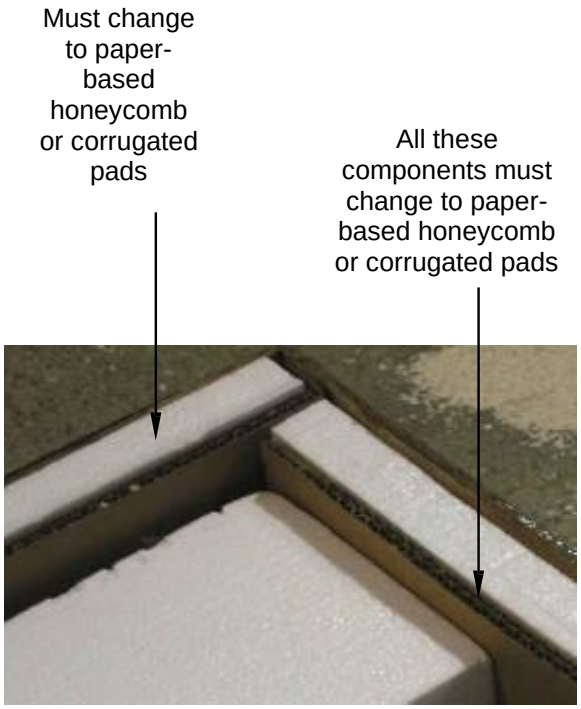
All edges and corners must be protected from impacts using corner blocks and angle pads.

20.8.1. Edges: Minimum coverage 50% of any given component length. For products weighing over 150 lb. (68 kg), the minimum thickness of corrugated, EPS or EPE foam angle pads or channel pads must be 1.5” (3.8 cm). For products weighing below 150 lb. (68 kg) minimum thickness of 1.0" (2.5 cm). No more than 12” (30.5 cm) of gap along any given edge is allowed without protection.

When using Expanded Polystyrene (EPS): Preferred method - Molded EPS
Material density no lower than - 1.0 lb/ft3 (16 kg/m3) this applies to all critical components, edge protectors and corner protectors.

20.8.2. Corners: The same material and thickness for edge protection shall apply to corner protection. Heavier items should use higher density EPE or EPS foam to prevent bottoming out (foam crush).

Figure 10 Corner foam pads with corrugated pads lining.



20.9. CARTONS

20.9.1. Inner Component Cartons

- Do not use RSC style cartons or cartons with center seams. It is recommended to use (FPF) Five Panel Folder, (FOL) Full Overlapping or (OPF) One Piece Folder carton styles.
- Internal carton material construction: Minimum - Single-wall (3 Ply) corrugated; Burst strength: Minimum of 200 lb/in2 (1379 kPa).

20.9.2. Outer Shipping Cartons

If RSC carton style is used, it must satisfy both conditions below:

- Carton width must be greater than 12” or 30 cm (each flaps shall be minimum of 6”). See figure 11.
- Have corrugated cut pads placed under the carton center seams (top and bottom) to prevent knife damage to the product.

Figure 11 Do not use RSC carton style with opening too small/narrow.



This must be avoided.

RSC style carton with flaps opening that is too narrow/small.

- It is recommended that a (FOL) Full Overlap, (HSC) Half Slotted Container, (FPF) Five Panel Folder, (OPF) One Piece Folder or (DST) (Trays Style) be used as master carton. See Figure 12 to 15 for carton style illustrations.
- Construction: Minimum - Double-wall (5 Ply) Corrugated; Burst strength: Minimum of 275 lb/in2 (1896kPa) test.

Figure 12. FOL (Full Overlap Container)

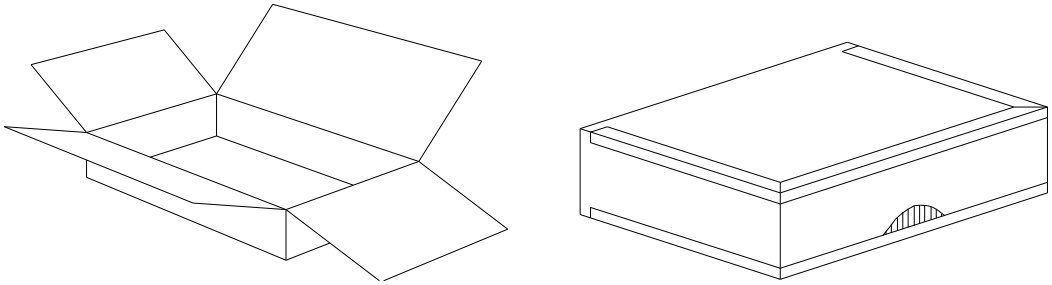


Figure 13. FOL (Full Overlap Container) End Loading

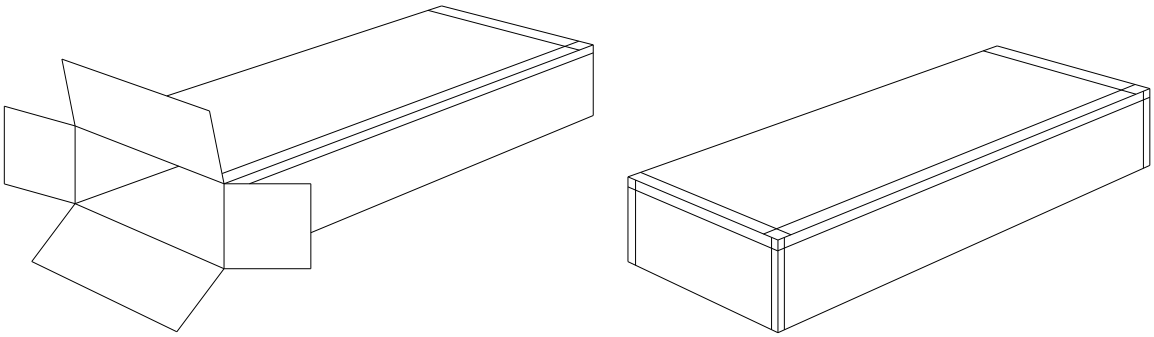


Figure 14. RSC (Regular Slotted Container)

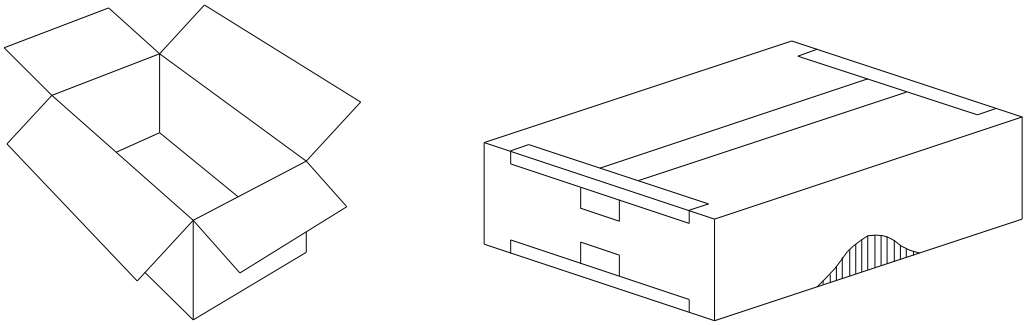
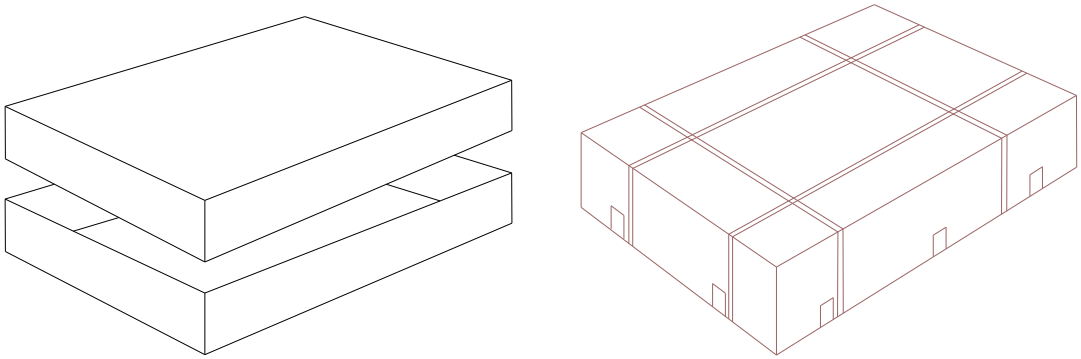


Figure 15. DST (Full Telescope Design Style Tray)



20.10. HARDWARE PACKAGING

Reference the Packaging Requirements for Hardware for details.

20.11. CARTON CLOSURE

Carton Gross Weight	Method of carton sealing
Under 40 lbs (18 Kg)	2” clear tape
From 41 to 60 lbs (18.6 – 27 Kg)	3” clear tape or 3” fiberglass reinforced paper tape
From 61lbs (27.5 Kg) and above	3” fiberglass reinforced paper tape and strapping.

20.12. CARTON MARKING

Internal component cartons must be marked (printed) as appropriate. Outer shipping carton must be preprinted or labeled with furniture warning statements as required. Handling markings such as international symbols and stack height limitation to be in top right corner on both opposite major vertical panels. Corporate logo must be in compliance with PB Brand packaging standard. Refer to the Specification for Carton Markings and Brand Logo for details.

20.13. APPLICABLE DOCUMENTS

WSI Vendor Manual

03-000071 Specification for Carton Markings and Brand Logo

03-000052 Packaging Requirements for Tables

03-000070 Packaging Requirements for Hardware

Top of chapter

21. Lighting Packaging 03-000081-2

21.1. PURPOSE

The purpose of this specification is to provide vendors with the minimum packaging requirements for lighting products which includes, but not limited to shades, chandeliers, table lamps, wall sconces, and floor lamps.

21.2. APPLICATION

This procedure applies to all lighting and lighting related products that do not have specific brand packaging or specific protective packaging requirements.

21.3. PACKAGING MATRIX

- Lighting Products are defined as follows:

Product Type	Product Description
Shades	Paper, Fabric, or other material in various shapes, sizes and colors that partially covers a lamp
Chandeliers	Branched lighting fixture hung from a ceiling
Table Lamps	Self-standing lamp placed on a tabletop surface
Wall Sconces	Wall mounted lighting product
Floor Lamps	Self-standing lamp placed on the floor

- Packaging Requirements for Lighting Products:

PAPER OR FABRIC SHADES – RETAIL / MAIL-ORDER (FIGURE 1 & 2)		
Step 1	**Protective Wrapping**	Plastic wrap or plastic tube with garter
Step 2	**Corrugated Center Support**	Formed center support with slots for shade stays
Step 3	**Corrugated Master Carton**	Center Special Slotted Container (CSSC), **minimum** RSC Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb. /in2 (1896kPa). Minor Flap is cut to provide locking tab for Center Support.
Step 4	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure

GLASS SHADES – RETAIL / MAIL-ORDER (FIGURE 3)		
Step 1	**Protective Bag**	Place product in Polyethylene Bag
Step 2	**EPS Foam**	EPS Foam to cushion, block, and brace lamp and shade box.

Step 3	**Corrugated Master Carton**	RSC or FOL Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb. /in2 (1896kPa).
Step 4	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure
Step 5	Contact WSI Packaging Engineering for additional details.	

CHANDELIERS – RETAIL / MAIL ORDER (FIGURE 4)		
Step 1	**Protective Bag**	Place product in Polyethylene Bag: minimum 1.25 mils (0.03 mm)
Step 2	**Protective Wrapping**	Bubble-wrap or Polyethylene foam sheeting along the length of chain and cord.
Step 3	**Hardware Bag**	Polyethylene bag (min. 1.25 mils) secured to inside of box or product
Step 4	**Corrugated Air Cell**	Place corrugated, air-cell, trays at bottom and top of bagged product.
Step 5	**Foam Blocks or Pads**	EPS hot-wired foam blocks
Step 6	**Corrugated Master Carton**	RSC or FOL Double wall, minimum burst strength 200 lb /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb/in^2 (1896kPa).
Step 7	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure

TABLE LAMPS - RETAIL / MAIL ORDER (FIGURE 5)		
Step 1	**Shade Packaging**	Package Shade per standards detailed above.
Step 2	**Secure Cord**	Prevent Cord Movement by tie-wrapping cord to lamp. No extreme bending of cords allowed.
Step 3	**Protective Bag**	Place product in Polyethylene Bag
Step 4	**Corrugated Inner- Form(s)**	Use corrugated inner form(s) to block and brace lamp and shade box
Step 5	**Corrugated Master Carton**	RSC or FOL Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb. /in2 (1896kPa).

Step 6	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure

WALL SCONCES - RETAIL / MAIL ORDER (FIGURES 6 & 7)		
Step 1	**Shade Packaging**	Package Shade per standards detailed above. If glass, wrap completely in bubble-wrap or encapsulate in EPS mold before placing into corrugated box.
Step 2	**Secure Cord**	Prevent Cord Movement by tie-wrapping cord to lamp
Step 3	**Protective Bag**	Place product in Polyethylene Bag
Step 4	**Corrugated Inner- Form(s) or EPS Foam**	Use corrugated inner form(s) OR EPS Foam to block and brace lamp and shade box.
Step 5	**Corrugated Master Carton**	RSC or FOL Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb. /in2 (1896kPa).
Step 6	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure

FLOOR LAMPS (FIGURE 8)		
Step 1	**Shade Packaging**	Package Shade per standards detailed above.
Step 2	**Secure Cord**	Prevent cord movement by tie-wrapping cord to lamp
Step 3	**Protective Bag**	Place product in Polyethylene Bag
Step 4	**Corrugated Inner-Form / Insert**	Use corrugated inner form(s)/Insert to block and brace lamp and shade box
Step 5	**Corrugated Master Carton**	RSC or FOL Double wall minimum burst strength 200 lb/in^2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb /in^2 (1896kPa).
Step 6	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure

21.4. COSMETIC SURFACE PROTECTION

To protect all cosmetic surfaces, fully cover the product with a non-abrasive material such as polyethylene foam sheeting, polyethylene bag/tubing or Bubble-wrap. It is critical that expanded polystyrene (EPS), corrugated, and void fillers do not shift or abrade against the product. Do not apply tape directly to the product. (See Figures 1, 2, 3, and 4)

21.5. PRODUCT CONTAINMENT

Lighting products must be restricted from movement during shipping. Block and brace ornaments with a material such as corrugated inner-forms, foam blocks, foam sheeting or Bubble-wrap. When using corrugated inner-forms or foam blocks, products should be placed in a polyethylene bag to prevent abrasion and/or particulate contamination. (See Figures 1, 2, 3, and 4)

21.6. FOAM REQUIREMENTS

Expanded Polystyrene (EPS) Foam Material Requirements:

Molded EPS material minimum density: 1.25 lb./ft³ (20 kg/m³) Preferred Plank and fabricated (Hot wire) minimum density: 1.5 lb./ft³ (24 kg/m³) (See Figure 3)

21.7. MASTER CARTON REQUIREMENTS

- An RSC (Regular Slotted Container) or FOL (Full Overlapping Container) is to be used for most products. (See Figures 1, 2, 3, and 4)
- Material and Construction: Double wall (5 Ply) Corrugated; Burst strength: Minimum of 200 lb/in² (1379 kPa) for lighting products except Chandeliers which must be 275 lb/in² (1724kPa). Using staples for the carton manufacturer's joint is permitted provided that the distance between staples is no more than 1.5 in. (3.8 cm).

21.8. CARTON CLOSURE

- Use 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure. Staples and glue are not acceptable methods of carton closure anywhere in the packaging. Staples and glue can only be used at the carton manufacturer's joint as described above. (See Figures 1, 2, 3, and 4)

21.9. REFERENCE DOCUMENTS

03-000071 Shipping Carton Marking and Brand Logo Requirements

03-000073 Plastic Bag/Film Requirements

21.10. FIGURES

Figure 1. Mail Order Shade Packaging Example

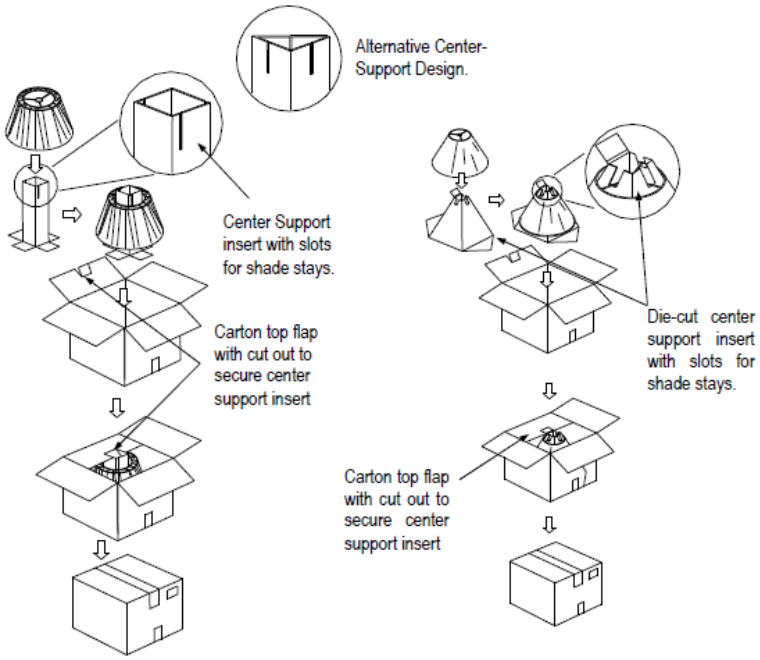


Figure 2. Retail Shade Packaging Example

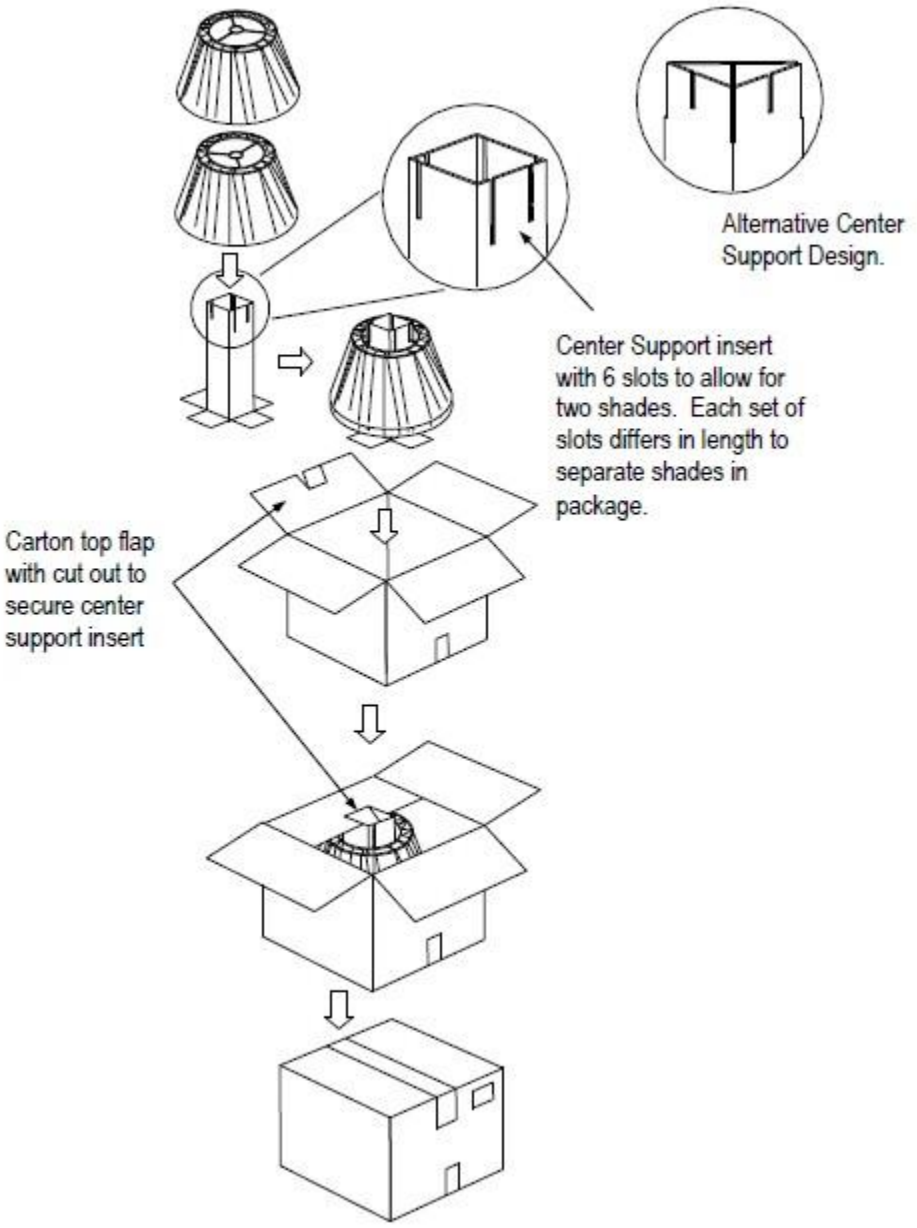


Figure 3. Glass Shade Packaging Example

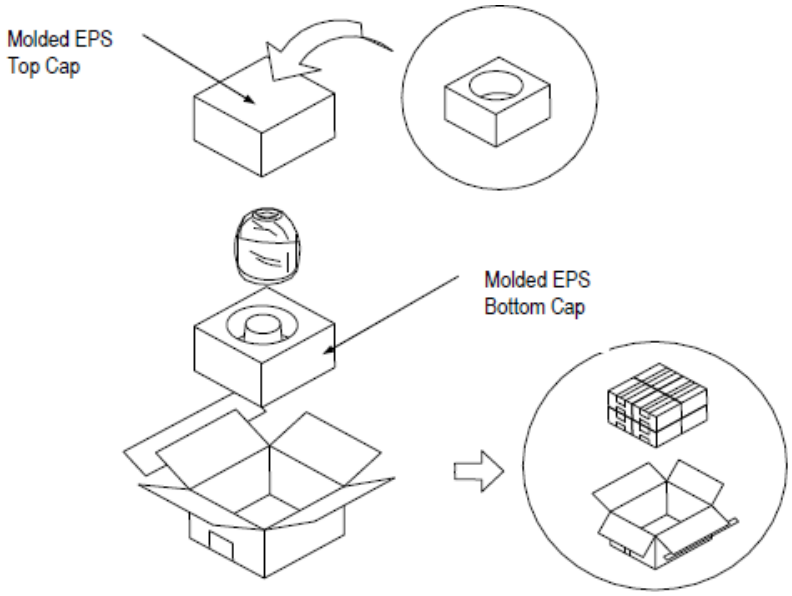


Figure 4. Chandelier Packaging

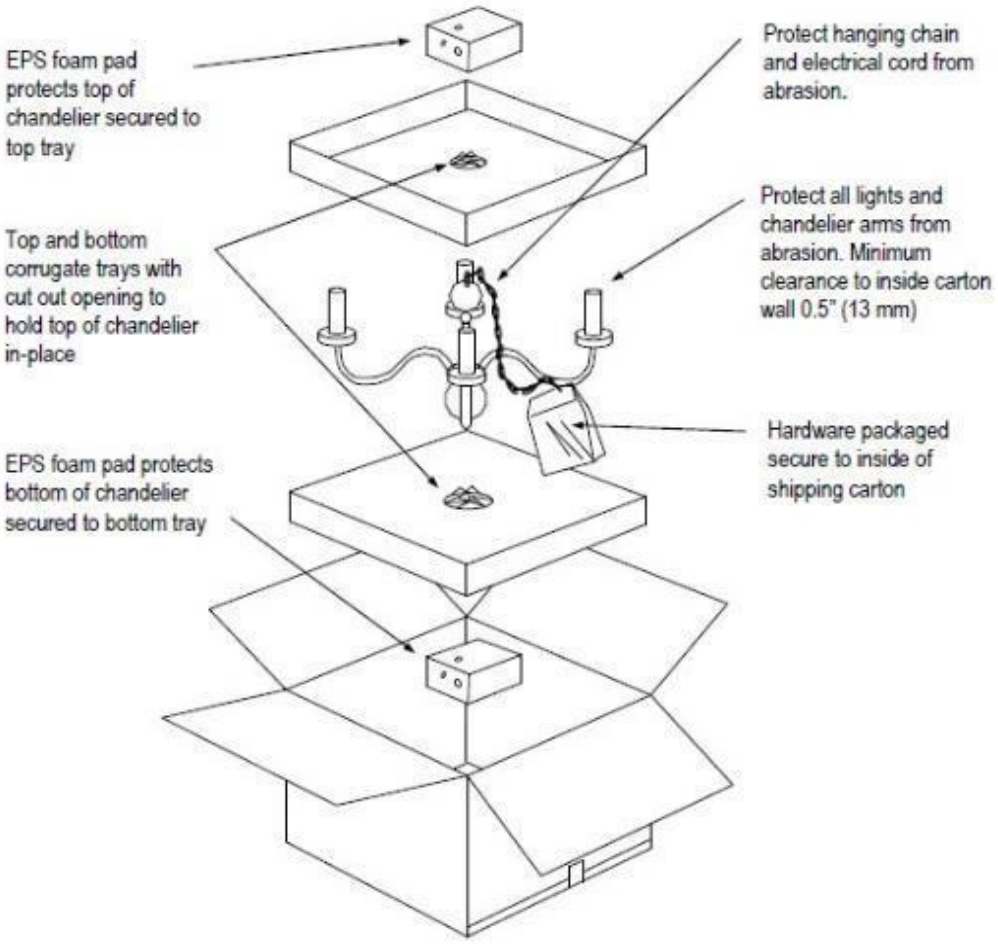


Figure 5: Table Lamp Packaging Example

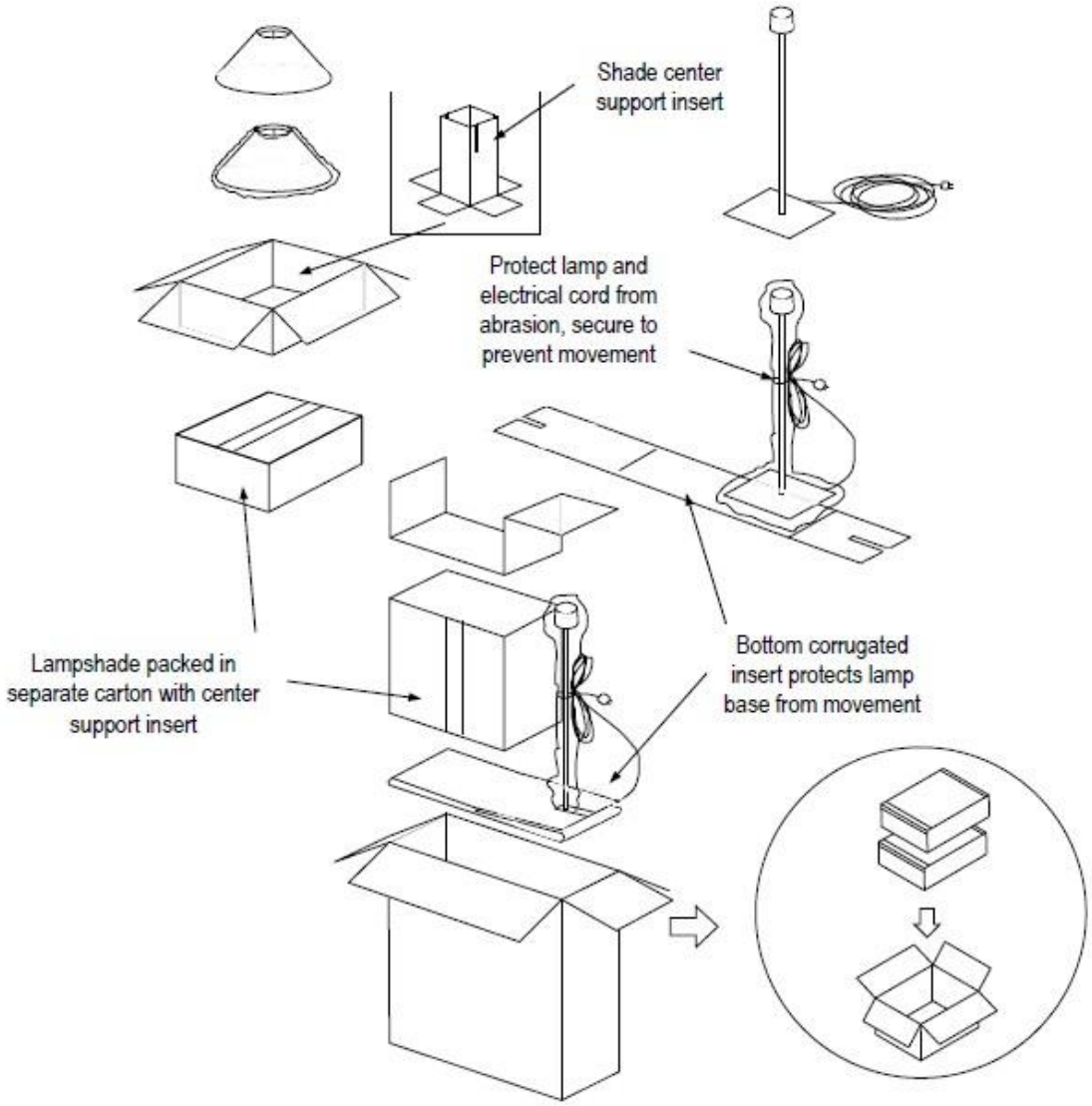


Figure 6. Triple Wall Sconce Packaging Example

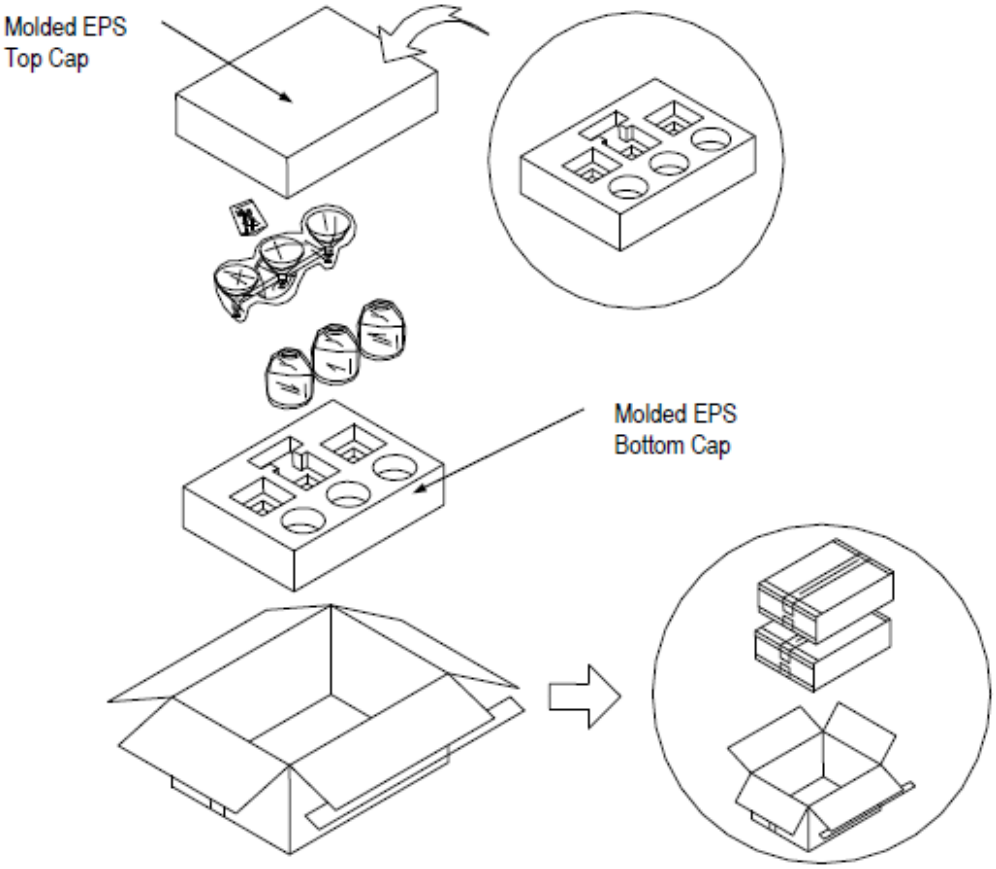


Figure 7. Single Wall Sconce Packaging Example

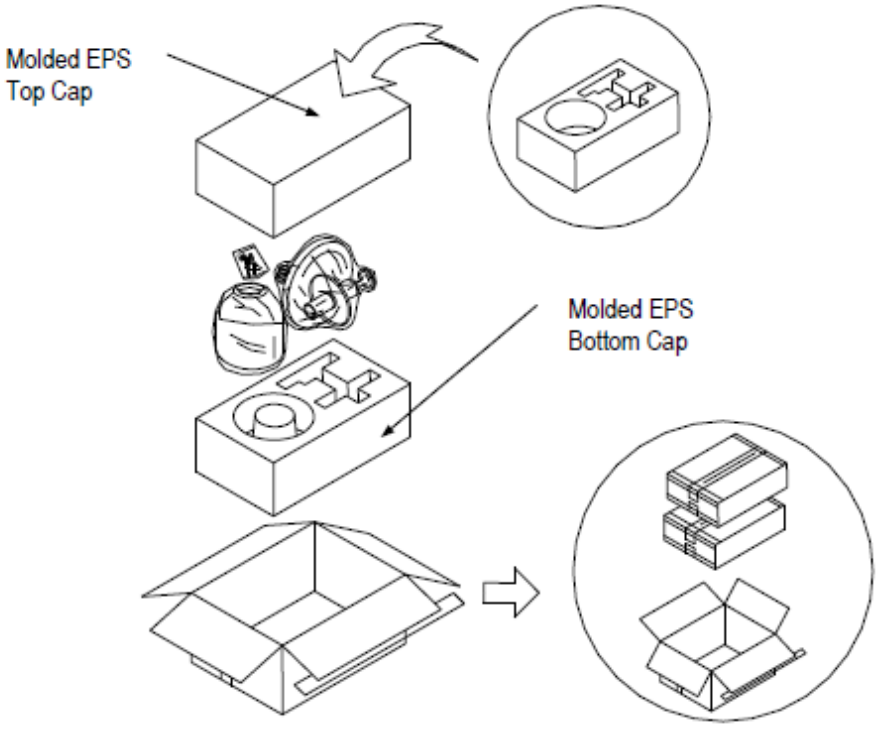
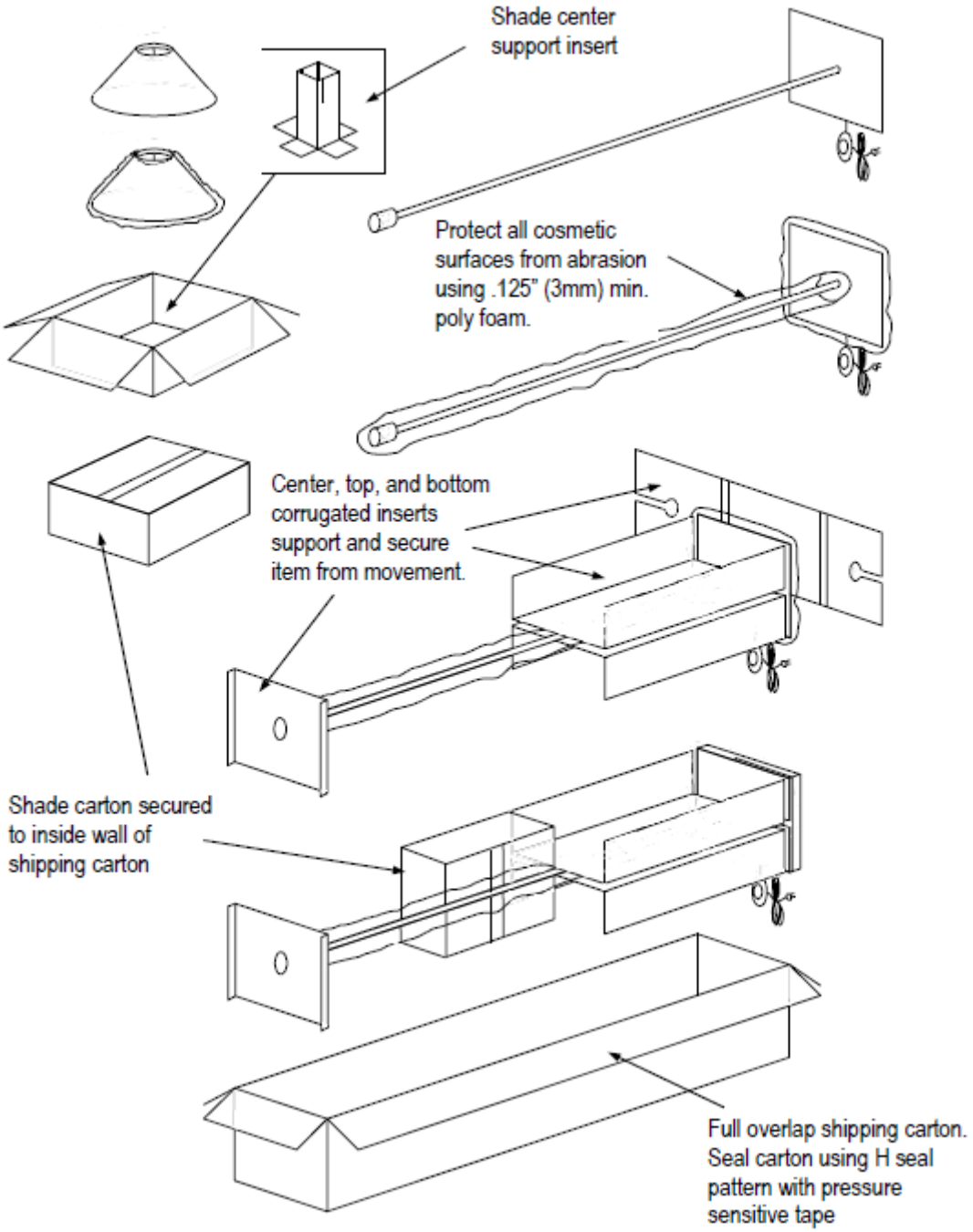


Figure 8. Floor Lamp Packaging Example



Top of chapter

22. Load Plan Development Approval Process 03-000101-0

22.1. PURPOSE

The purpose of this document is to provide vendors and WSI personnel with the process for developing and approving container/trailer load plans using container loading software.

22.2. APPLICATION

This process currently applies to all furniture vendor-loaded sea containers and trailers. This process does not cover Third Party Consolidators and Trans-Loaders at this time. However, the basics of this process may be used by various organizations within WSI for products other than furniture.

22.3. SOFTWARE

It is preferred that all vendors use TOPS Engineering Corporations Maxload-Pro loading software. Contact info: www.topseng.com

It is anticipated that the use of the Maxload-Pro Software will become mandatory for all furniture vendors in the future. In the event that the Maxload-Pro Software is not used, all requirements of this process must still be met, except for the exported data generated by the Maxload-Pro Software.

22.4. DEFINITIONS & ACRONYMS

40GP	40-Foot Standard (General Purpose) Dry Container
40HC	40-Foot High Cube Dry Container
45HC	45-Foot High Cube Dry Container
PB	Pottery Barn
PBK	Pottery Barn Kids
PBT	Pottery Barn Teen
WS	Williams-Sonoma

22.5. STANDARD CONTAINER SIZES

Use the following dimensions for calculating loadability if you do not have specific dimensions for containers from specific carriers:

Container Type	Length	Width	Height
40GP	473.8 in. (12035 mm)	92.5 in. (2350 mm)	94.2 in. (2393 mm)
40HC	473.8 in. (12035 mm)	92.5 in. (2350 mm)	106.2 in. (2697 mm)
45HC	533.7 in. (13556 mm)	92.5 in. (2350 mm)	106.2 in. (2697 mm)

22.6. KEY DATA:

It is critical that the following information be included in order to approve a load plan:

- Carton Style
- Carton Dimensions in inches and millimeters
- Gross Weight in pounds and kilograms
- Carton Opening
- Up-Arrow Orientation
- Corrugation Direction

This information must be communicated as a part of the e-mail or in a separate attachment (a drawing would be acceptable).

Example:

Carton Style: RSC
Carton Dimensions: 24 x 24 x 24 inches
Carton Dimensions: 610 x 610 x 610 mm Gross Weight: 45 lb.
Gross Weight: 20.5 kg

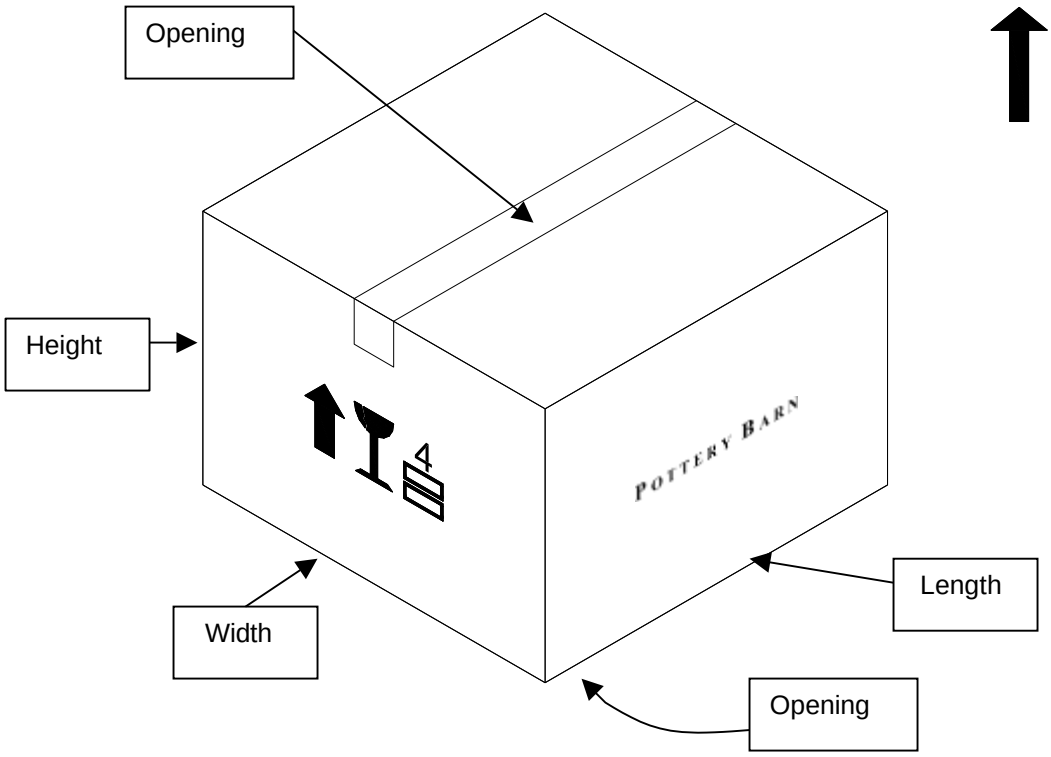
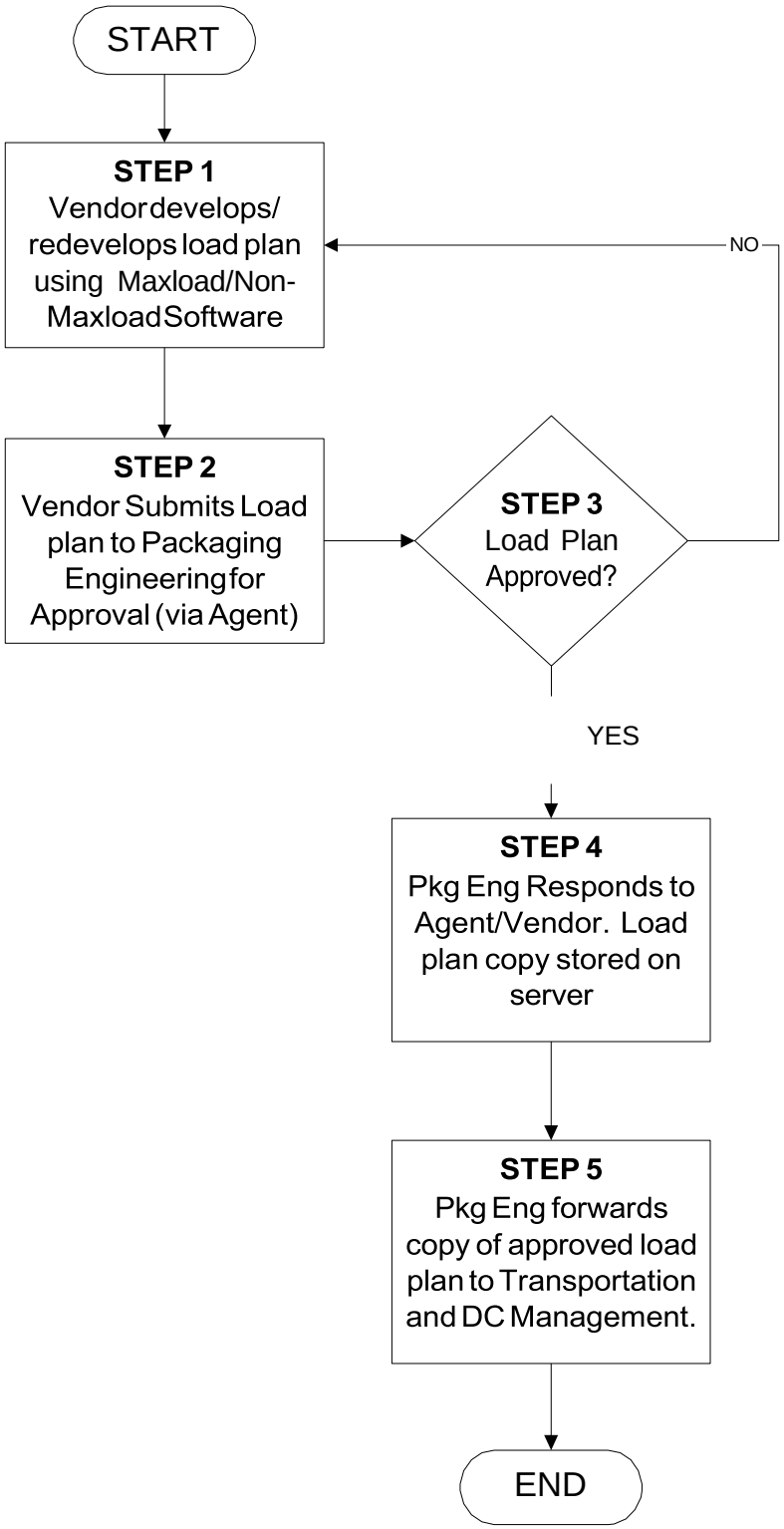


Figure 1. Load Plan Development and Approval Process



22.6.1. Step 1 Load Plan Development

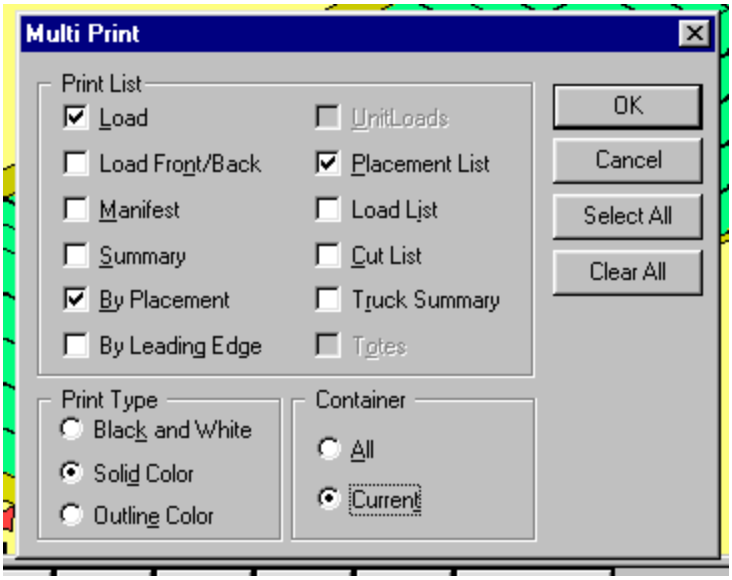
Create load plans for 3 container sizes, 40GP, 40HC, and 45HC. Save load plans in the Maxload-Pro Software/Non-Maxload Software using the following file format:
All Applicable SKU's, Concept, Product Name, Vendor Name, Container Type, Quantity

Examples:
1234567, PB, Dining Table, Vendor-ABC, 40GP, qty 72
1234567, 987654,0101010, PBK, Kids Chair, Vendor-XYZ, 45HC, qty 144

22.6.2. Step 2 Load Plan Submittal

- Maxload-Pro Users
  a. Open each file individually and create Adobe Acrobat PDF files of each load plan. For Maxload-Pro, Use the Multi-Print Command. In the Print List field, select the "Load", and "By Placement". In the Print Type field, select "Solid Color". In the Container field, select "Current". Save the Files using the same file-naming format as shown in Section 6.1.

Figure 1. Multi-Print Screen



  b. In the Maxload-Pro Software create a MFT File for each load plan by using the Tools pull- down menu and selecting "Email MFT". For now, e-mail these files to yourself. This action will create a TXT file.
  c. Once you have created all 6 files, email all the files to an appropriate Packaging Engineer for review. You should have 3 PDF and 3 TXT files.

- Non-Maxload-Pro Users
  a. Submit all load plans using Adobe PDF, JPG, TXT, or other standard file types. It must be clear that on how the container is to be loaded. For example, it must detail the step-by-step loading procedure if it is not clear how to accomplish the load from a full container load diagram.
  b. The File naming format shall be the same as indicated in section 6.1.

22.6.3. Step 3 Load Plan Review

Packaging Engineer Reviews Load Plan. If the load plan is approved continue to Step 4. If not, WSI Packaging Engineering will communicate to Agent/Vendor to revise the load plan

and re- submit for approval.

22.6.4. Step 4 Load Plan Approval and Filing

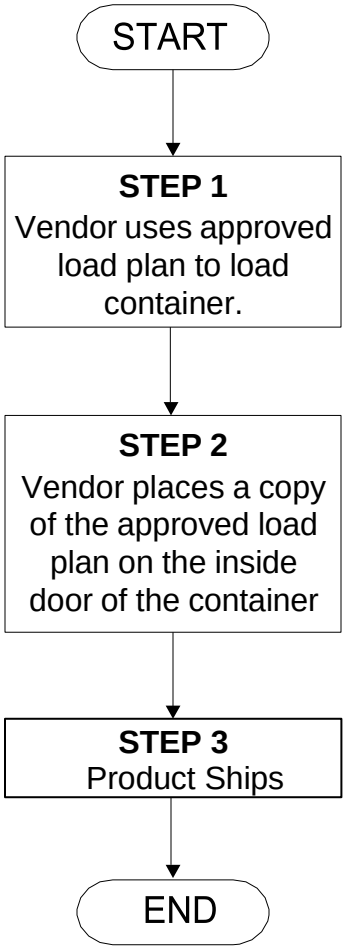
- Engineer communicates via e-mail to the Agent/Vendor that the load plans have been approved.
- WSI Internal Storage:
  The load plans, both PDF and TXT files, are to be stored electronically on the server under a folder with the name of the product.

  Domain: WSGC
  Server Path: Ihfile2/Shared/Supply Chain/Quality Assurance/Container-Trailer Load Plans

22.6.5. Step 5 Load Plan Internal Communication
The last Step of the Approval Process is to have the Packaging Engineer forward a copy of the approved load plans to Transportation and DC Management.

22.7. LOAD PLAN USE PROCESS

Figure 2. Load Plan Use Process



22.7.1. Step 1 Load Plan Use

Loading personnel shall have copies of the approved load plans during the loading process for reference. Load container exactly according to the approved load plan. To avoid confusion, do not reverse or mirror the actual load plan. The actual load plan must resemble the approved load plan document. Use Blocking and Bracing as required to prevent shifting of the load.

22.7.2. Step 2 Load Plan Placement in Container

Place a copy of the Load Plan and the Approval e-mail inside a plastic envelope affixed to the inside of the container door.

22.7.3. Step 3

Close the container door and seal for shipping.

22.8. REFERENCES

TOPS Engineering
1651 N. Collins Blvd., Suite 240 Richardson, Texas 75080 USA Tel: 972.739.8677
Fax: 972.739.9478
TOLL FREE ACCESS: 1.800.889.2441
www.topseng.com

Top of chapter

23. Marble Handling SOP 03-000104-0

23.1. PURPOSE

The purpose of this document is to define the handling requirements for Marble skus throughout the WSI Supply Chain. Strict adherence to this SOP is required to eliminate handling damages and maintain product first quality.

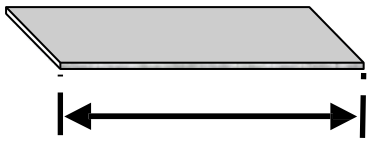
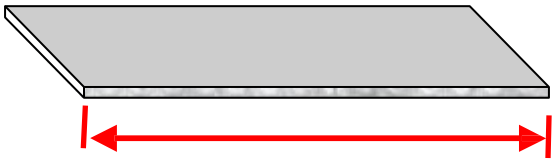
23.2. APPLICATION

This procedure is effective immediately and applies to all MARBLE skus, including but not limited to:

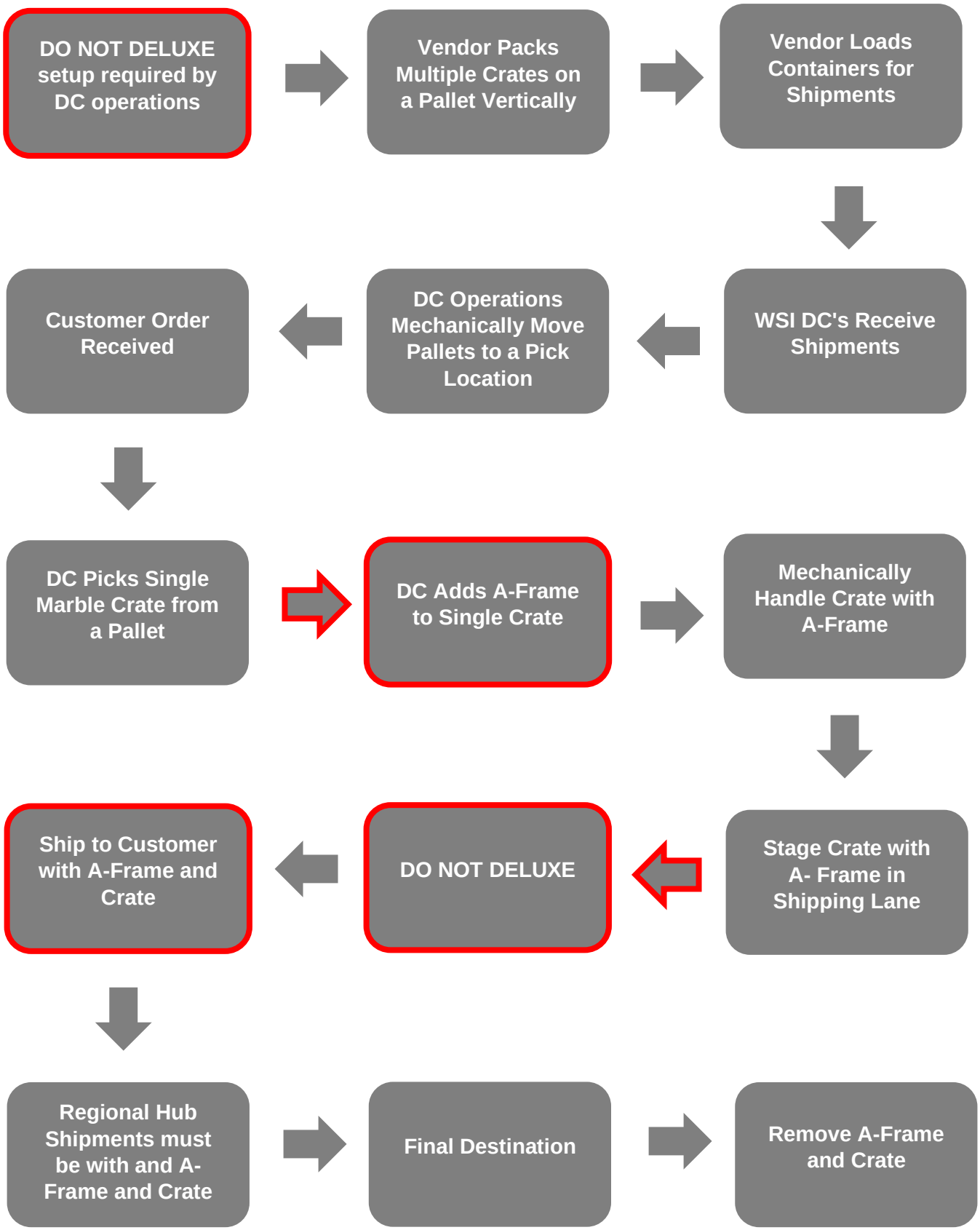
- Kitchen Island Tops
- Dining Table Tops
- Coffee Table Tops
- Office Desk Tops
- Side Table Tops
- Bathroom Consoles
- Shelving
- Pastry Boards, Cheese Boards, Cutting Boards

23.3. MARBLE SHIP MODE

Marble length will determine the ship mode as shown in the table below. The ship mode must be confirmed by all cross functional teams in the Product Development Phase to assure vendor cost accounts for the required packaging materials.

United Parcel Service (UPS)	Home Delivery Network (Exel)
Marble ≤ 24 inches in length 	**Marble > 24 inches in length** 
Ship in a master carton 	Ship in a crate 

23.4. MARBLE CRATE HANDLING PROCESS



23.5. DO NOT DELUXE

All marble skus shipping via the Home Delivery (Exel) Network must remain in the crate with the A-Frame until it arrives at the final destination (customer's address).

- DC Operations is required to update their systems with the Do Not Deluxe code for all marble skus shipping through the Home Delivery Network.
- It is required that all crates be labeled or printed with the following marking in red ink on two major panels:

DO NOT DELUXE

- The marking size must be at least 1 in (2.54 cm) x 16 in (40.6 cm)



- Drivers can only remove the crate upon arrival to the final destination, customer address.
- Drivers must carry the marble on edge in the vertical orientation when installing the marble.
- Drivers must remove all crate and packaging materials from the customer's home and discard it at the WSI Distribution Center upon return.

23.6. PACKAGE CONFIGURATION

Each marble component must be packed in the following configuration:

1. Marble component cushioned with 1 inch thick EPS foam



2. Placed in a 275psi DW corrugated carton using a Telescoping Tray (FTT) style

3. Wooden crate is constructed around the carton u 9mm-12mm wood components

4. Multiple wooden crates are placed on a palle secured in place with a wooden frame.



23.7. CRATE AND PALLET MATERIAL

Crates and Pallets must be constructed from the following materials:

Engineered Woods		Solid Wood (Fumigation Required)
MDF (9mm-12mm Thick)	Plywood (9mm-12mm Thick)	
		

23.8. SHIPPING AND HANDLING ORIENTATION

All marble crates must be shipped and handled in the vertical orientation throughout the WSI Supply Chain. No exceptions are allowed, or this will likely result in broken marble components.





23.9. A-FRAMES

DC Operations are required to add A-Frames to all single marble crates; the pallet in the below picture is not required.



Pallet not Required

Top of chapter

24. Marble (Single) Top Packaging Requirements and Testing Protocol 03-000105-0

24.1. PURPOSE

The purpose of this specification is to provide vendors with the basic packaging requirements and testing protocol for single marble top, which is KD from the product, used for table, cabinet, bar counter and sink.

24.2. APPLICATION & SCOPE

This specification applies to single marble individually packed in a master carton with crate outside. The full-assembly product with marble top fixed on the base still should be tested according to WSI transit test protocol - 03-000060, performed 1A, 1B, 3A or palletized protocols based on the actual package condition and ship mode.

24.3. PACKAGE REQUIREMENTS

24.3.1. All KD marble top need to be created out of the master carton.

24.3.2. The material of crate must be plywood and fixed by screws, staples and nails. Glue can be used to enhance the create strength. But one end of the crate must be fixed by screw only without staples, nails or glue, to let the consumer to disassemble crate by electric screwdriver and take the carton easily out. Marking “CAUTION: OPEN FROM THIS SIDE” must be printed on the proposed opening side of the crate.

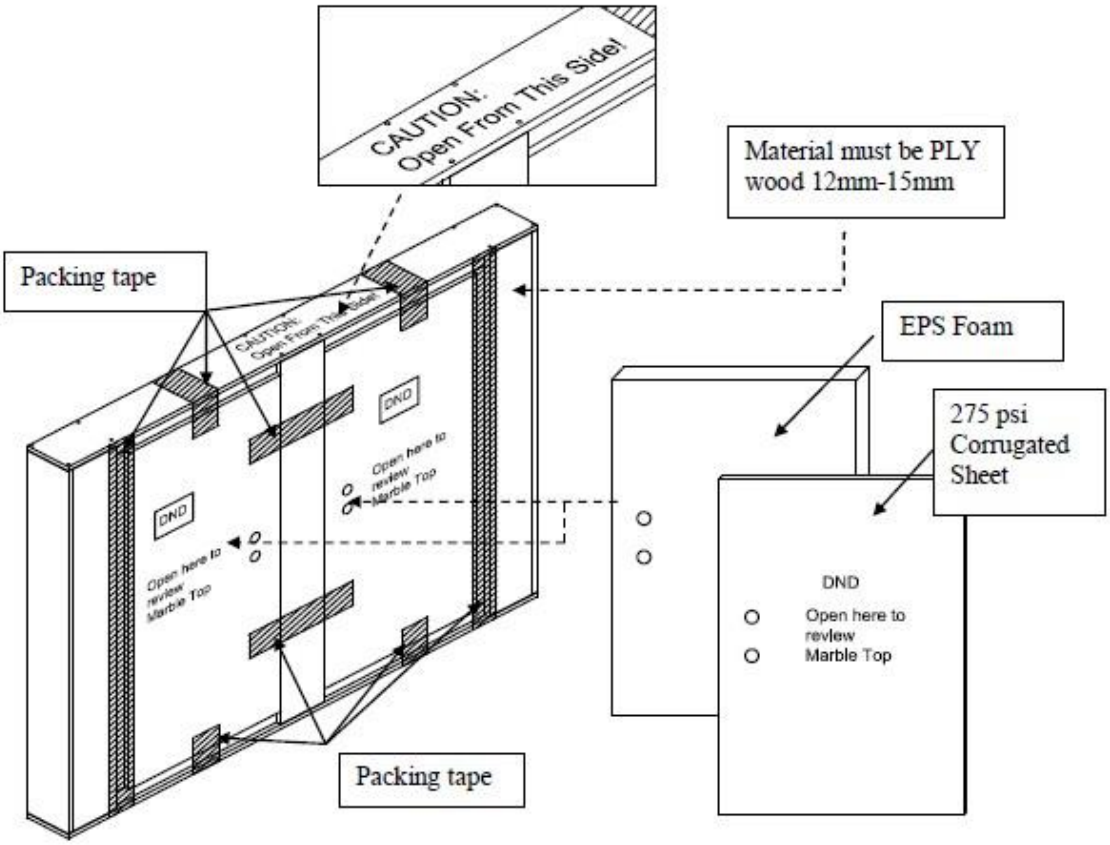
Note: After getting WSI package engineer approval, MDF with good quality may be used as crate based on cost or other specially reasons.

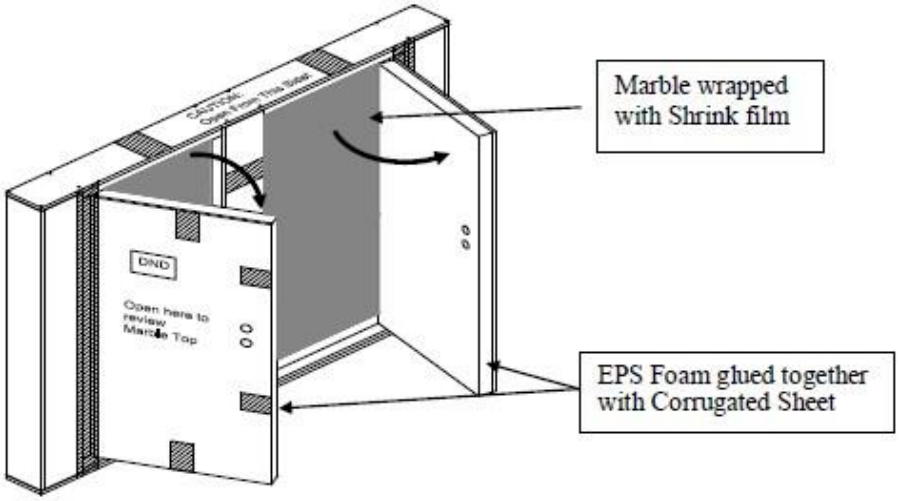
24.3.3. The marble top must be wrapped with plastic shrinking film, padded with EPS (Minimum density: 16kg/m3) out of each side in the master carton.

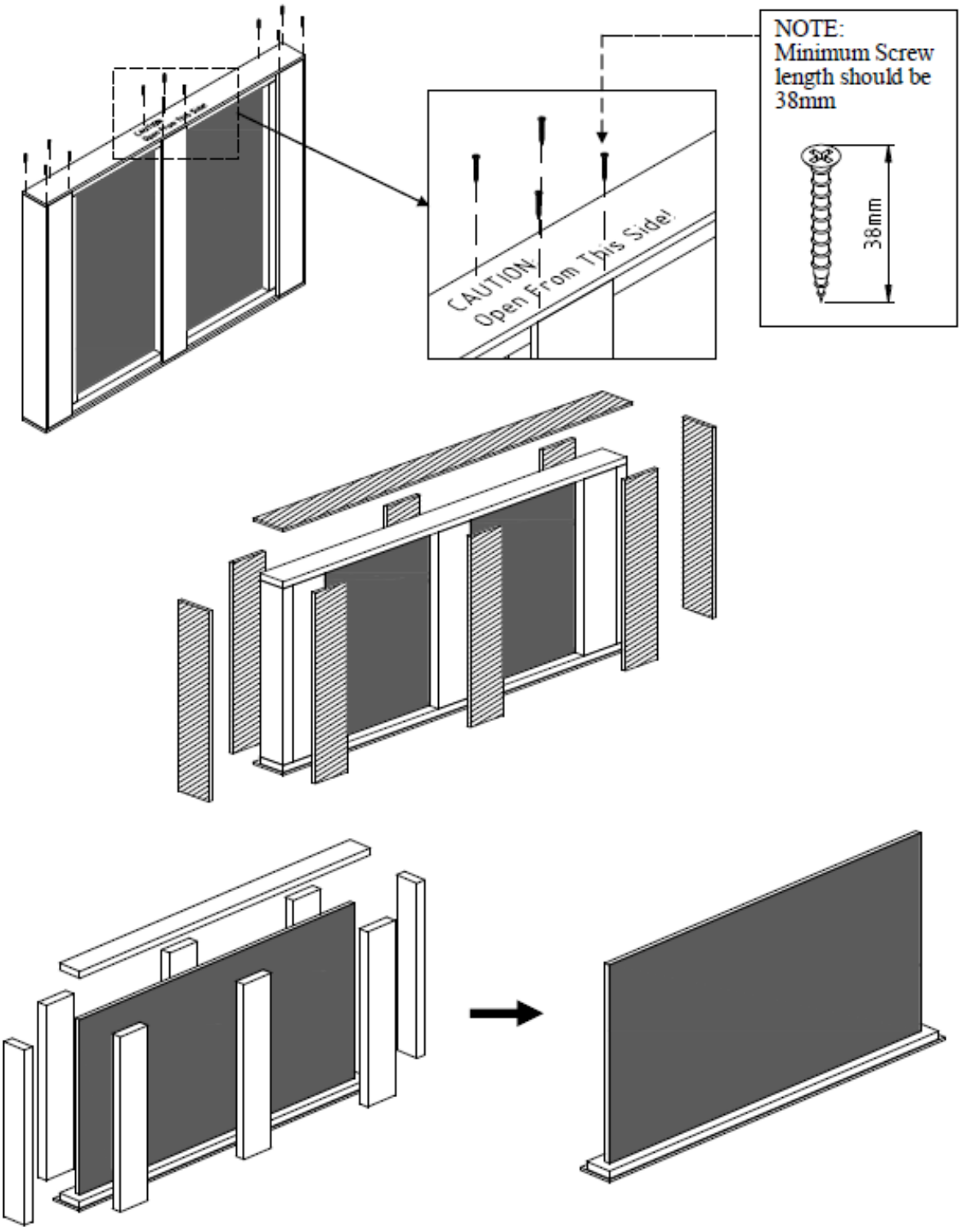
24.3.4. Windows must exist on master carton. The windows can be opened and closed, fastened by 3” wide pressure-sensitive tape.

24.3.5. Only the marble side or main surface of marble needs the windows on master carton. The back side of the marble combined with wooden board should be fully padded with EPS board, window is not required on cartons on this side.

24.3.6. No special requirement on carton window’s quantity and size, based on actual situation.


CAUTION:
Open From This Side!
Material must be PLY wood 12mm-15mm
Packing tape
EPS Foam
275 psi Corrugated Sheet
DND
Open here to review Marble Top
Packing tape


Marble wrapped with Shrink film
DND
Open here to review Marble Top
EPS Foam glued together with Corrugated Sheet


NOTE:
Minimum Screw length should be 38mm
38mm
CAUTION
Open From This Side!

Williams-Sonoma, Inc

FIGURES AS EXAMPLE:



Figure 1: front view of windows



Figure 2: open windows



Figure 3: back of carton



Figure 4: Plastic shirking film wrapped



Figure 5: three windows for large marble

24.4. TESTING PROTOCOL FOR MARBLE PACKAGE WITH CRATE

24.4.1. The testing method:

Condition	Package Weight	Ship mode	Testing protocol	Remark
A	< 150 lbs	UPS	3A (modified)	/
B	< 150 lbs	Exel/Home	1A (modified)	Exception*
C	>/= 150 lbs	Exel/Home delivery	Vibration test, Rotational drop test, Tip over test	Replaced of 1B test (modified)

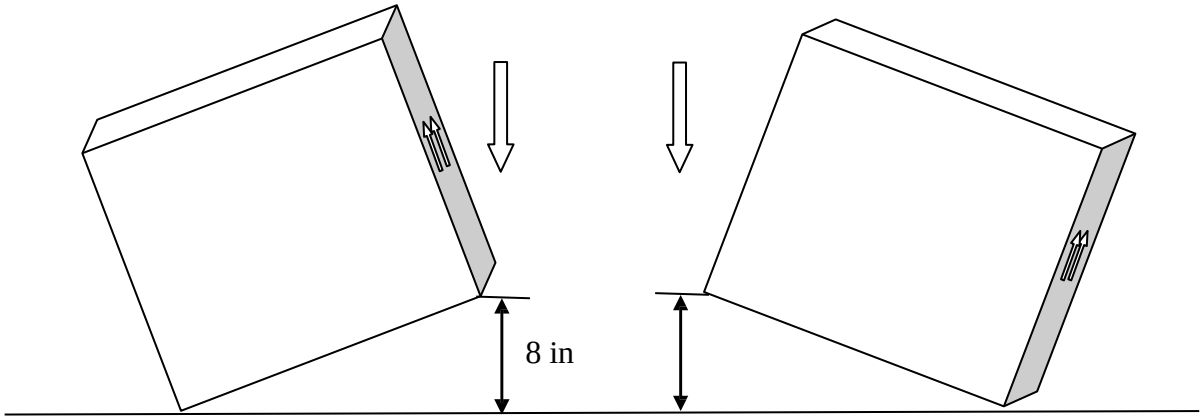
* For the item in condition B with large size but weight less than 150 lbs, after getting WSI package engineer's approval, it can be tested in condition C instead of 1A (modified) test.

24.4.2. Loose Load Vibration Test

24.4.3. A 45 minute package vibration test; 15 minutes in the base down, 15 minutes in the side down and 15 minutes in the back down orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

24.4.4. Rotational drop test (2 drops)

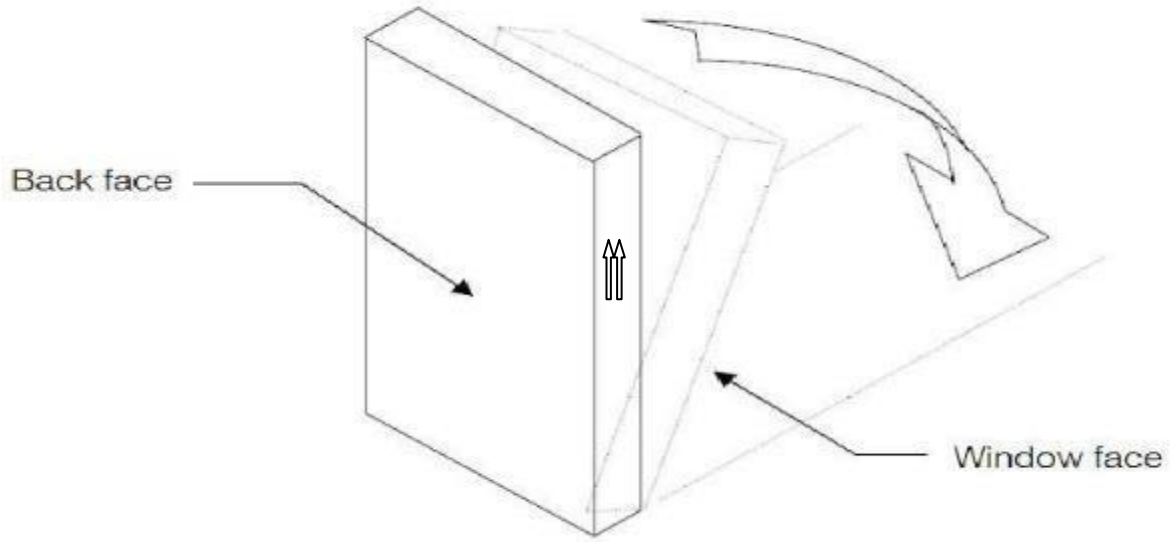
24.4.5. Place the crate in an upright position with arrow direction on rigid surface. Use the tips of a forklift truck, some other type of lift mechanism, or wood block prop, etc. raise one (1) edge 8 in. (20 cm) to the ground while the opposite edge remains on the ground. Then release as quickly as possible to produce a free-fall impact. Repeat the test on opposite edge.



Drop 1 Drop 2

24.4.6. Tip over test (1 drop)

On a rigid surface, rest the bottom of the package on rigid flat surface followed the carton arrow direction. Apply enough force to the upper portion of the package to tip it over without moving it horizontally from its position. Face of window should impact the rigid surface. The package should rotate freely and impact a flat rigid surface.



24.4.7. After test, the marble shall have no damage. The crate shall keep the shape and the anchor points shall not become loose.

24.5. REFERENCE DOCUMENTS
03-000060 WSI transit test protocol.

Top of chapter

25. Mirrors & Sheet Glass Packaging 03-000082-4

25.1. PURPOSE

The purpose of this specification is to provide vendors with the minimum packaging requirements for mirrors.

25.2. APPLICATION

This procedure applies to all mirrors products that do not have specific brand packaging or specific protective packaging instructions.

25.3. PACKAGING MATRIX

25.3.1. Mirrors are defined as follows:

Product Type	Product Description
Standard Mirrors	Small to medium size mirrors less than 40 pounds AND longest dimension less than 36 inches
Large Mirrors	Mirrors greater than 40 pounds OR longest dimension greater than 36 inches. This mirror size must be able to ship via Express Carrier (e.g. UPS). See WSI Vendor Manual Chapter 5 for Express Carrier size and weight restrictions.
Oversized Mirrors	Mirrors that exceed the UPS size (165" L+Girth) or weight limitations or ship Van Delivery to customers. Contact WSI Packaging Engineering.

25.3.2. Packaging Requirements for Mirrors:

STANDARD MIRRORS – RETAIL & MAIL ORDER (FIGURE 1&2)		
Step 1	**Protective Wrapping**	Polyethylene foam sheeting, bubble-wrap or poly bag.
Step 2	**Mirrored Surface Protection**	Foam (EPS, PE) foam or corrugated sheet placed over the bagged mirrored surface. An identical sheet is placed behind the product to compress the mirror surface in between the foam.
Step 3	**Edge and Corner Protection**	Foam (EPS, PE) edge, corner channels, or corrugated build up pads are used for cushioning and secure fit
Step 4	**Hardware**	Place hardware, assembly instructions etc. in a plastic bag and shut with tape. Secure sealed bag to product with tape and apply bright colored label to bag.
Step 5	**Corrugated Container**	Design Style Tray (DST), FOL, or Five Panel Folder, Double-wall, minimum Burst strength **200lb/in²** (1379kPa)
Step 6	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure

LARGE AND OVERSIZED MIRRORS – RETAIL & MAIL ORDER (FIGURE 3&4)		
Step 1	**Protective Wrapping**	Polyethylene foam sheeting, bubble-wrap or poly bag.
Step 2	**Mirrored Surface Protection**	Foam (EPS, PE) foam sheet placed over the mirrored surface; Foam sheet or strips can be glued to corrugated sheet. An identical sheet is placed behind the product to compress the mirror surface in between the foam.
Step 3	**Edge and Corner Protection**	Foam (EPS, PE) edge, corner channels, or corrugated build up pads used for cushioning and secure fit. Minimum 1.5 inch (38 mm) thickness
Step 4	**Hardware**	Place hardware, assembly instructions etc. in a plastic bag and shut with tape. Secure sealed bag to product with tape and apply bright colored label to bag.
Step 5	**Corrugated Container**	Design Style Tray (DST) or FOL, Double-wall, minimum Burst strength 275lb/in² (1896kPa)
Step 6	**Container Closure**	Close all seams with 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure

25.4. COSMETIC SURFACE PROTECTION

To protect all cosmetic surfaces, fully cover the product with a non-abrasive material such as polyethylene foam sheeting or a polyethylene bag. It is critical that expanded polystyrene (EPS) and corrugated do not shift or abrade against the product. Do not adhere tape directly to the product.

25.5. PRODUCT CONTAINMENT

Mirrors must be restricted from movement during shipping. Block and brace mirrors with a material such as corrugated or foam. Mirrors should be placed in a polyethylene bag to prevent abrasion and/or particulate contamination.

25.6. FOAM REQUIREMENTS

Expanded Polystyrene (EPS) Foam Material Requirements:

Molded EPS material minimum density: 1.25 lb. /ft³ (20 kg/m³) **Preferred** Plank and fabricated (Hot wire) minimum density: 1.5 lb. /ft³ (24 kg/m³) (See Figures 2&3)

25.7. MASTER CARTON REQUIREMENTS

25.7.1. An RSC (Regular Slotted Container), Full Overlapping Container (FOL), One Piece Folder (OPF) can be used for most products. (See Figures 1&2)

25.7.2. Material and Construction: Double wall (5 Ply) Corrugated; Burst strength: Minimum of 200 lb/in² (1379kPa) for standard size mirrors and 275lb/in² (1896kPa) for large and oversized mirrors. Using staples for the carton manufacturer's joint is permitted provided that the distance between staples is no more than 1.5 in. (3.8 cm).

25.8. CARTON CLOSURE

25.8.1. Use 3 in. wide (7.6 cm) polypropylene or fiberglass reinforced tape (paper or polypropylene) for carton closure. Staples and glue are not acceptable methods of carton closure anywhere in the packaging but can be used for the carton manufacturer's joint as described above.

25.9. CONTAINER LOADING

25.9.1. Mirrors and sheet glass products are generally container loaded vertically on the packages end panels. Corrugated direction is typically parallel to the stacking direction. Contact WSI Packaging Engineering for additional information.

25.10. REFERENCE DOCUMENTS

03-000071 Shipping Carton Marking and Brand Logo Requirements
03-000073 Plastic Bag/Film Requirements
WSI Policies and Procedure Manual

25.11. FIGURES

Figure 1: Example of Standard Mirror Package

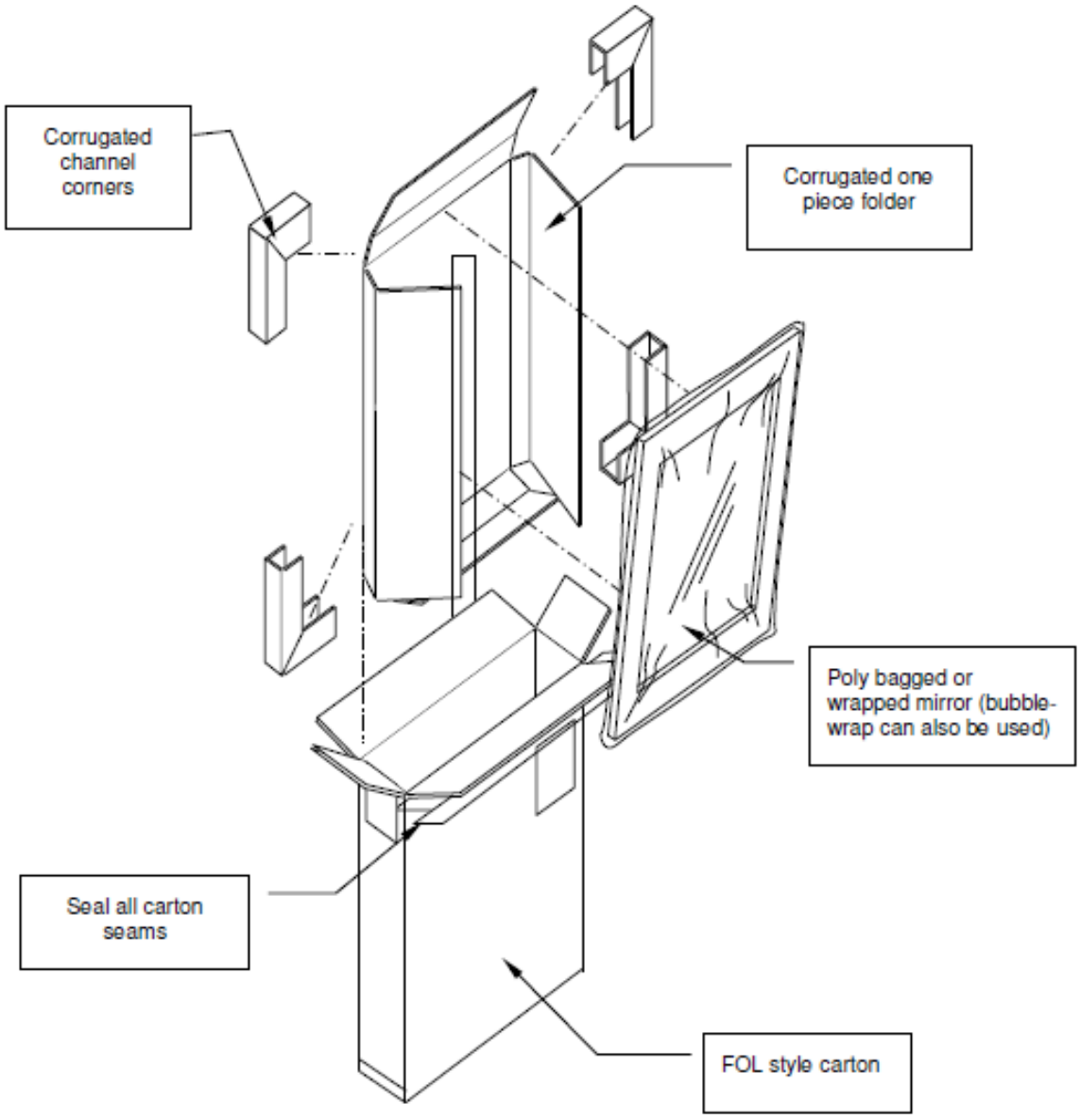


Figure 2: Example of a Standard Oval Mirror Package

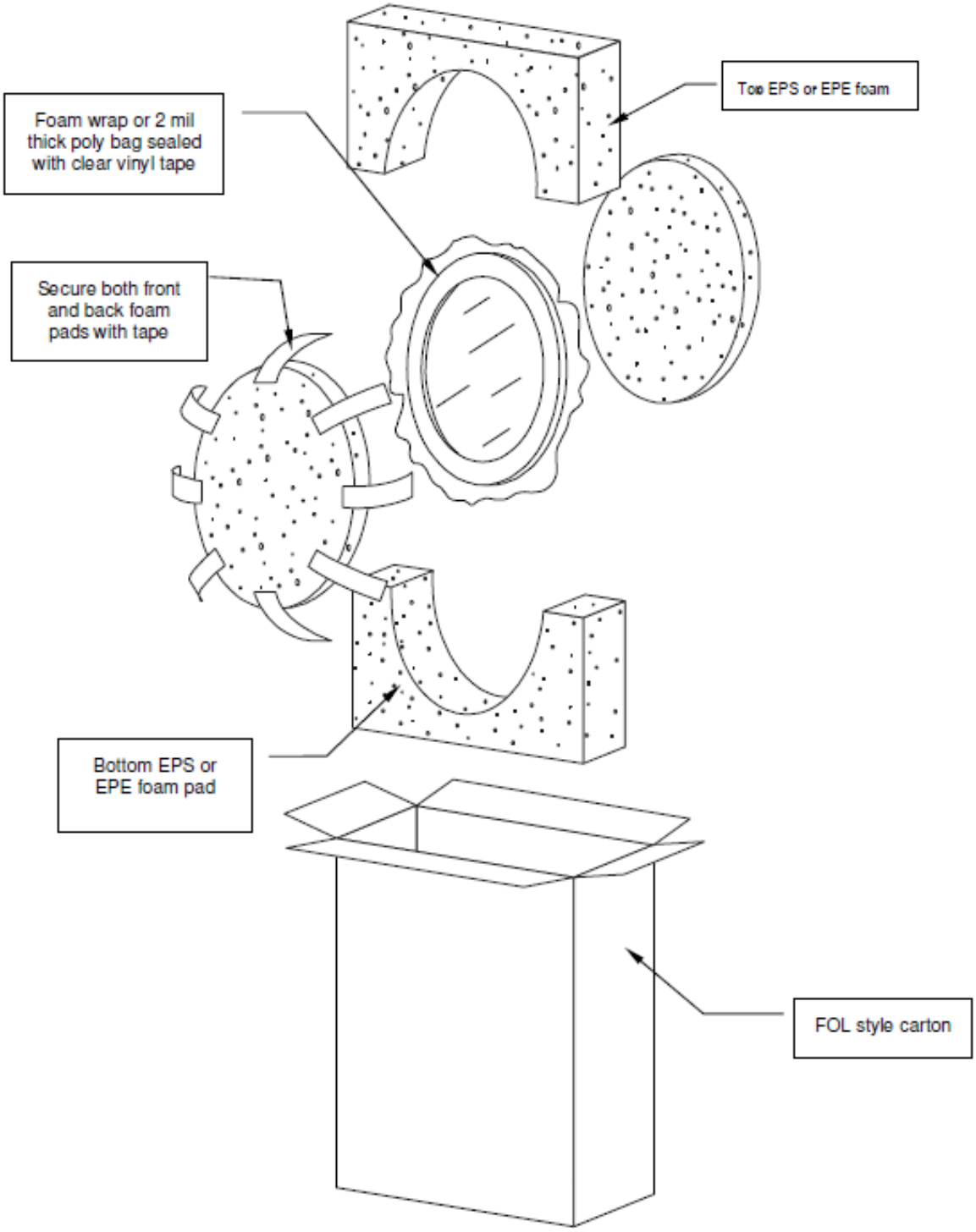


Figure 3: Example of a Large Mirror Package

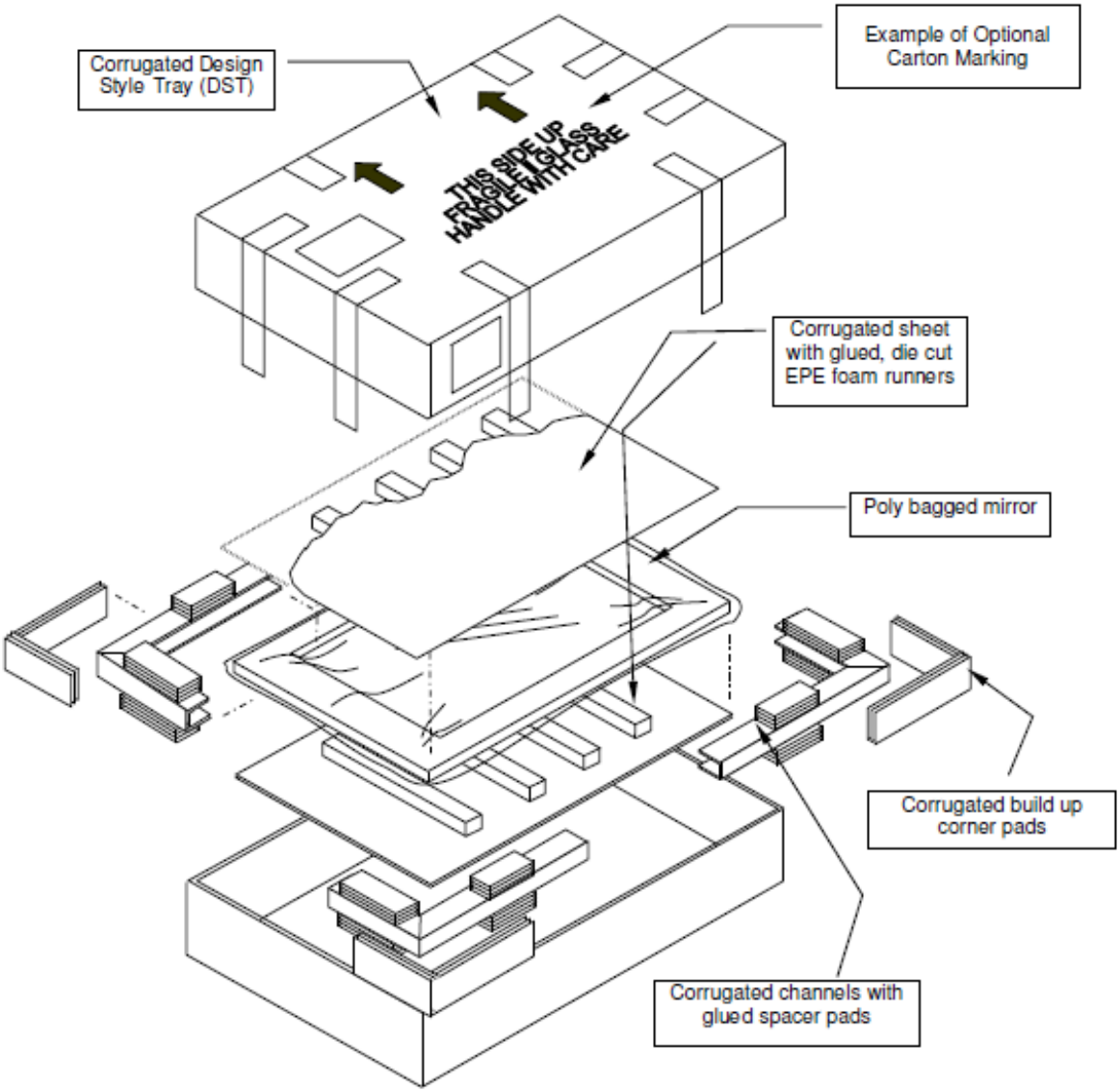
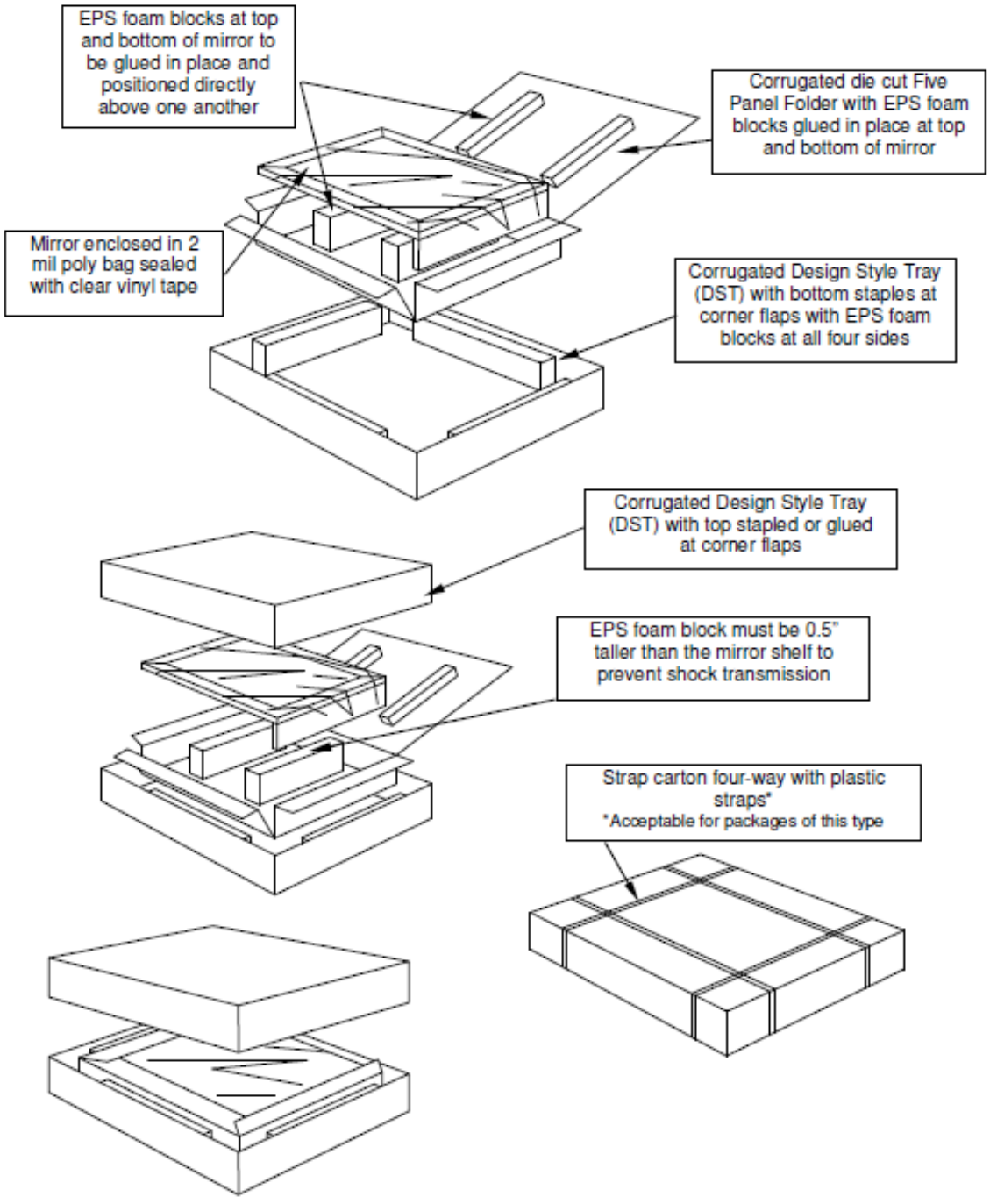


Figure 4: Example of Mirror with Shelf Package



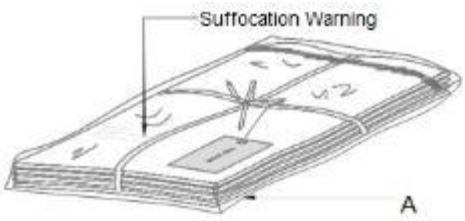
Top of chapter

26. Napkin Packaging Requirements

FOLD SET OF 4



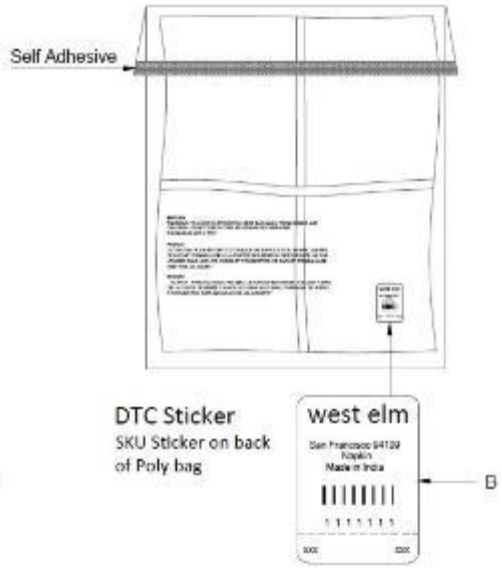
PLACE IN POLYBAG



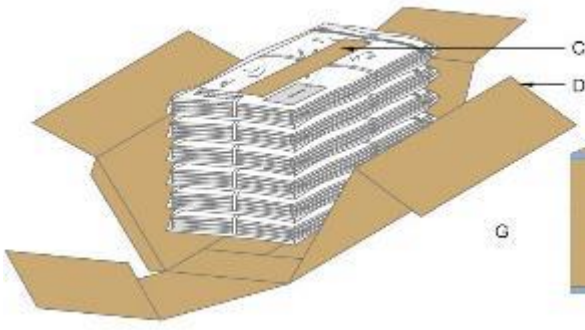


SKU Sticker must be visible, Accessible and Scanable in order for DC Operations to process these units. Any non-compliance will result in a $1,000 USD Debit Memo to the Vendor.



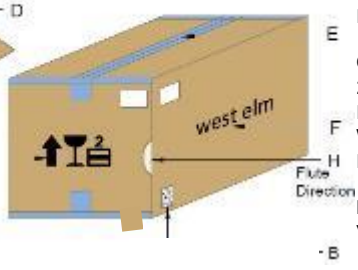


PACK



SEAL MASTER CARTON

Retail: MC/DL = 6/6
DTC : MC/SU = 6/1



A - Poly Bag Thickness 1.25mils (0.03mm)

B - SKU Sticker Must Follow Chapter 07 of The Vendor Compliance Manual. For Retail and DTC the SKU Sticker must be placed on the:
- Hangtag
- Polybag or outermost layer of primary packaging

C - Cut Pad Corrugated DW 150 PSI Must be secured in place with tape.

D - Master Carton RSC (Regular Slotted Container) Corrugated Doublewall with a Burst Strength based on the carton weights listed below:

MC ≤ 35 lbs, 150 PSI = 26 ECT DW using TAPPI T811 Rigid Support Compression Tester = Cobb Test per TAPI T441

35 lbs < MC ≤ 50 lbs, 200 PSI = 42 ECT DW using TAPPI T811 Rigid Support Compression Tester = Cobb Test per TAPI T441

MC > 50lbs, 275 PSI = 48 ECT DW using TAPPI T811 Rigid Support Compression Tester = Cobb Test per TAPI T441

E - 2" Tape

F - Brand Logo 8", 12", 17" Length Depending on Carton Size
West Elm uses White Print
Other Brands use Black Print
Print using the Brand Artwork
Print on two major opposite faces

G - International Handling Symbols 2"x3", 3"x4", 4"x6" print size Depending on Carton Size
West Elm uses White Print Other Brands use Black Print

H - Master Carton Flute Direction Vertical

Top of chapter

27. Ornament Packaging 03-000074-1

27.1. PURPOSE

The purpose of this specification is to provide vendors with the basic packaging requirements for all ornaments which includes, but is not limited to glass ornaments, figural plastic, and crystal garland.

27.2. APPLICATION

This procedure applies to all ornament products that do not have specific brand packaging or specific protective packaging instructions.

27.3. PACKAGING MATRIX

27.3.1. Ornaments are defined as follows:

Product Type	Product Description
Glass Ornaments	Typically, balls or figures
Figural Plastic	Shaped figures such as Santas, Reindeers, Trees, and/or ornaments with appendages
Crystal Garland	Glass crystals joined by metal links

27.3.2. Packaging Requirements for Ornaments:

GLASS ORNAMENTS – RETAIL		
Step 1	Protective Wrapping	Bubble-wrap, Bubble-bag, or Polyethylene foam sheeting. (See Figure 1)
Step 2	Corrugated Partition	Outer edge of partition should extend approximately 1-inch. (See Figure 1)
Step 3	Corrugated Pad	Corrugated sheet placed in between corrugated partitions. (See Figure 1)
Step 4	Corrugated Air Cell	Place a corrugate aircell at the bottom and top of carton. (See Figure 1)
Step 5	Corrugated Container	RSC or FOL, Minimum Burst Strength 200lb/in² (1379kPa) (See Figure 1)
Step 6	Container Closure	Close all seams with 3 in. (7.5 cm) wide fiberglass reinforced paper tape or polypropylene tape. (See Figure 1)

GLASS ORNAMENTS – MAIL ORDER		
Step 1	Protective Wrapping	Bubble-wrap, Bubble-bag, or Polyethylene foam sheeting. (See Figure 2)
Step 2	Corrugated Air Cell	Place a corrugated aircell at bottom and top of wrapped product. (See Figure 2)
Step 3	Primary Corrugated Container	RSC or FOL, Minimum Burst Strength 200lb/in² (1379kPa) (See Figure 2)
Step 4	Secondary Corrugated Container	RSC or FOL, Minimum Burst Strength 200lb/in² (1379kPa) (See Figure 2)
Step 5	Container Closure	Close all seams with 3 in. (7.5 cm) wide fiberglass reinforced paper tape or polypropylene tape. (See Figure 2)

FIGURAL PLASTIC		
Step 1	Protective Wrapping	Polyethylene bag (See Figure 3)
Step 2	Product Protection	Encapsulated foam box with fragile areas not used as bearing surfaces. (See Figure 3)
Step 3	Corrugated Container	RSC, Minimum Burst Strength 200lb/in² (1379kPa) (See Figure 3)
Step 4	Container Closure	Close all seams with 3 in. (7.5 cm) wide fiberglass reinforced paper tape or polypropylene tape. (See Figure

CRYSTAL GARLAND		
Step 1	Dangling Components (hanging crystals)	Bubble-wrap or Polyethylene foam sheeting taped securely around each crystal, secure wrapping with
Step 2	Protective Wrapping	Bubble-wrap or Polyethylene foam sheeting along the length of the product
Step 3	Additional Protection	Bubble-wrap or Polyethylene foam sheeting securely holding the folded product.
Step 4	Primary Corrugated Container	RSC, Minimum Burst Strength 200lb/in² (1379kPa) (See Figure 4)
Step 5	Secondary Corrugated Container	RSC, Minimum Burst Strength 200lb/in² (1379kPa) (See Figure 4)
Step 6	Container Closure	Close all seams with 3 in. (7.5 cm) wide fiberglass reinforced paper tape or polypropylene tape. (See Figure

27.4. COSMETIC SURFACE PROTECTION

To protect all cosmetic surfaces, fully cover the product with a non-abrasive material such as polyethylene foam sheeting, polyethylene bag/tubing or Bubble-wrap. It is critical that expanded polystyrene (EPS), corrugated, and void fillers do not shift or abrade against the product. Do not adhere tape directly to the product. (See Figures 1, 2, 3, and 4)

27.5. PRODUCT CONTAINMENT

Ornaments must be restricted from movement during shipping. Block and brace ornaments with a material such as corrugated partitions, foam blocks, foam sheeting or Bubble-wrap. When using corrugated partitions or foam blocks, ornaments should be placed in a polyethylene bag to prevent abrasion and/or particulate contamination. (See Figures 1, 2, 3, and 4)

27.6. FOAM REQUIREMENTS

Expanded Polystyrene (EPS) Foam Material Requirements:
Molded EPS material minimum density: 1.25 lb./ft³ (20 kg/m³) Preferred Plank and fabricated (Hot wire) minimum density: 1.5 lb./ft³ (24 kg/m³) (See Figure 3)

27.7. MASTER CARTON REQUIREMENTS

27.7.1. An RSC (Regular Slotted Container) is to be used for most products. (See Figures 1, 2, 3, and 4)

27.7.2. Material and Construction: Double wall (5 Ply) Corrugated; Burst strength: Minimum of 200 lb/in² (1379 kPa). Using staples for the carton manufacturer's joint is permitted provided that the distance between staples is no more than 1.5 in. (3.8 cm).

27.8. CARTON CLOSURE

27.8.1. Use 3 in. wide (7.6 cm) clear or fiberglass reinforced tape for carton closure. Staples and glue are not acceptable methods of carton closure anywhere in the packaging but can be used for the carton manufacturer's joint as described above. (See Figures 1, 2, 3, and 4)

27.9. REFERENCE DOCUMENTS

03-000071 Shipping Carton Marking and Brand Logo Requirements
03-000073 Plastic Bag/Film Requirements
WSI Policies and Procedure Manual.

27.10. FIGURES

Figure 1. Glass Ball Ornament Retail Packaging

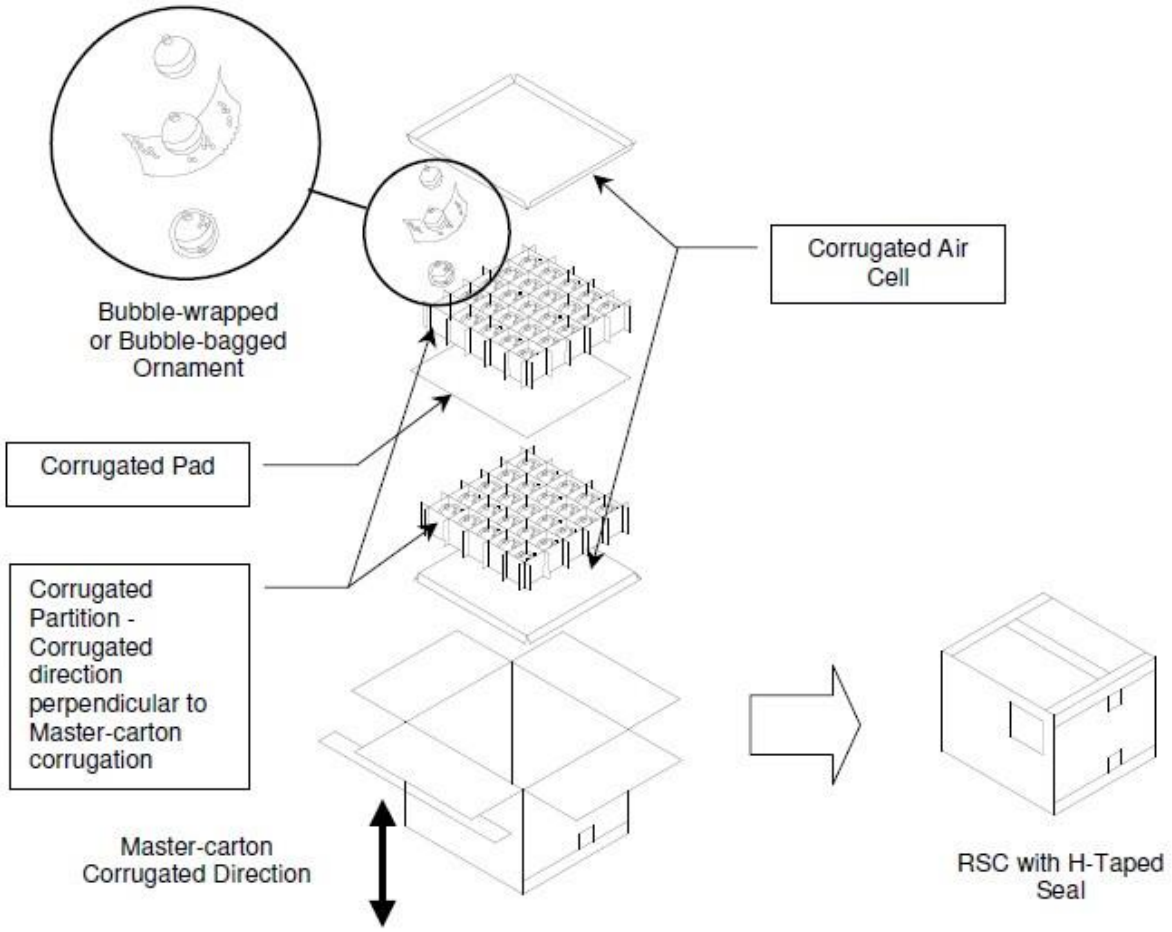


Figure 2. Glass Ball Ornament Mail-Order Packaging

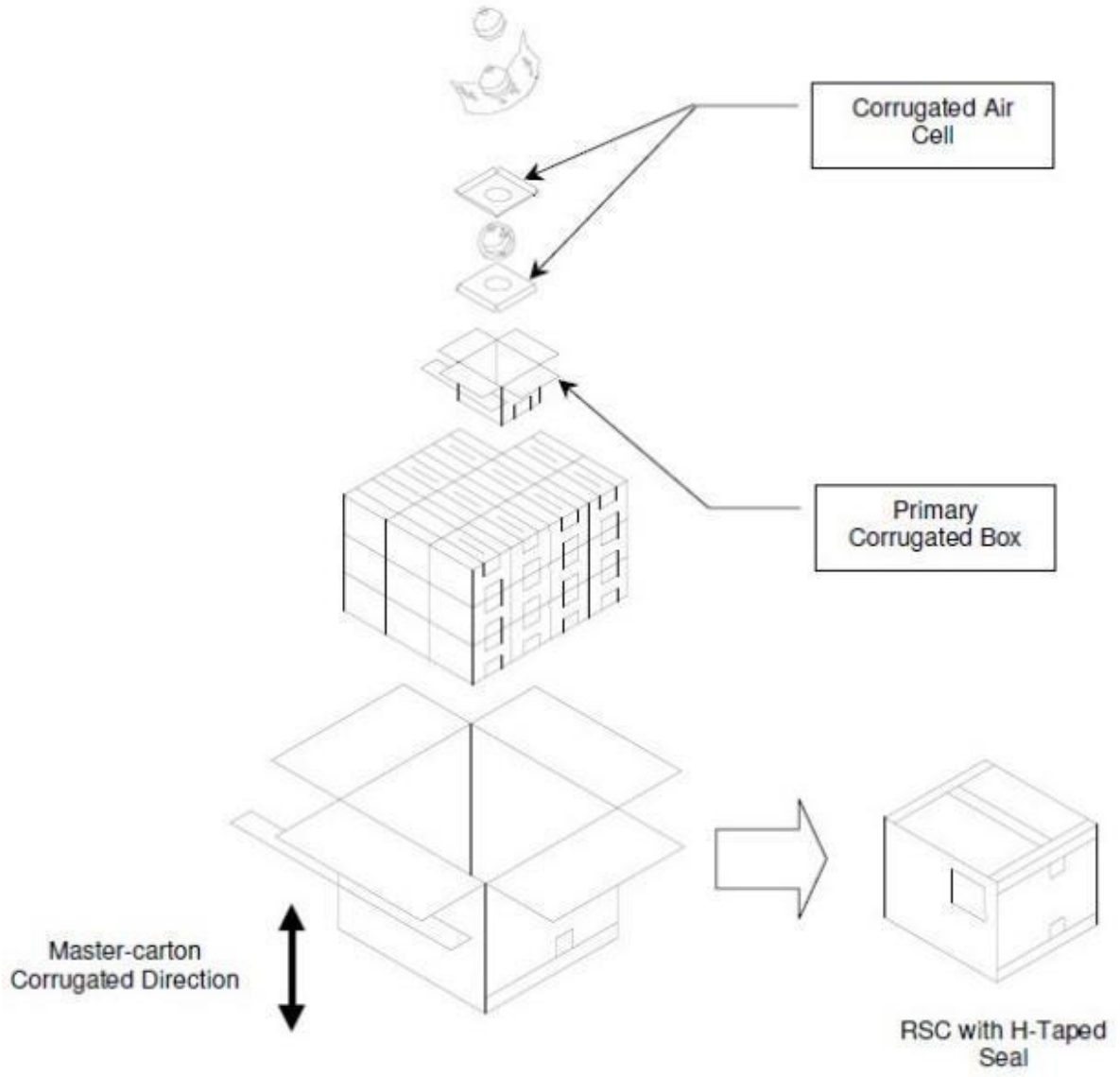


Figure 3. Figural Plastic Ornament Packaging

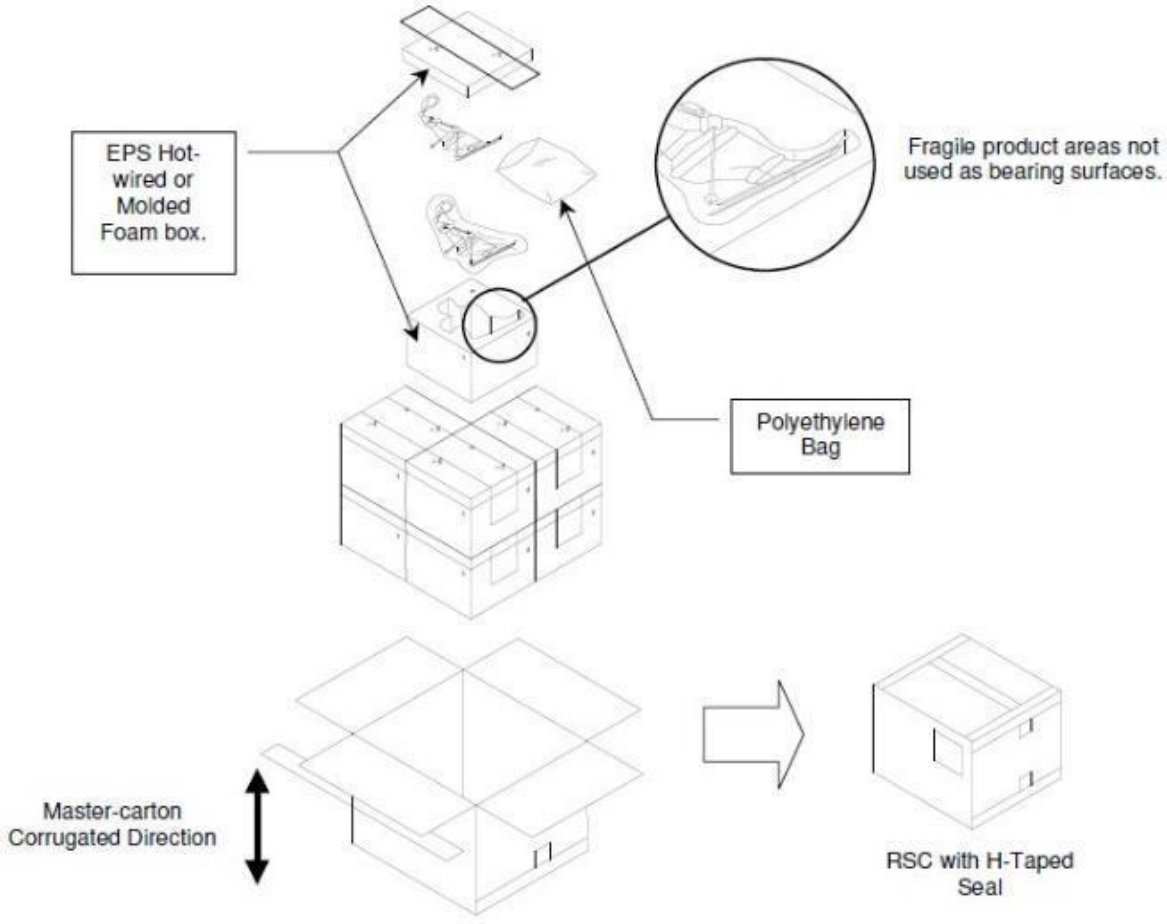
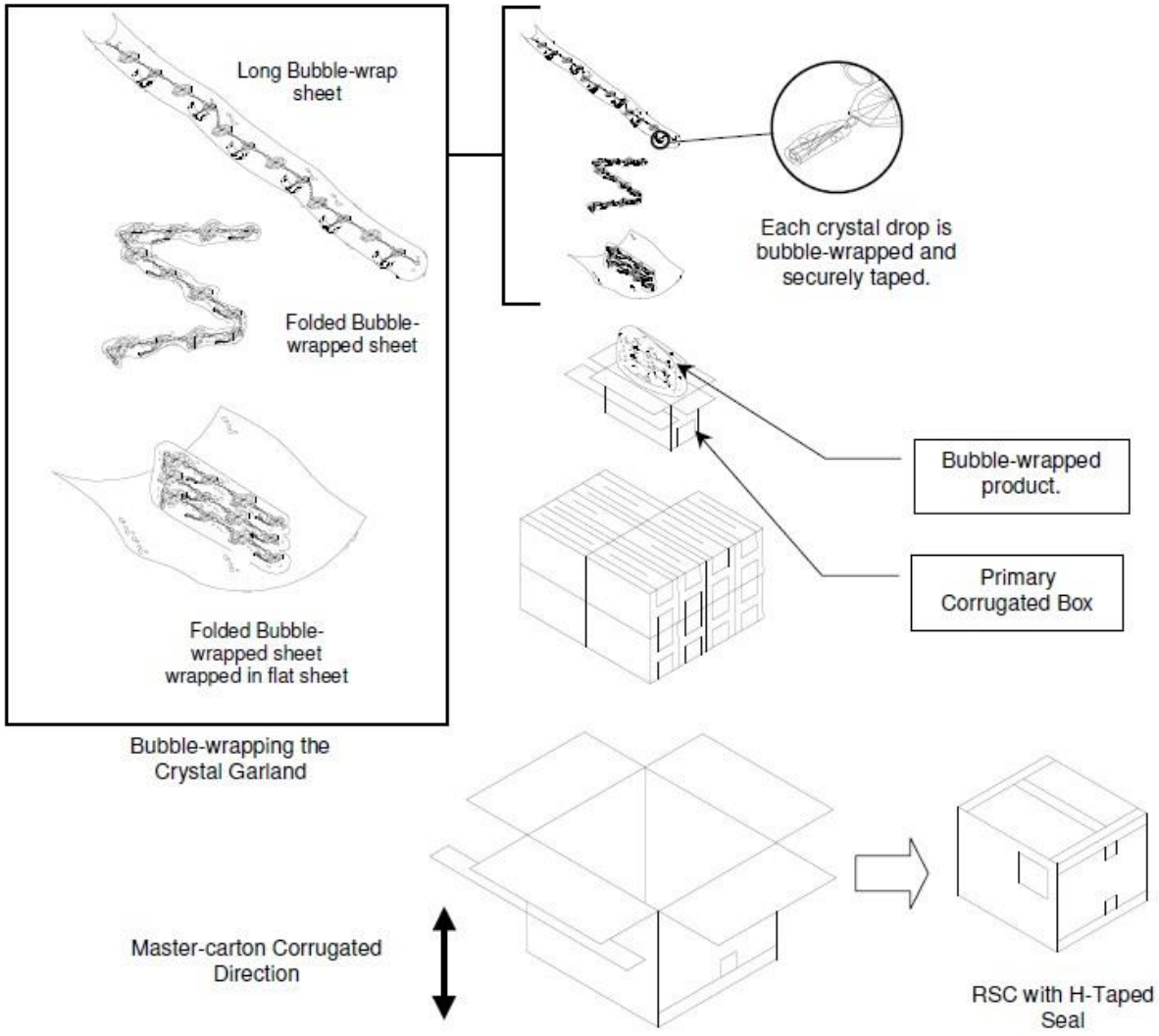


Figure 4. Crystal Garland Packaging



Top of chapter

28. Package Testing Equipment & Lab Requirements 03-000063-0

28.1. PURPOSE

This document details the requirements for factories to implement their own Package Testing Labs. It details the requirements of the Equipment, Lab, and Operators of the Lab.

28.2. SCOPE

This document is primarily intended for those factories that wish to avoid package testing at third party laboratories. Factories having the equipment, lab certification, and certified lab technicians once verified will be allowed to perform testing on their own. However, failure to meet requirements or high damage rates may prevent a factory from testing their own products and would therefore require testing at a third-party test lab.

28.3. TEST EQUIPMENT

This section details the primary test equipment requirements.

28.3.1. Drop Testers

- Drop Testers must comply with the apparatus requirements of ASTM D5276-98 (Reapproved 2004).
- The drop tester must be able to handle the size and weight of products that are to be dropped in all orientations. Headspace must be accounted for in placement of the equipment in the factory.
- Weight Capacity shall be suitable for the tested products. It is recommended that the weight capacity be 500 lbs for Furniture Manufacturers.
- Impact Area is critical, and the impact area must be sized to the packages that are to be tested.

28.3.2. Vibration Test Equipment

- Vibration Test Equipment must comply with ASTM D999-01 Method A1 or Method A2.
- Table Size is driven by package size to be tested. The table must have a length and width suitable to handle all 3 orientations of a non-palletized package. For palletized products it must be sized for the bottom down orientation. Headspace must be accounted for in placement of the equipment in the factory.
- Weight Capacity shall be suitable for the tested products. It is recommended that the weight capacity be 2x that of the heaviest products currently produced by the factory.

Optional

- A Vibration Table complying with the apparatus requirements of ASTM D3580 is acceptable but is more expensive than the vibration test equipment described in ASTM D999. This equipment can be used to produce random vibration sequences.

28.3.3. Burst Strength Test Equipment

Burst Strength Test Equipment must comply with the apparatus requirements of TAPPI T810 om-06.

28.3.4. Additional Equipment

The lab must have additional equipment to be able to document the packaging and create test reports. These include scales for foam density calculations and package weights, calipers for measuring corrugated, foam, and bag thickness, and tape measures for package size determination. Digital cameras, computers, and Adobe Acrobat software for creating Test Reports will be needed.

28.4. LAB REQUIREMENTS

This section details the requirements of the Test Lab.

28.4.1. Lab Conditioning

Packages should be conditioned to the Standard Conditioning Atmosphere defined in ASTM D4332 for 24 hours prior to testing.

28.4.2. Lab Certification

Labs must be certified by ISTA.

28.4.3. Equipment and Calibration

All equipment and instrumentation requiring calibration must be calibrated on a yearly basis or sooner as required by the equipment manufacturer. Calibration certificates must be obtained and submitted to WSI Package Engineering upon request.

28.5. LAB OPERATOR REQUIREMENTS

This section details the requirements of the Test Lab.

28.5.1. Lab Technician Certification

Technicians should be certified to the ISTA CPLP Technician Level

28.6. LAB REPORT REQUIREMENTS

All Factories are required to provide a detailed test report similar to the test reports provided by third party test labs. A test report template will be provided.

28.7. REFERENCES

Sources of Equipment and Information Burst Strength Testers

https://www.gotech.biz/
http://www.chunyen.com.tw/
http://www.mullentesters.com/
http://www.hungta.com

Vibration and Drop Test Equipment

http://www.lansmont.com/
https://www.labequipment.com/
http://www.keystrokestudios.com/mrad/TopPageNoFlash.html
https://www.gotech.biz/
http://www.chunyen.com.tw/
http://www.hungta.com

Certification and Specifications

https://ista.org/
https://www.tappi.org/

28.8. PACKAGING EQUIPMENT AT THE DC TEST LAB

The Olive Branch DC Test Lab has the following primary equipment

28.8.1. Vibration Table

Lansmont MS2000 Vibration Table with a 84 x 84 inch table size and a capacity of 2000 lbs.



28.8.2. Drop Testers

Lansmont PDT 56ED – Capacity 175 lbs, Drop height from 12 to 72 inches, Impact Area 36 x 60 inches.



Lansmont PDT 227 – Capacity 500 lbs, Drop Height 0-72 inches, Impact Area 60 x 120 inches.



28.8.3. Burst Strength Tester

Mullen Tester Model ‘A’ with a dual gauge manifold and a 0-400 psi and 0-1000 psi gauges.



Top of chapter

29. Pallet Construction Requirements 03-000072-5

29.1. PAPER PALLET REQUIRMENTS

All pallets for products weighing less than 200 lbs. must be converted from wooden pallets to paper pallets for all shipments leaving the factories March 2020 onwards. This transition is already in progress starting the end of 2018 and now in final stages to capture all palletized skus across WSI brands.

- This applies to all WSI brands and categories.
- If currently multiple units of the same sku are being placed on wooden pallets for shipments, then those wooden pallets can be effectively eliminated, and the single packed units can be floor loaded into the containers.
- Exceptions to this requirement require explicit written approval from WSI Package Engineering.

EX: Single unit protected with paper honeycomb packaging, corrugated master carton & paper pallet



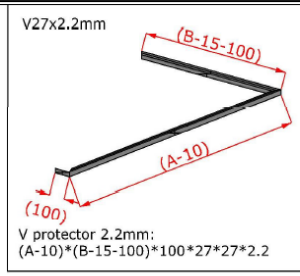


29.2. PAPER PALLET MATERIAL & CONSTRUCTION REQUIREMENTS

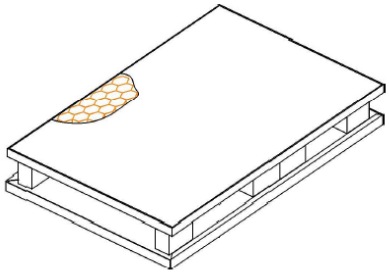
No	Material	Specification (mm)	Tolerance (mm)	Q'ty (ea)
1	Honeycomb board Ø8	(A-10)*(B-15)*25	Thickness ±1	2
2	Paper foot (F140)	140*90*100	Hight ±2	
3	V2.2mm	(A-10)*(B-15-100)*100/27/27*2.2	Thickness ±0.2	4
4	V2.2mm	(A-20)*27/27	Thickness ±0.2	2

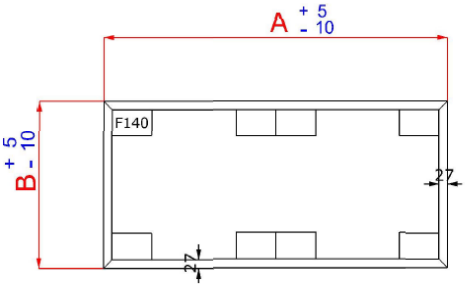
Units : mm

- Dimesions shows in (.) are reference dimensions and/or dimension of Tools/JIG using in production process. It does not apply checking and evaluation for products quality.

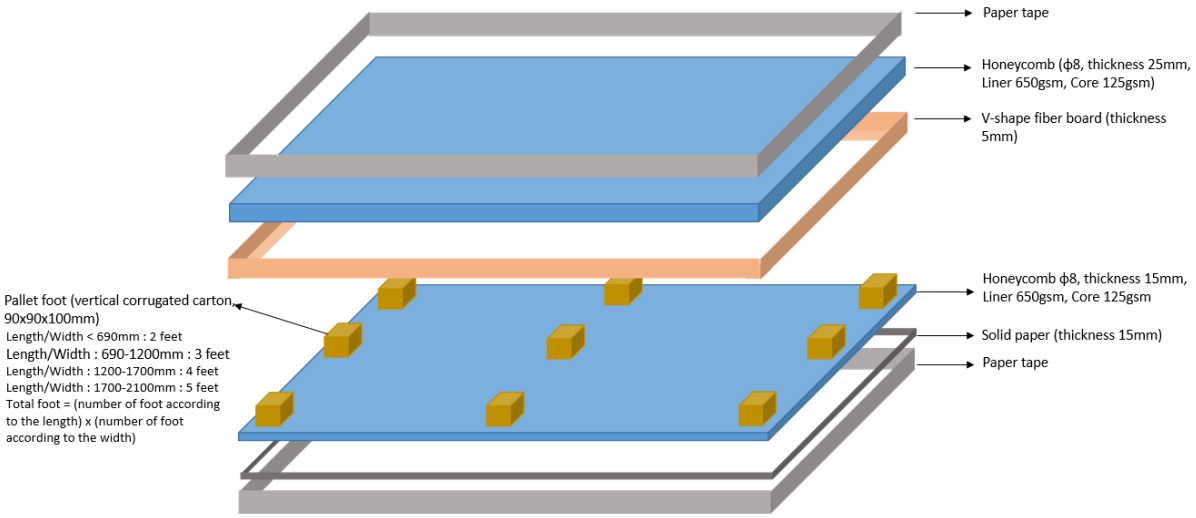


V protector 2.2mm:
(A-10)*(B-15-100)*100*27*27*2.2

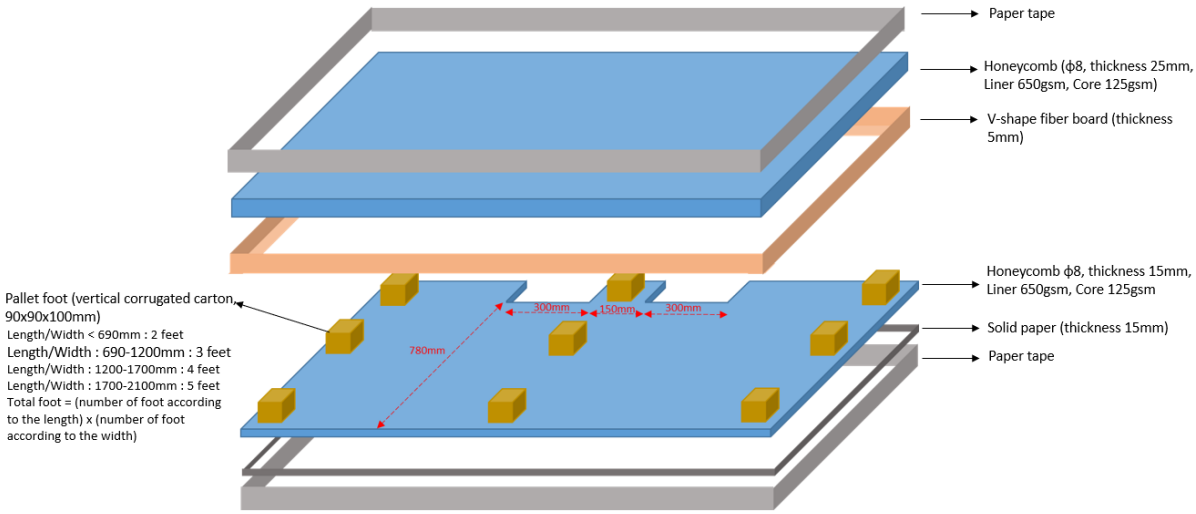




For pallet with the width < 780mm



For pallet with the width >780mm



If wooden pallets are allowed, then below are the detailed construction specifications.

29.3. PURPOSE & APPLICATION

The purpose of this specification is to define the basic requirements for custom pallets used to ship products from international and domestic vendors to Williams-Sonoma, Inc. (WSI) distribution centers.

This specification applies to all products that require custom pallets to be used for material handling purposes. Unless otherwise specified, this requirement applies to products for all WSI business concepts.

29.4. DEFINITIONS

29.4.1. **4-Way Entry** - A Pallet design that allows for standard forklift access from all 4 sides of the pallet and pallet jack access from 2 sides.

29.4.2. **2-Way Entry** - A pallet design that allows for standard forklift / pallet jack access from 2 sides only.

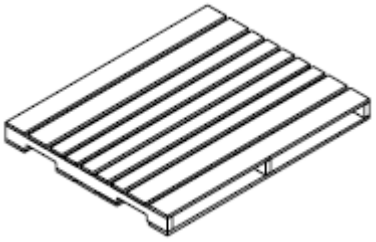
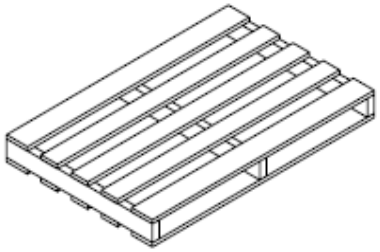
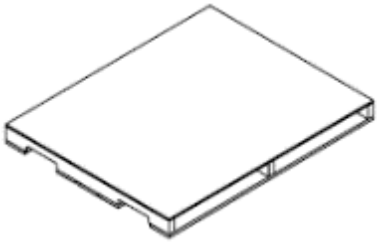
29.5. PALLET DESIGNS

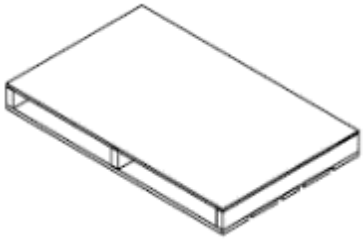
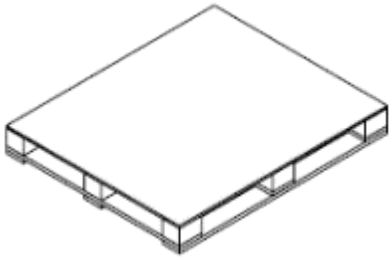
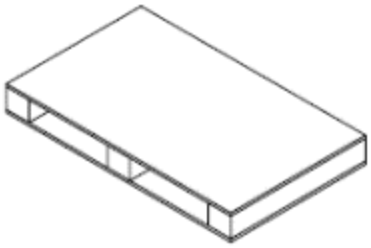
There are three basic pallet designs that are acceptable for shipping WSI product to the distribution centers. Each pallet design has two variations. Section 6.1 and 6.2 details the requirements for the Standard 4-Way and 2-Way Entry pallets. Section 6.3 and 6.4 details the requirements for the optional Solid Deck style pallets. Section 6.5 and 6.6 details the requirements of the Non-Solid Wood Block style pallets.

29.6. GENERAL REQUIREMENTS

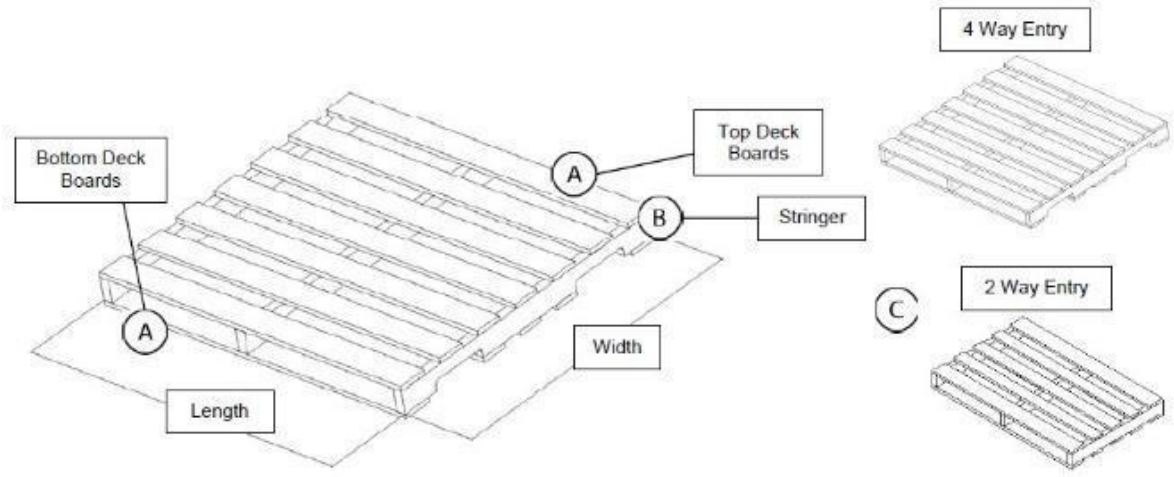
When a custom pallet is required or requested then a **4-Way Entry Pallet should be used unless otherwise specified. For Standard and Solid Deck Style Pallets, a 2-Way Entry Pallet should be used only when one dimension (length or width) is less than 36.0 in. (91.5 cm). For a Non-Solid Wood Block Style Pallet, a 2 Way Entry Pallet should be used only when one-dimension length or width) is less than 24.0 in. (61.0 cm)**. A Solid-Deck Pallet or a Non-Solid Wood Pallet may be used as an option, or when specified by Packaging Engineering. Product shall not overhang the pallet. Pallet dimensions should be slightly oversized compared to the product carton dimensions to compensate for plastic strapping and edge protectors. Typically add about 0.5 inch (12 mm) to the length and width of the product carton to determine the pallet length and width dimensions**. The Maximum Pallet Height is 6.0 in. (150 mm).** Contact Packaging Engineering if there are any concerns with how to proceed.

29.7. PALLET STYLES

PALLET DESCRIPTION	PALLET STYLE	PAGE SECTION
Standard Pallet 4 Way Entry		See Section 6.1 for Solid Wood or Section 6.2 for Non-Solid Wood Pallets of this style
Standard Pallet 2-Way Entry [Use only when one dimension is less than 36inches (91.5 cm)]		See Section 6.1 for Solid Wood or Section 6.2 for Non-Solid Wood Pallets of this style
Solid Deck Pallet 4-Way Entry		See Section 6.3 for Solid Wood or Section 6.4 for Non-Solid Wood Pallets of this style

Solid Deck Pallet 2-Way Entry [Use only when one dimension is less than 36 inches (91.5 cm)]		See Section 6.3 for Solid Wood or Section 6.4 for Non-Solid Wood Pallets of this style
Non-Solid Wood Block Pallet 4-Way Entry		Section 6.5 for additional information
Non-Solid Wood Pallet 2-Way Entry [Use only when one dimension is less than 24 inches (61 cm)]		Section 6.6 for additional information

29.7.1. Standard Pallet (Solid Wood)



*Longest Dimension is the length axis. Shortest dimension is the width axis.

A Top and Bottom Deck Boards

Material

- Construction Grade Softwoods and Medium Density Hardwoods
- Douglas Fir
- Southern Yellow Pine
- Alder
- or similar woods

Dimensions

- Minimum thickness 0.63 in (15 mm)
- Maximum thickness 1.0 in (25 mm)
- Maximum width 6.0 in (150 mm)
- Minimum width 3.5 in (90 mm)
- Spacing Maximum 3.0 in (75 mm)

(Except where stringer is notched)

NOTE:

Lumber shall have no loose knots, or bark. No knots, splits, or checks shall affect deck board to stringer nailing.

B Stringer

Material

- Construction Grade Softwoods and Medium Density Hardwoods
- Douglas Fir
- Southern Yellow Pine
- Alder
- or similar woods

Dimensions

- Minimum height 3.5 in (90 mm)
- Maximum height 4.0 in (100 mm)
- Minimum width 1.5 in (40 mm)
- Maximum width 2.0 in (50 mm)

NOTE:

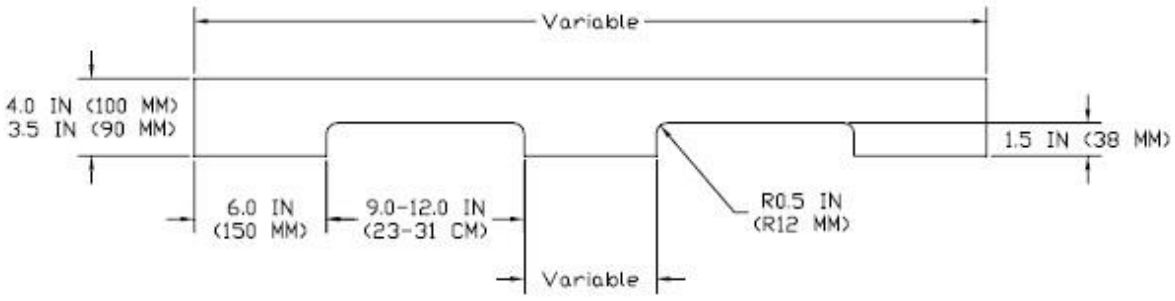
Lumber shall have no loose knots, or bark. No knots, splits, or checks shall affect deck board to stringer nailing.

C 4 Way Entry Pallet vs. 2 Way Entry Pallet

If the stringer length is less than 36 inches (91.5cm) then a 2-way Entry pallet is required, and the stringer must not be notched.

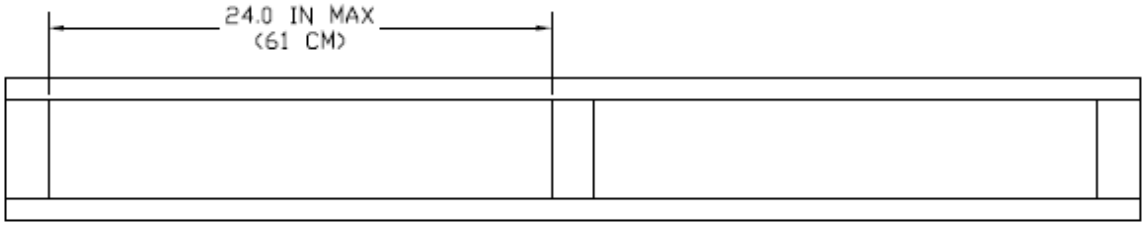
- Standard Pallet Stringer Construction
  This section shows the features of a stringer including the notch used for 4-way entry. Figure 1 shows the general requirements for stringer construction. Figure 2 shows the maximum distance between stringers.

Figure 1. Stringer Construction



- Stringer Spacing

Figure 2. Stringer Spacing



- Fasteners (Screws & Nails)

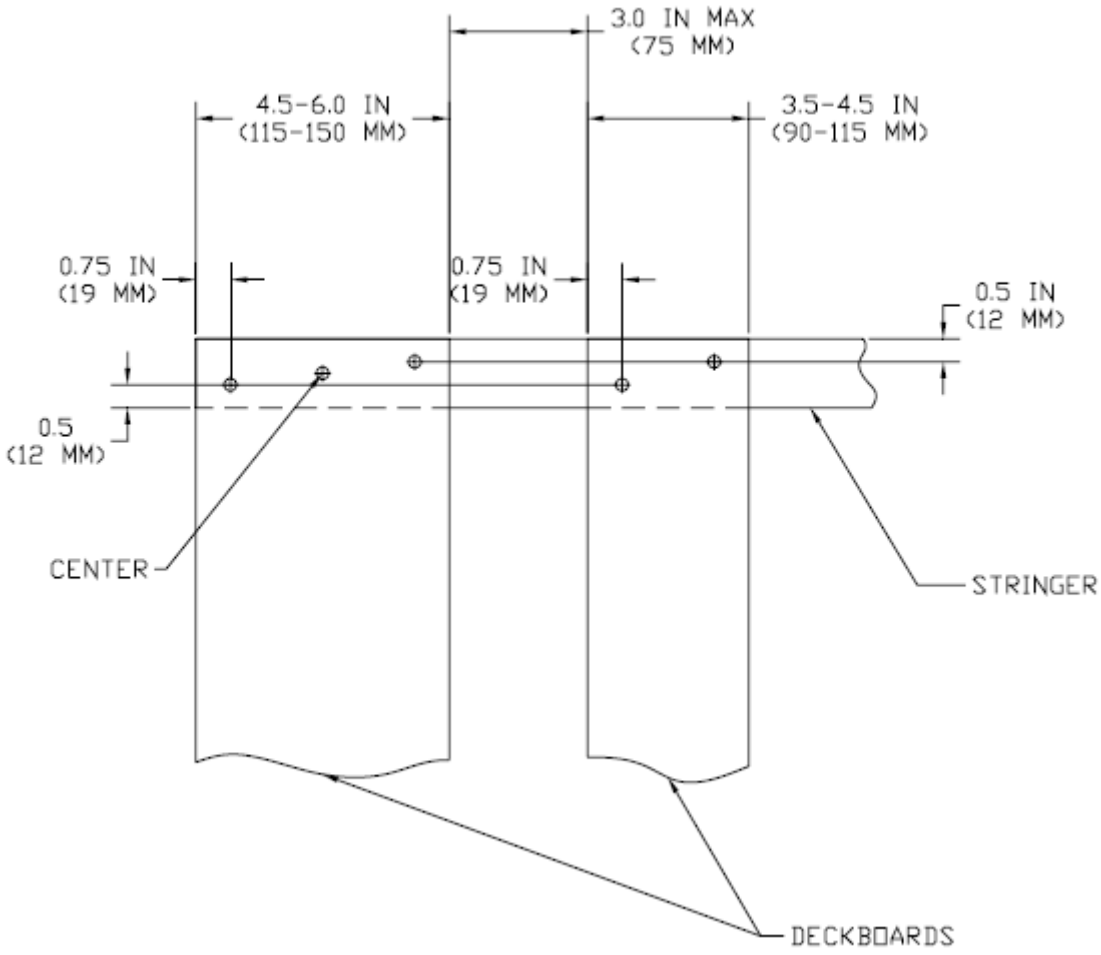




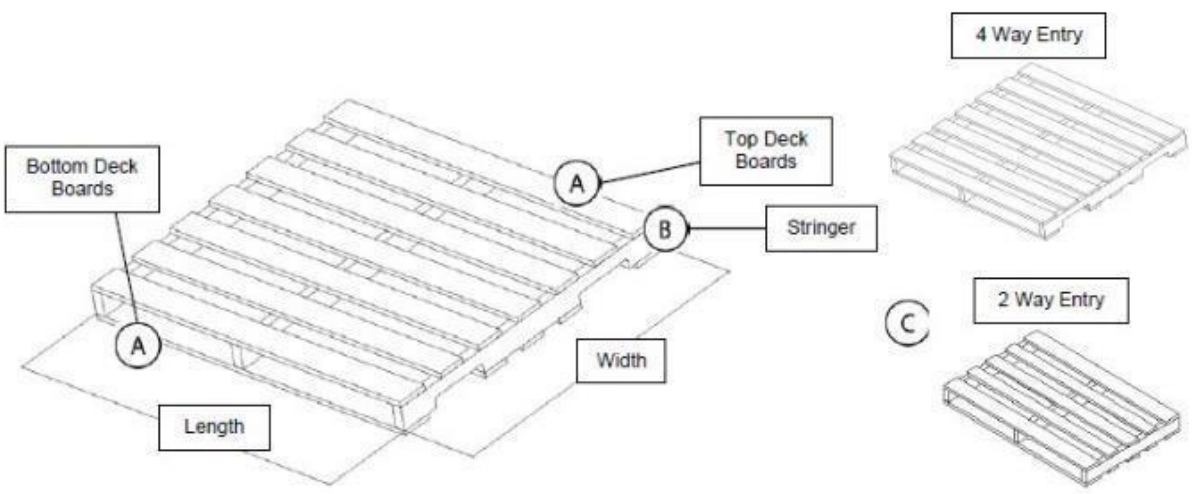
Fasteners (Screws & Nails)	
Material	**Dimensions**
• Wood screw • Hardened steel spiral (helical) pallet nails	• Minimum length 2.25 in (60 mm) • Maximum length 3.5 in (90 mm)

- Standard Pallet Nailing Pattern
  Each deck board shall be nailed or screwed to the stringer with nails or screws as indicated in section 6.1.3. Deck boards that are less than 4.5 in. (115 mm) in width shall be secured with 2 nails/screws at each stringer junction. Deck boards that are greater than 4.5 in. (115 mm) in width shall be secured with 3 nails/screws at each stringer junction. The edge deck boards must have a minimum width of 4.5 in. (115 mm). Deck boards shall not be spaced greater than 3.0 in. (75 mm) apart**. Note: It is critical that the deck boards support the legs and/or feet of the product. Deck board spacing may need to be adjusted so that the legs and/or feet are well supported and prevent the product from falling in between the deck boards.** All nails must be flush or countersunk. Figure 3 details the requirements.

Figure 3. Standard Pallet (Solid Wood) Nail/Screw Pattern



29.7.2. Standard Pallet (Non-Solid Wood)



*Longest Dimension is the length axis. Shortest dimension is the width axis.

A Top and Bottom Deck Boards

Material

- MDF
- Construction Grade Plywood

Dimensions

- Minimum thickness 0.75 in (18 mm)
- Maximum thickness 1.0 in (25 mm)
- Maximum width 6.0 in (150 mm)
- Minimum width 3.5 in (90 mm)
- Spacing Maximum 3.0 in (75 mm)
  (Except where stringer is notched)

B Stringer

Material

- Laminated MDF

Dimensions

- Minimum height 3.5 in (90 mm)
- Maximum height 4.0 in (100 mm)
- Minimum width 1.5 in (40 mm)
- Maximum width 2.0 in (50 mm)

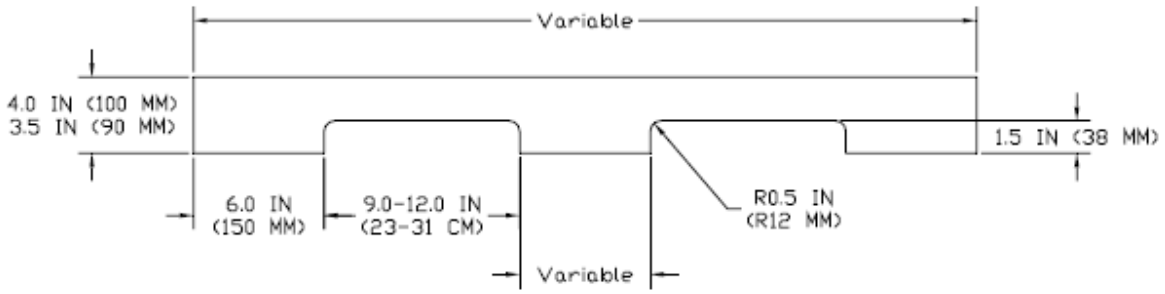
NOTE:
Lumber shall have no loose knots, or bark. No knots, splits, or checks shall affect deck board to stringer nailing.

C 4 Way Entry Pallet vs. 2 Way Entry Pallet

If the stringer length is less than 36 inches (91.5cm) then a 2-way Entry pallet is required, and the stringer must not be notched.

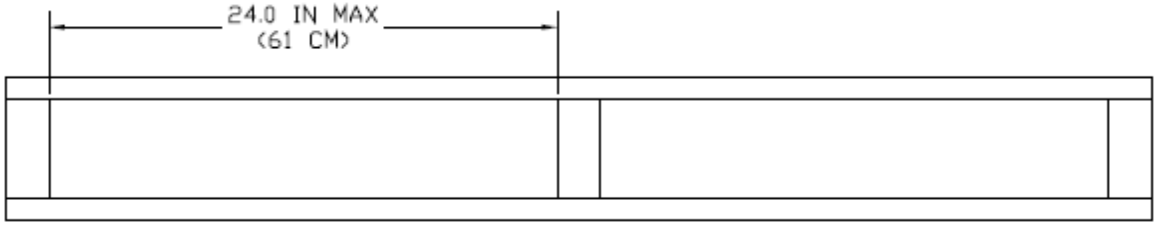
- Standard Pallet Stringer Construction
  This section shows the features of a stringer including the notch used for 4-way entry. Figure 4 shows the general requirements for stringer construction. Figure 5 shows the maximum distance between stringers.

Figure 4. Stringer Construction



- Stringer Spacing

Figure 5. Stringer Spacing



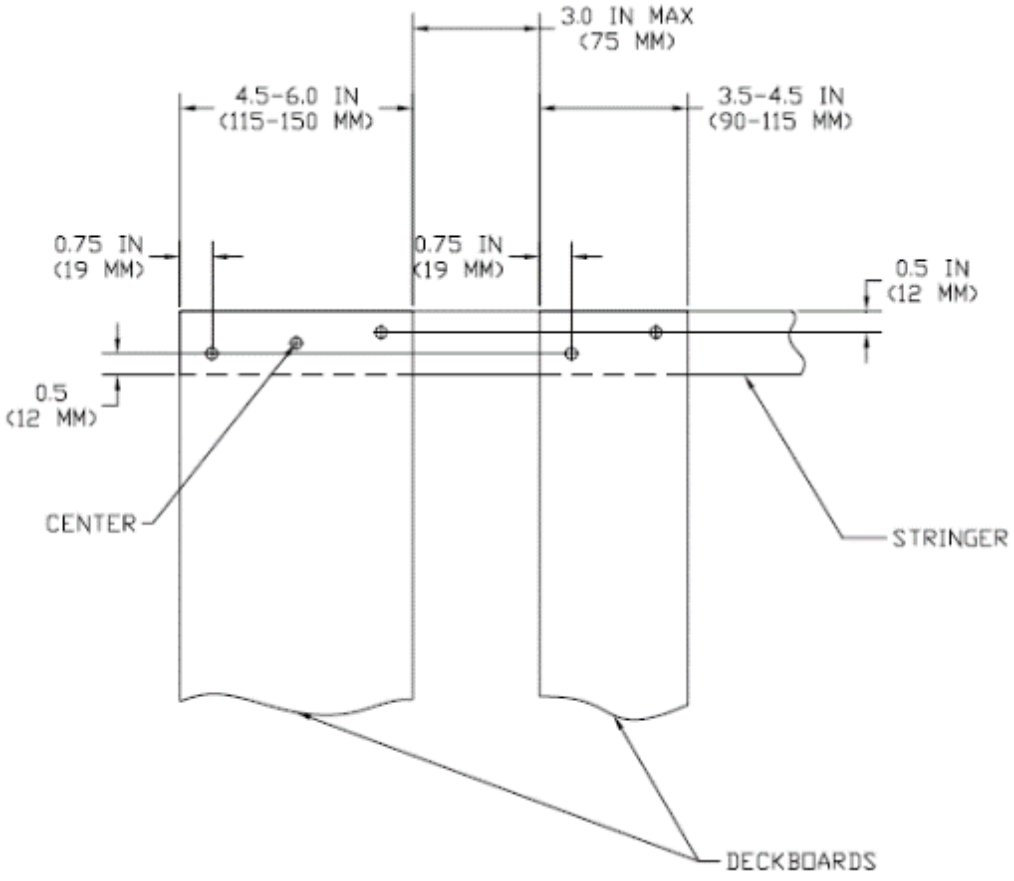
- Fasteners (Screws)



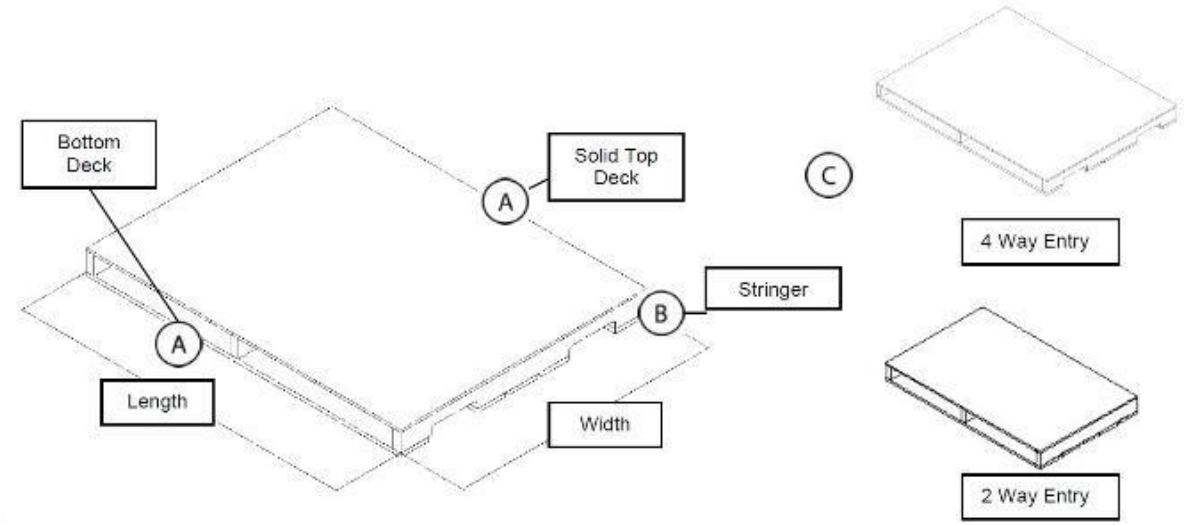
Fasteners (Screws & Nails)	
Material	**Dimensions**
• Deep thread wood screw	• Minimum length 2.25 in (60 mm) • Maximum length 3.5 in (90 mm)

- Standard Pallet Nailing Pattern
  Each deck board shall be screwed to the stringer with screws as indicated in section 6.2.3. Deck boards that are less than 4.5 in. (115 mm) in width shall be secured with 2 screws at each stringer junction. Deck boards that are greater than 4.5 in. (115 mm) in width shall be secured with 3 screws at each stringer junction. The edge deck boards must have a minimum width of 4.5 in. (115 mm). Deck boards shall not be spaced greater than 3.0 in. (75 mm) apart. **Note: It is critical that the deck boards support the legs and/or feet of the product. Deck board spacing may need to be adjusted so that the legs and/or feet are well supported and prevent the product from falling in between the deck boards**. All screws must be flush or countersunk. Figure 6 details the requirements.

Figure 6. Standard Pallet (Non-Solid Wood) Screw Pattern



29.7.3. Solid Deck Pallet (Containing Solid Wood)



*Longest Dimension is the length axis. Shortest dimension is the width axis.

A Top and Bottom Deck Boards

Material

- Top deck construction grade plywood.
- Top deck solid sheet of MDF

Dimensions

- Plywood min. thickness 0.50 in (12 mm)
- MDF minimum thickness 0.63 in (15 mm)
- Maximum thickness 1.00 in (25 mm)

Material for Bottom Deck Boards

- Construction Grade Softwoods and Medium Density Hardwoods
- Douglas Fir
- Southern Yellow Pine
- Alder
- or similar woods

- Minimum thickness 0.63 in (15 mm)
- Maximum thickness 1.0 in (25 mm)
- Minimum width 3.5 in (90 mm)
- Maximum width 6.0 in (150 mm)
- Spacing Maximum 3.0 in (75 mm) (Except where stringer is notched)

NOTE:

Lumber shall have no loose knots, or bark. No knots, splits, or checks shall affect deck board to stringer nailing.

B Stringer - See Section 6.1.1 and 6.1.2

Material

- Construction Grade Softwoods and Medium Densi ty Hardwoods
- Douglas Fir
- Southern Yellow Pine
- Alder
- or similar woods

Dimensions

- Minimum height 3.5 in (90 mm)
- Maximum height 4.0 in (100 mm)
- Minimum width 1.5 in (40 mm)
- Maximum width 2.0 in (50 mm)

NOTE:

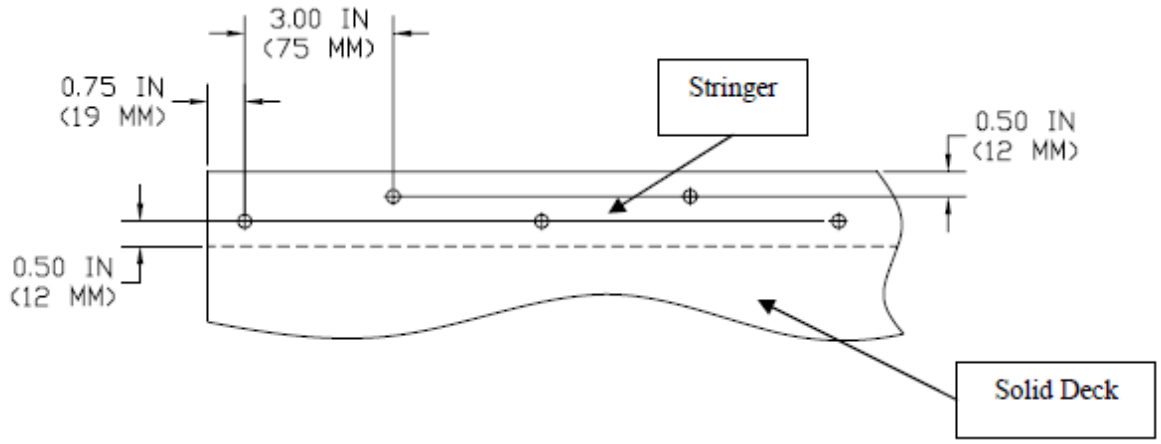
Lumber shall have no loose knots, or bark. No knots, splits, or checks shall affect deck board to stringer nailing.

C 4 Way Entry Pallet vs. 2 Way Entry Pallet

This pallet is used where a solid surface contacting the bottom of the product carton is desired.
If a solid deck pallet is used, then it must be 4-Way Entry, unless one dimension is less than 36 in. (91.5 cm).

- Solid Deck Pallet (Solid Wood)
  The Solid Deck Pallet is similar to the Standard Pallet, except that it has a solid top deck. This pallet is used where a solid surface contacting the bottom of the product carton is desired.
- Solid Deck Pallet Stringer Construction
  The solid-deck pallet stringer construction shall be identical to that in section 6.1.1 and spaced per section 6.1.2.
- Solid Deck Pallet Nailing Pattern
  The top deck shall be nailed or screwed to the stringer with nails or screws as indicated in section 6.3.4. All nails must be flush or countersunk. Figure 7 details the nailing requirements for the solid top deck to the stringer. Bottom deck boards shall be nailed or screwed per the requirements of section 6.1.4.

Figure 7. Solid Deck Pallet Nailing Pattern



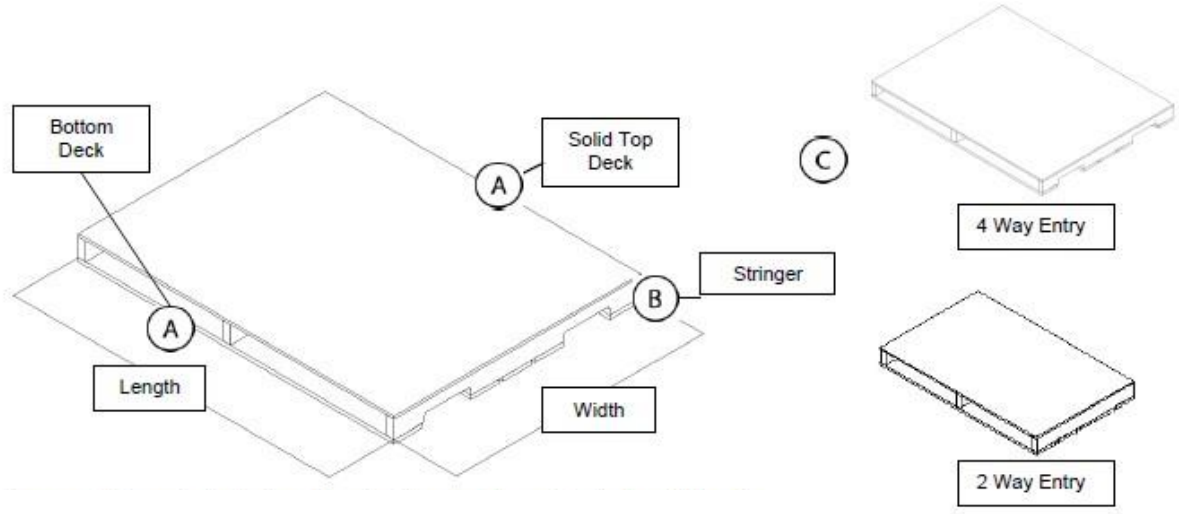
- Fasteners (Screws & Nails)





Fasteners (Screws & Nails)	
Material	**Dimensions**
• Wood screw • Hardened steel spiral (helical) pallet nails	• Minimum length 2.25 in (60 mm) • Maximum length 3.5 in (90 mm)

29.7.4. Solid Deck Pallet (Non-Solid Wood)



*Longest Dimension is the length axis. Shortest dimension is the width axis.

A Top and Bottom Deck Boards

Material

- Top deck construction grade plywood
- Top deck solid sheet of MDF

Dimensions

- Plywood min. thickness 0.50 in (12 mm)
- MDF minimum thickness 0.63 in (15 mm)
- Maximum thickness 1.0 in (25 mm)

Material for Bottom Deck Boards

- MDF
- Plywood

- Minimum thickness 0.75 in (18 mm)
- Maximum thickness 1.00 in (25 mm)
- Minimum width 3.5 in (90 mm)
- Maximum width 6.0 in (150 mm)
- Spacing Maximum 3.0 in (75 mm)
  (Except where stringer is notched)

B Stringer - See Section 6.2.1 and 6.2.2

Material

- Laminated MDF

Dimensions

- Minimum height 3.5 in (90 mm)
- Maximum height 4.0 in (100 mm)
- Minimum width 1.5 in (40 mm)
- Maximum width 2.0 in (50 mm)

C 4 Way Entry Pallet vs. 2 Way Entry Pallet

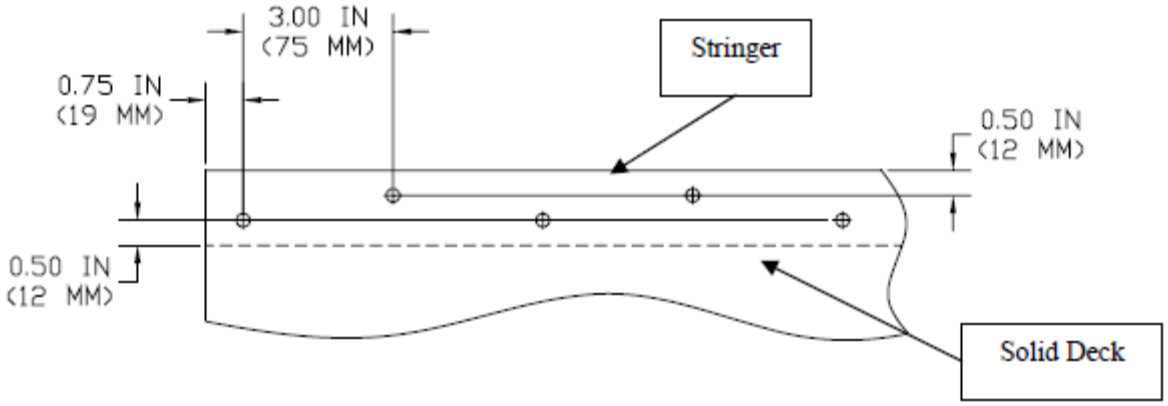
This pallet is used where a solid surface contacting the bottom of the product carton is desired.

If a solid deck pallet is used, then it must be 4-Way Entry, unless one dimension is less than 36 in. (91.5 cm).

- Solid Deck Pallet (Non-Solid Wood)
  The Solid Deck Pallet is similar to the Standard Pallet, except that it has a solid top deck. This pallet is used where a solid surface contacting the bottom of the product carton is desired.
- Solid Deck Pallet Stringer Construction
  The solid-deck pallet stringer construction shall be identical to that in section 6.2.1 and spaced per section 6.2.2.

- Solid Deck Pallet Nailing Pattern
  The top deck shall be screwed to the stringer with screws as indicated in section 6.4.4. All screws must be flush or countersunk. Figure 8 details the screw requirements for the solid top deck to the stringer. Bottom deck boards shall be screwed per the requirements of section 6.2.4.

Figure 8. Solid Deck Pallet Nailing Pattern

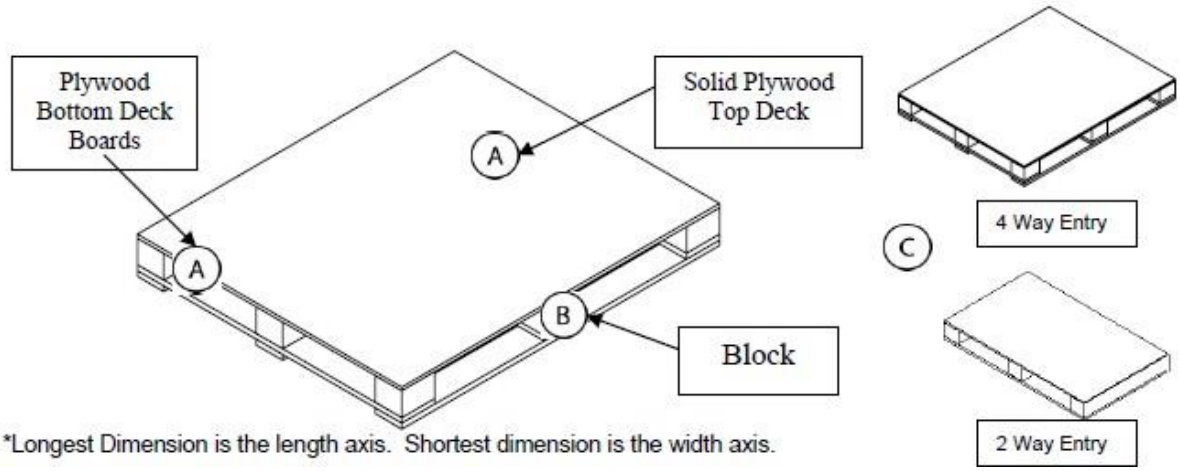


- Fasteners (Screws)



Fasteners (Screws & Nails)	
Material	**Dimensions**
• Deep thread wood screw	• Minimum length 2.25 in (60 mm) • Maximum length 3.5 in (90 mm)

29.7.5. Non-Solid Wood Block Pallet (4-Way Entry)



A Top and Bottom Deck Boards

Material

- Top deck solid sheet of construction grade plywood
- Top deck solid sheet of MDF

Dimensions

- Plywood min. thickness 0.50 in (12 mm)
- MDF minimum thickness 0.63 in (15 mm)
- Maximum thickness 1.0 in (25 mm)

Material for Bottom Deck Boards

- Bottom deck board construction grade plywood
- Bottom deck board MDF
- Deck board Width:
  - 4.0 in (100 mm) width axis
  - 6.0 in (150 mm) length axis

- Plywood min. thickness 0.50 in (12 mm)
- MDF min. thickness 0.75 in (18 mm)
- Maximum thickness 1.00 in (25 mm)
- Block Spacing:
  - Minimum spacing 9.00 in (23 cm)
  - Maximum:
    - 0.50 inch (12 mm) deck board thickness -12 inch (31 cm) max spacing between blocks
    - 0.63 inch (15 mm) deck board thickness -18 inch (46 cm) max spacing between blocks
    - 0.75 inch (18 mm) deck board thickness -24 inch (61 cm) max spacing between blocks
    - 1.0 inch (25 mm) deck board thickness -24 inch (61 cm) max spacing between blocks

B Stringer - See Section 6.6.1 for Construction

Material

- Construction grade Plywood, Particle Board, MDF built up to 3.5 in (90 mm) in height

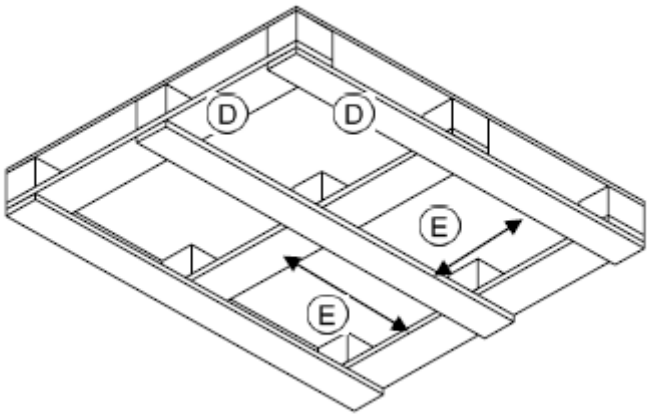
Dimensions

- Width 4.0 in (100 mm); position in width axis
- Length 6.0 in (150 mm); position in length axis
- Minimum thickness of layers 0.50 in (12 mm)
- Maximum thickness 1.00 in (25 mm)

C 4 Way Entry Pallet vs. 2 Way Entry Pallet

2-Way Entry Non-Solid Wood Pallet should only be used when the smallest dimension of a Non-Solid Wood pallet is less than 24 in (61 cm).

Figure 9. Bottom view of Non-Solid Wood Pallet (4-Way Entry)

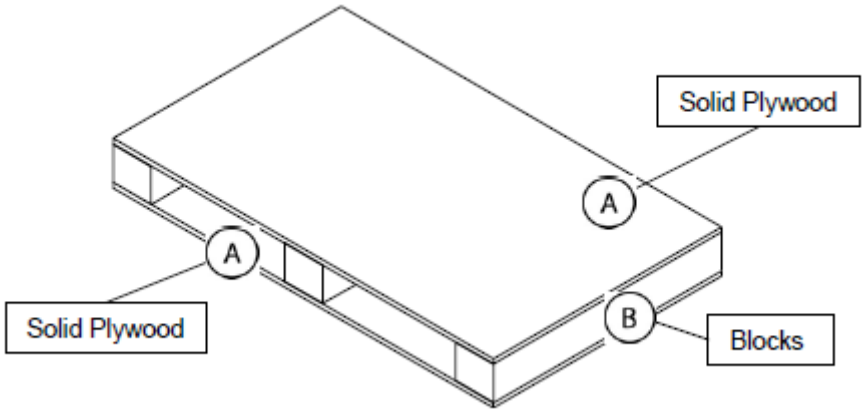


D Bottom deck boards should be 4 inches wide in the width axis. Same width as block in width axis.

Bottom deck boards should be 6 inches wide in the length axis. Same width as block in length axis.

E Minimum Spacing 9 inches Maximum Spacing 24 inches

29.7.6. Non-Solid Wood Block Pallet (2-Way Entry)



*Longest Dimension is the length axis. Shortest dimension is the width axis

A Top and Bottom Deck Boards

Material

- Top deck solid sheet of construction grade plywood
- Top deck solid sheet of MDF

Dimensions

- Plywood min. thickness 0.50 in (12 mm)
- MDF minimum thickness 0.63 in (15 mm)
- Maximum thickness 1.0 in (25 mm)

Material for Bottom Deck Boards

- Bottom deck board solid sheet of construction grade plywood
- Bottom deck solid sheet of MDF
- Plywood min. thickness 0.50 in (12 mm)
- MDF min. thickness 0.75 in (18 mm)
- Maximum thickness 1.00 in (25 mm)

B Stringer - See Section 6.6.1 for Construction

Material

- Construction grade Plywood, Particle Board, MDF built up to 3.5 in (90 mm) in height

Dimensions

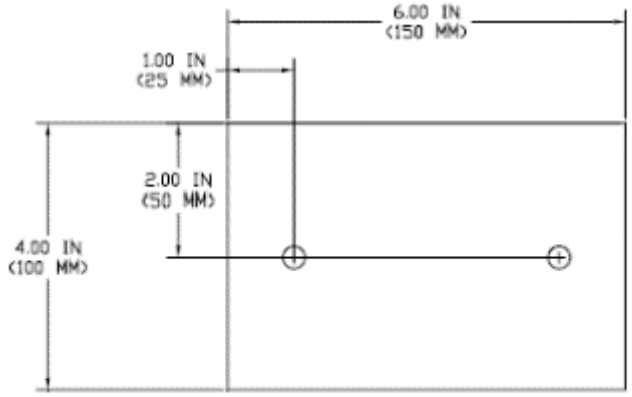
- Width 4.0 in (100 mm)
- Length 6.0 in (150 mm)
- Minimum thickness of layers 0.50 in (12 mm)
- Maximum thickness 1.00 in (25 mm)

C 4 Way Entry Pallet vs. 2 Way Entry Pallet

2-Way Entry Non-Solid Wood Pallet should only be used when the smallest dimension of an all plywood pallet is less than 24 in. (61 cm).

- Non Solid Wood Block Construction
  This section details the construction requirements for the blocks used in All Plywood Pallets. The blocks should be made up of layers of plywood nailed together with 2 helical nails or screws or Glued together. The nails/screws should be 3-1/2 in (90 mm) (16D Nail) in length. Figure 10 shows how the block is constructed for the block style pallet. Figure 11 shows the block spacing requirements. Blocks must be 4 x 6 inches.

Figure 10. Block Construction



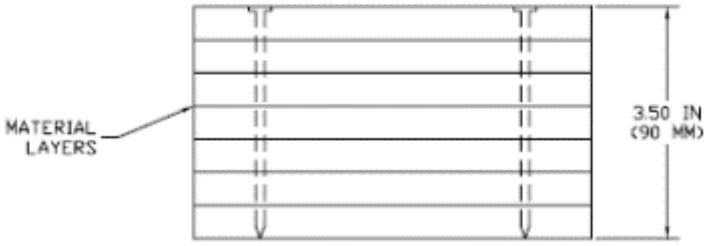
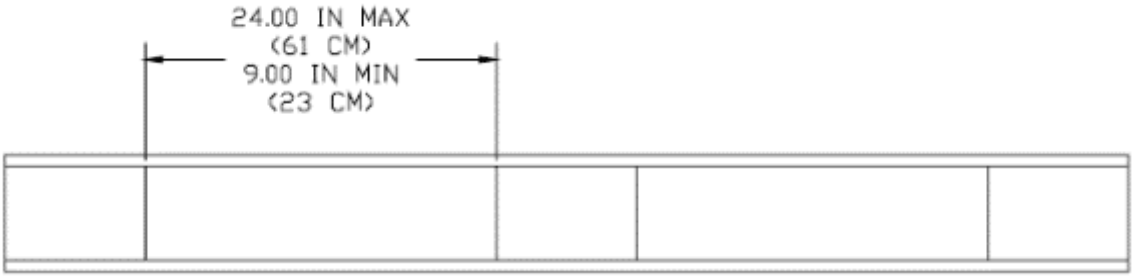
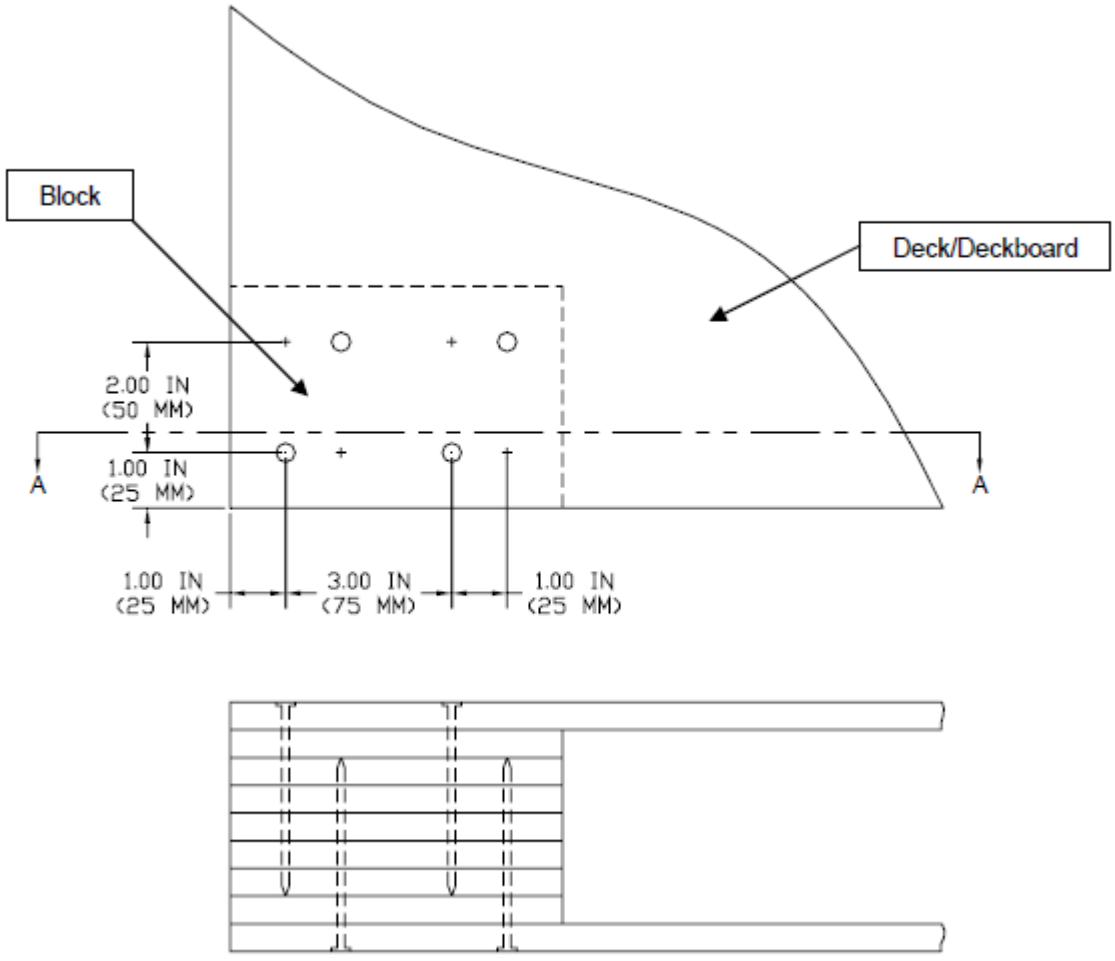


Figure 11. Block Spacing



- Non-Solid Wood Pallet Nailing Pattern
  All solid decks and deck boards must be secured with nails or screws to the blocks. Nails must be continuous spiral (helical) type nails. All nails and screws must be flush or countersunk. If a 2-Way Entry style pallet is used, then the nail/screw pattern will be continuous down the length of the block. It is critical to offset the nailing pattern between the top and bottom decks, to maintain pallet strength. Figure 12 shows the deck to block nailing pattern. 4 Nails/Screws from back side or pallet into Blocks.

Figure 12. Block Nailing Pattern



- Fasteners (Screws & Nails)




Fasteners (Screws & Nails)	
Material	**Dimensions**
• Wood screw • Hardened steel spiral (helical) pallet nails	• Minimum length 3.25 in (80 mm) • Maximum length 4.0 in (100 mm)

29.8. NON APPROVED MATERIALS / CONSTRUCTIONS

- No lumber material that still has tree bark visible.
- No lumber material with evidence of insect damage (such as grub, worm holes).
- No pallets with broken or damaged components.
- No sub-standard materials from pallet suppliers.
- No pallets without bottom deck boards (skids) for shipping.
- No alternate pallet construction materials (paper, plastic, metal) without prior approval from WSI Packaging Engineering.

29.9. SOLID WOOD PACKAGING MATERIAL REQUIREMENTS

Effective September 16, 2005, all solid wood products used for packaging, pallets, bracing in containers, dunnage etc… imported into the United States, MUST comply to the requirements outlined by the U. S. Department of Agriculture; Animal and Plant Health Inspection Service, CFR 7, Part 319. The requirements are fulfilled by the use of non-solid, or solid wood that meets the Heat Treatment or Fumigation standard and a certification stamp that must be on the packaging, pallet or dunnage material. Reference the Wood Packaging Material Requirements 03-000087 for further Requirements.

29.10. REFERENCE DOCUMENTS

03-000053 Case-Goods Packaging Requirements
03-000087 Wood Packaging Material Requirements
03-000088 Product Palletization Requirements

Top of chapter

30. Palletization Requirements 03-000088-2

30.1. PURPOSE

The purpose of this document is to provide Agents and Vendors a concise listing of what products require palletization, and the quantity of product per pallet.

30.2. APPLICATION

This document covers all products supplied to Williams-Sonoma, Inc. for all concepts. Packaging Engineering reserves the right to specify palletization requirements on an exception basis that fall outside these requirements.

30.3. PALLETIZATION MATRIX

The following table identifies the product type and packaged weight thresholds that require palletization.

Table 1. Palletization Matrix

Table 1. Palletization Matrix

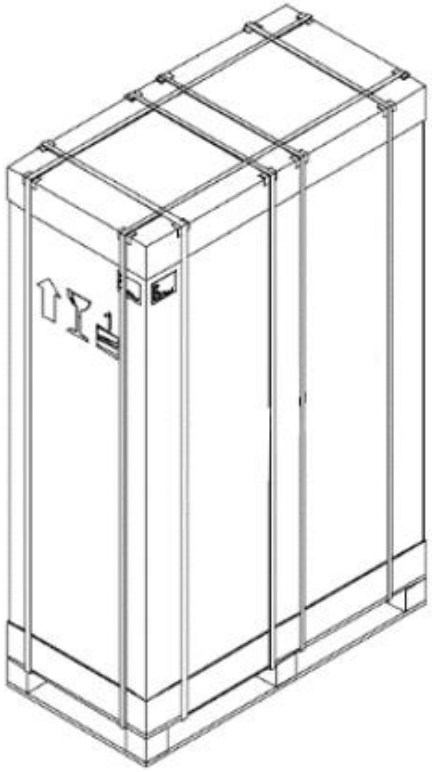
Product Type	Package Weight	Pallet Material	Mode	Quantity per	Reference
Case-Goods	150 ~ 200* lbs	Paper	Retail & DTC	1	See Section 4
	Above 200 lbs	Solid or Engineered Wood			
Dining Tables	150 ~ 200* lbs	Paper	Retail & DTC	2 - 4	See Section 5
	Above 200 lbs	Solid or Engineered Wood			
Headboards / Footboards	150 ~ 200* lbs	Paper	Retail & DTC	2 - 4	See Section 6
	Above 200 lbs	Solid or Engineered Wood			
Knocked Down Products	150 ~ 200* lbs	Paper	Retail & DTC	1	See Section 7
	Above 200 lbs	Solid or Engineered Wood			

* If it is borderline 200 lbs, recommend to use solid or engineered wood.

30.4. CASE-GOOD PRODUCT PALLETIZATION

All case-goods that weigh over 150 lbs. package weight must be palletized individually. These include Armoires, Media Centers, Chiffoniers, Buffets, Hutches, Dressers, Bookcases, Consoles, Entertainment Centers, Desks, Vanities, Work Centers, and others. Case-goods are to be palletized in their normal use orientation, unless otherwise specified. Figure 1 shows an example of a palletized Armoire.

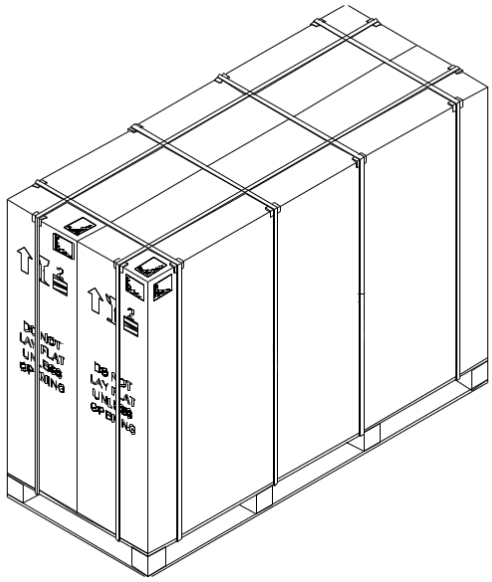
Figure 1. Case-Good Palletized Load Example



30.5. DINING TABLE PRODUCT PALLETIZATION

Most Dining Tables are palletized on-edge in multiples of 2 or more. Quantity per pallet should be based on which amount maximizes container loadability. In cases, where an odd number of Dining Tables fit across the width of the container, uneven quantities on pallets can be used to maximize container loadability. For example, if 7 tables ideally fit across the width of the container, a pallet load of 3 and a pallet load of 4 can be used. In special cases, a table may require individual palletization due to the design, size and weight of the table. See Figure 2 for example of a Table Pallet Load.

Figure 2. Pallet Load of Dining Tables or Headboard Example Note: Carton Strapping Removed for Clarity



30.6. HEADBOARD AND FOOTBOARDS PRODUCT PALLETIZATION

Headboards and Footboards that weigh over 150 lbs. when packaged must be palletized. However, if the Headboard and Footboard are packaged together, they should be packaged separate to reduce the carton weight so that palletization would not be required. Palletization of Headboards and Footboards is similar to Dining Tables, on-edge. In cases, where an odd number of Headboards or Footboards fit across the width of the container, uneven quantities on pallets can be used to maximize container loadability. For example, if 7 Headboards ideally fit across the width of the container, a pallet load of 3 and a pallet load of 4 can be used. See Figure 2 for an example of a pallet load of Headboards

30.7. KNOCKED DOWN PRODUCT PALLETIZATION

All knocked down product cartons exceeding 150 lbs. must be palletized. Please contact packaging engineering for direction on palletization for these items.

30.8. OTHER PRODUCTS

Other products, such as Marble Tops, Glass, and Mirrors may require palletization due to their fragile nature and/or heavy weight. Should you begin development of a new product and have a concern, please contact Protective Packaging Engineering for assistance in determining if palletization is required.

30.9. REFERENCES

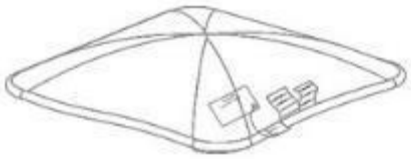
03-000072 Pallet Construction Requirements
03-000051 Bed Packaging Requirements
03-000052 Packaging Requirements for Dining Tables
03-000053 Packaging Requirements for Case-Goods
03-000054 Packaging Specification for KD and SKD Products
03-000069 Container and Trailer Loading and Bracing Requirements
03-000087 Wood Packaging Material Requirements

Top of chapter

~~31. Pillow (Filled) Packaging Requirement~~

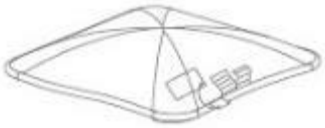
FILLED PILLOW

Unit must contain all required Law Labels, Brand Labels and Hang Tags based on PO Destination



PLACE IN POLYBAG

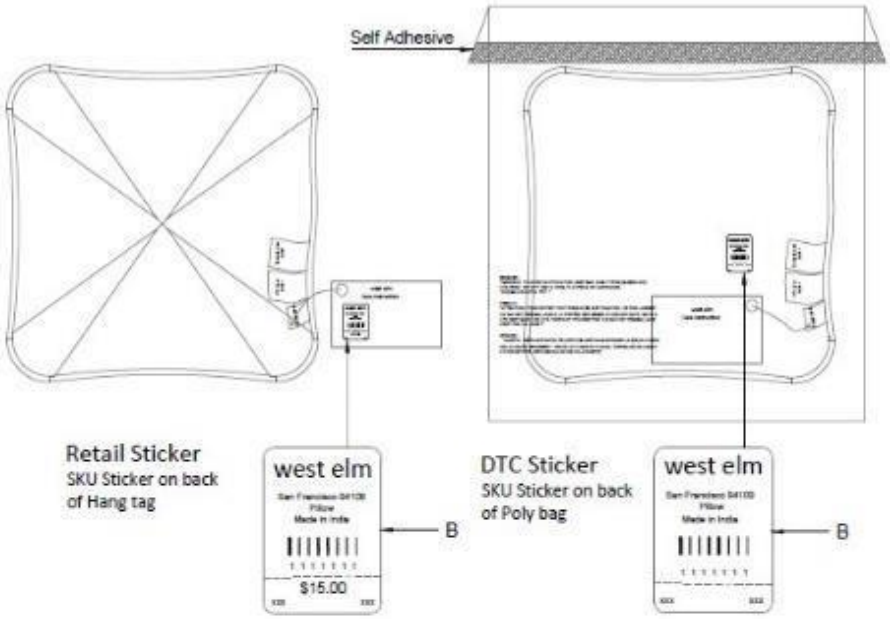




A - Poly Bag Thickness 1.25mils (0.03mm)

B - SKU Sticker Must Follow Chapter 07 of The Vendor Compliance Manual. For Retail and DTC the SKU Sticker must be placed on the:
- Hangtag
- Polybag or outermost layer of primary packaging
- Master Carton

SKU Sticker must be visible, Accessible and Scanable in order for DC Operations to process these units. Any non-compliance will result in a $1,000 USD Debit Memo to the Vendor.



C - Cut Pad Corrugated DW 150 PSI Must be secured in place with tape.

D - Master Carton RSC (Regular Slotted Container) Corrugated Doublewall with a Burst Strength based on the carton weights listed below:

MC ≤ 35 lbs, 150 PSI = 26 ECT DW using TAPPI T811 Rigid Support Compression Tester = Cobb Test per TAPI T441

35 lbs < MC ≤ 50 lbs, 200 PSI = 42 ECT DW using TAPPI T811 Rigid Support Compression Tester = Cobb Test per TAPI T441

MC > 50lbs, 275 PSI = 48 ECT DW using TAPPI T811 Rigid Support Compression Tester = Cobb Test per TAPI T441

E - 2" Tape

F - Brand Logo 8", 12", 17" Length Depending on Carton Size
West Elm uses White Print
Other Brands use Black Print
Print using the Brand Artwork
Print on two major opposite faces

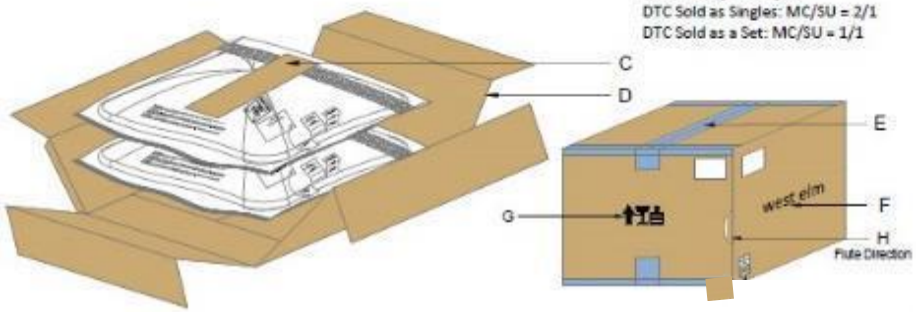
G - International Handling Symbols 2"x3", 3"x4", 4"x6" print size Depending on Carton Size
West Elm uses White Print
Other Brands use Black Print

H - Master Carton Flute Direction Vertical

PACK

SEAL MASTER CARTON

Retail: MC/DL = 2/2
DTC Sold as Singles: MC/SU = 2/1
DTC Sold as a Set: MC/SU = 1/1



Top of chapter

32. Plate & Bowl Packaging 03-000084-3

70-100% of all packaging materials must be paper based. All mention of EPS foam in the below specification must be converted to paper-based materials. EPS foam can only be used when explicitly approved in writing by WSI Package Engineering.

32.1. PURPOSE

The purpose of this specification is to provide vendors with packaging requirements for retail and DTC tabletop plates and bowls. Tabletop plates and bowls are typically made of China, Stoneware or Porcelain.

32.2. APPLICATION

This specification applies to all tabletop plates and bowls that do not have specific protective packaging requirements. This applies to all WSI concepts

32.3. PACKAGING MATRIX

DTC and Retail Plate and Bowl packaging is defined as follows:

Package Type	Product/Package Description
Standard Cartons	Plates or Bowls without brand or display packaging. Packaged as a set.
Gift Cartons	Plates or Bowls in a gift carton. A gift carton is a full coverage, branded carton. Packaged as a set. Gift Cartons must be over-packed in a brown, corrugated, box for shipment.
Display Cartons	A display carton typically has a visual opening to view the plates or bowls and is specified by Brand Packaging. Display cartons must be over-packed in a brown, corrugated, box for shipment. Please contact WSI Package Engineering for assistance.
Separate Ship Cartons	Plates or Bowls where the selling unit quantity package exceeds the DTC conveyable dimensions listed in the vendor manual.

32.3.1. Packaging Requirements for Plates and Bowls

- Standard Cartons

Refer to Section 3.2.2; Picture Series 2, 3.2.3; Picture Series 3 and 3.2.4; Figure 1

Step 1	Surface Protection/ Cushioning	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting or bubble wrap.
Step 2	Plate/Bowl Pad	• A corrugated pad should be placed between each plate/bowl. The pad should provide complete coverage between each plate/bowl. The pads can overhang the plate/bowl. For bowls, the pad can be scored to allow for nesting of the bowls, but must prevent any contact between the bowls. • 150 lbs/ in^2 (1034 kPa) burst single wall corrugated.
OR		

Step 2	Air Cell Partition	• Each bowl or plate should be separated by a partition with outer air cells. If inner cartons are used, each inner carton must have an air cell sleeve • Air Cells should be one-inch (2.5 cm). • Singlewall corrugated, minimum burst strength 150 lbs/in^2 (1034 kPA)
Step 3	Inner Carton	• The inner carton is typically the selling unit carton. If the selling unit quantity is more than eight plates or bowls, multiple inner cartons may be required. Contact Package Engineering for assistance. • RSC, single wall corrugated, minimum burst strength 200 lbs/in2 (1034 kPA)
Step 4	Inner Carton Top/Bottom Pad	• Not Required. • Flat sheet or one-inch air cell corrugated trays can be used. Singlewall, corrugated, minimum burst strength 150 lbs/in2 (1034 kPA). • Honeycomb, min ¼-inch (6 mm) thick, may also be used
Step 5	Inner Carton Plate/Bowl Quantity	Each inner carton should contain no more than eight plates/bowls.
Step 6	Inner Carton Closure	H taping not required. Center seam sealed.
Step 7	Master Carton	RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb. /in2 (1896kPa).
Step 8	Master Carton Plate/Bowl Quantity	MC quantity determined by vendor and sourcing/buyer.
Step 9	Master Carton Top/Bottom Pads	• Not required • Flat sheet or one-inch air cell corrugated trays can be used. Single wall, corrugated, minimum burst strength 150 lbs/in2 (1034 kPA). • Honeycomb, min ¼-inch (6 mm) thick, may also be used
Step 10	Master Carton Closure	H taping required. Stapling/Strapping not allowed.

- Gift Cartons
  NOTE: GIFT CARTONS GIFT CARTONS MUST BE OVER-PACKED IN A BROWN, CORRUGATED, BOX FOR SHIPMENT.

Step 1	Plate/Bowl Surface Protection	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting or bubble wrap.

Step 2	Plate/Bowl Pad	• A corrugated pad should be placed between each plate/bowl. The pad should provide complete coverage between each plate/bowl. The pads should not overhang the plate/bowl. For bowls, the pad can be scored to allow for nesting of the bowls, but must prevent any contact between the bowls. • The pad construction will be specified by Brand Packaging, but will usually be white, single face corrugated.
Step 3	Inner Carton	• The gift carton is classified as the inner carton. • E flute, single wall corrugated or round fiberboard cartons are recommended. Carton material and design specified by Brand Packaging.
Step 4	Inner Carton Top/Bottom Pad	Specified by Brand Packaging.
Step 5	Inner Carton Plate/Bowl Quantity	The selling unit quantity.
Step 6	Inner Carton Closure	The display carton must be securely sealed. A tab lock closure, pressure sensitive wafer seal, or friction fit can be used. Cartons with a friction fid lid should have an additional seal, such as a pressure sensitive wafer seal or shrink wrap to keep the lid in place.
Step 7	Master Carton	• RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb. /in2 (1896kPa). • The gift carton cannot be used as the master carton.
Step 8	Master Carton Plate/Bowl Quantity	MC quantity determined by vendor and sourcing/buyer
Step 9	Master Carton Top/Bottom Pads	• Top and bottom pad required as a cut pad. • Flat sheet or one-inch air cell corrugated trays can be used. Single wall, corrugated, minimum burst strength 200 lbs/in2 (1379 kPA). • Honeycomb, min ¼-inch (6 mm) thick, may also be used.
Step 10	Master Carton Closure	H taping required. Stapling/Strapping not allowed

- Separate Ship Cartons
  Refer to Section 3.2.2; Picture Series 2, 3.2.3; Picture Series 3 and 3.2.4; Figure 1

Step 1	Plate and Bowl Surface Protection	Not Required. If needed for fragile items: each piece fully wrapped with polyethylene foam sheeting or bubble wrap

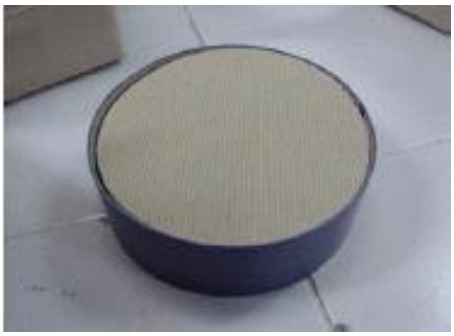
Step 2	Plate/Bowl Pad	• A corrugated pad should be placed between each plate/bowl. The pad should provide complete coverage between each plate/bowl. The pads can overhang the plate/bowl. For bowls, the pad can be scored to allow for nesting of the bowls, but must prevent any contact between the bowls. • 150 lbs/in2 (1034 kPA) burst single wall corrugated.
OR		
Step 2	Air Cell Partition	• Each bowl or plate should be separated by a partition with outer air cells. If inner cartons are used, each inner carton must have an air cell sleeve • Air Cells should be one-inch (2.5 cm). • Singlewall corrugated, minimum burst strength 150 lbs/in2 (1034 kPA)
Step 3	Inner Carton	• An inner carton is required if the selling unit quantity exceeds eight plates/bowls. If the selling unit quantity is eight or less plates/bowls, an inner carton is not required. • RSC, singlewall corrugated, minimum burst strength 150 lbs/in2 (1034 kPA)
Step 4	Inner Carton Top/Bottom Pad	• Not Required. • Flat sheet or one-inch air cell corrugated trays can be used. Singlewall, corrugated, minimum burst strength 150 lbs/in2 (1034 kPA) • Honeycomb, min ¼-inch (6 mm) thick, may also be used
Step 5	Inner Carton Quantity	Each inner carton should contain no more than eight plates/bowls.
Step 6	Inner Carton Closure	H taping not required. Center seam sealed.
Step 7	Master Carton	RSC, Double wall, minimum burst strength 200 lb. /in2 (1379kPa) for master cartons weighing < 50 lb. If the master carton weighs > 50 lb., then the minimum burst strength must be 275 lb. /in2 (1896kPa).
Step 8	Master Carton Plate/Bowl Quantity	MC quantity equals the selling unit.
Step 9	Master Carton Top/Bottom Pads	• Required. • One-inch air cell corrugated trays recommended. Flat sheet corrugated may also be used. Singlewall, corrugated, minimum burst strength 150 lbs/in2 (1034 kPA) • Honeycomb, min ¼ inch (6mm) thick, may also be used
Step 10	Master Carton Closure	H taping required. Stapling/Strapping not allowed

32.3.2. Drawings/Pictures

- Internal Retail Gift Packaging



Picture 1A. Fiberboard Gift Carton



Picture 1B: Top Pad in Gift Carton



Picture 1C. Pads between Plates for Gift Carton

- Corrugated Pad Packaging

Picture Series 2



Picture 2A: Master Carton with Top Pad



Picture 2B: Multiple Inner Cartons Within Master Carton



Picture 2C: Inner Carton with Plates Pads



Picture 2D: Plates with Pads

Picture Series 3



Picture 3A: Side View of Air Cell Partition and Air Cell Top/Bottom Pads



Picture 3B: Bowls within Air Cells



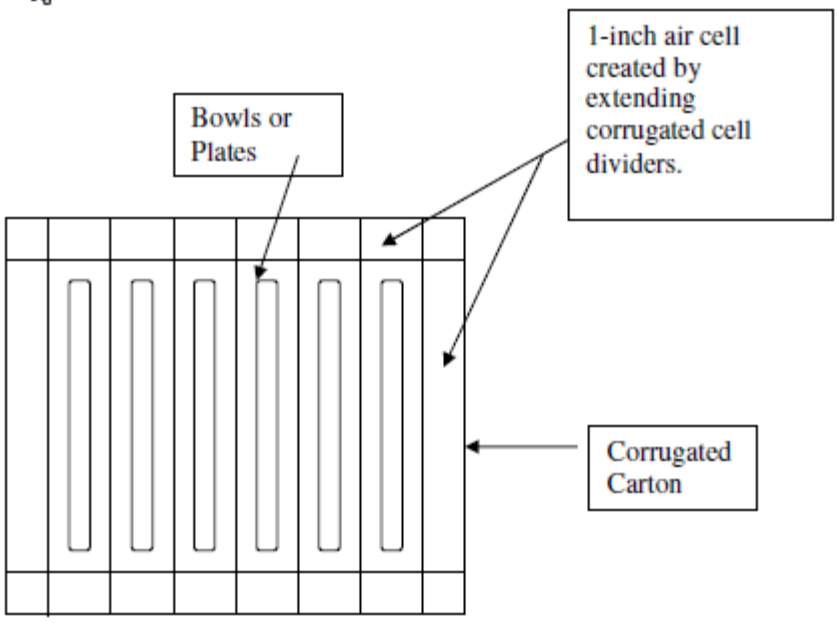
Picture 3C: View of Air Cell Partition



Picture 3D: Air Cell Partition and Pads

- Air Cell Partition

Figure 1



Top of chapter

33. Polybag Printing & Construction Requirements 03-000073-7

33.1. PURPOSE

To provide WSI vendors and agents with the minimum construction and printing/labeling requirements for flexible plastic bags and tubes used for protective packaging.

33.2. APPLICATION

This procedure applies to all products, vendors, concepts and channels that use plastic bags (closed on 3 sides open on one side) and plastic tubes (closed on 2 sides, open on 2 sides), as packaging materials. Bags removed at retail stores or retail outlets are exempt from this procedure. These packaging materials include Shrink Film, Polyethylene Film, Polystyrene Film, Polyester Film, Polyethylene Foam Sheeting, and Bubble Cushioning formed into bags or tubes.

33.3. POST-CONSUMER-RECYCLED (PCR) POLYBAGS

Effective 01 January 2022 all Williams-Sonoma polybags used as protective packaging (not brand packaging) across all brands and categories are required to contain 70%-100% post consumer recycled resin.

Suppliers	WSI recommends using our nominated PCR polybag suppliers in each region. Exceptions will be made only through the explicit written consent of WSI Package Engineers. Please contact the WSI package engineering team for supplier contact details.
Material type:	Preferred polymer material will be Low Density Polyethylne (LDPE) PCR resin.
Polybag Clarity:	Polybag clarity must allow for scanning of sku tickets through the polybags
Tensile strength:	Tensile strength test with minimum 20Mpa per ASTM D882-18 (films <1mm thickness)
Chemical compliance:	Bags should be odor free and heavy metal and hazardous chemical compliant.
Recycling symbol:	LDPE Recycling symbol printed on the polybag is mandatory
Certification:	Global Recycled Standard (GRS) certification is required
Polybag Printing:	 Modify the GRS certificate number accordingly  Modify the PCR percentage to reflect actual production To be printed under the suffocation warning on the polybag or by itself if a suffocation warning is not present. . 

33.4. THICKNESS (METHOD C OF ASTM D 374, AVERAGE THICKNESS)

Adult Items	Polybags used to package adult items must be a minimum **of 1.25 mils (.03 mm) thick**.
Children's Items and Toys	Polybags used to package Toys and Children's items must be a minimum of **2 mils (.05 mm) thick**. This applies to Pottery Barn Kids, Pottery Barn Teen, and any other products specifically marketed for children. Exception: Small Bags, as defined in Section 4.0, must be a minimum of 1.25 mils (.03 mm) thick.
NOTE: The above parameters comply with all regulatory requirements from the US and Canada.	

33.5. SMALL BAG DEFINITION

A plastic bag is considered a small bag if the following criteria are met:

33.5.1. The minor dimension of the bag is 3.94 inches (100 mm) or less. Bag dimensions shall be measured while in the form of a bag not cut open into a single thickness sheet. The minor dimension of the bag is the smallest of either the bag length or bag width.

33.6. WARNING STATEMENT

All plastic bags for all items and all Brands must have a Suffocation Warning Statement on the bag. Exception: Bags meeting the definition of a Small Bag in Section 4 do not require the Suffocation Warning Statement.

33.6.1. The Suffocation Warning must be legibly printed or permanently labeled on the plastic bag.

33.6.2. If printed, permanent ink with Black or Red characters should be used for printing on the bag. Printing should not smear or flake off when rubbed or wrinkled.

33.6.3. If labeled, a permanent label must be applied to the bag. The label should not be removable from the bag. The label should have a clear or White Background with Black or Red characters.

33.7. WARNING STATEMENT WORDING

The warning statement, when required, must be printed in both English, French and Spanish for all Brands:

Pottery Barn
Pottery Barn Kids
Pottery Barn Teen
William-Sonoma
William Sonoma Home
West Elm
Rejuvenation
Mark and Graham

Polybag Suffocation Warning for All Products

The below suffocation warnings comply with all regulatory requirements from the US and Canada for both Adult and Children's items including Toys.

ENGLISH

"WARNING: PLASTIC BAGS CAN BE DANGEROUS TO AVOID SUFFOCATION, KEEP BAG AWAY FROM BABIES AND CHILDREN. DO NOT USE IN CRIBS, PLAYPENS OR CARRIAGES THIS BAG IS NOT A TOY."

FRENCH

“ATTENTION: LES SACS DE PASTIQUE PEUVENT ÉTRE DANGEREUX. POUR ÉVITER TOUT RISQUE DE SUFFOCATION, NE PAS LAISSER CE SACHET D'EMBALLAGE À LA PORTÉE DES BÉBÉS NI DES ENFANTS. NE PAS UTILISER DANS LES LITS, PARCS ET POUSSETTES. CE SACHET D'EMBALLAGE N'EST PAS UN JOUET.”

SPANISH

“ALERTA: LAS BOLSAS DE PLÁSTICO PUEDEN SER PELIGROSAS. PARA EVITAR EL PELIGRO DE ASFIXIA MANTENER LA BOLSA FUERA DEL ALCANCE DE BEBÉS Y NIÑOS. NO USAR EN CUNAS, CORRALES DE JUEGO O COCHECITOS. ESTA BOLSA NO ES UN JUGUETE.”

33.8. WARNING STATEMENT FONT SIZE

The warning statement, when required, must be printed using the following font sizes: Total of length and width of bag combined Size of Type

Less than 30 inches 10 point or larger

30 inches or more, but less than 40 inches 14 point or larger 40 inches or more, but less than 60 inches 18 point or larger 60 inches or more 24 point or larger

Note: **1 point (Pt) = 1/72 of an inch, or 0.0138 in., or 0.3515mm A 10% tolerance of font size will be accepted as a pass.**

Top of chapter

34. Product Description Label Requirements 03-000062-3

34.1. PURPOSE

WSI Store Operations has determined:

- The primary purpose of this label is to provide WSI Retail Store Associates with markings that clearly identify the contents of a master carton or polybag.
- The secondary purpose of this label is to reduce in-store returns due to errors in order picking from Retail Store inventory.
- The third purpose of this label is to improve efficiency of furniture inventory cycle counts in the Retail stores. The bar codes on these labels will facilitate this process.

This specification must be strictly adhered to since the customer's initial impression of quality is influenced by the appearance of the packaging.

34.2. APPLICATION

This label requirement applies to all brands but only the furniture and lighting categories. It does not apply to decorative accessories, textiles, food items, or other electrical items. For details regarding corporate carton labeling requirements, refer to the WSI Vendor Manual.

34.3. PROHIBITION

For WSI branded programs, vendor shall not print their own logo nor any advertisement markings on the carton without express authorization from WSI. However, carton supplier markings (such as the Box Makers Certificate, 'BMC') and vendor material control (part number) markings may be printed at the bottom flaps/side of the carton.

34.4. PRINTING REQUIREMENTS

Language: These labels, when required, must be printed in English only.
Font type: Arial or Helvetica
Text color: black printing on white labels
Color Dot: 1-inch diameter with approved color for item contained in master carton Vendors should not stencil or pre-print carton label information on cartons.
Printing must be completely solid, clear, sharp-edged and free from smudge and ink runs.

34.5. LABEL REQUIREMENTS

Label size: Approximately 4" x 3" (101mm x 76mm) to 4" x 6" (101mm x 152mm). Label Sizes may be adjusted if the carton panel is too small for the label.
Label Material: Vendors may print master carton (MC) labels in-house or order MC labels from Avery Dennison.

34.6. LABEL REVISIONS and UPDATES

WSI Merchants and Store Operations will be responsible for requesting any changes to this PDL Requirements Document. Revision requests must be submitted to WSI Package Engineering, which will then be responsible for updating this document on the WSI Packaging Website.

34.7. COMPLIANCE RESPONSIBILITIES

WSI Merchants and Store Operations provide final approval of the PDL label. The individual components of the PDL are to be completed by the respective parties listed below:

34.7.1. Product SKU: vendor responsibility to extract the approved SKU from PO or most current email from *WSI Merchants* which specifies approved SKU

34.7.2. Product Description: vendor responsibility to extract the approved product description from PO or most current email from *WSI Merchants* which specifies approved Product Description

34.7.3. Box Size: vendor responsibility to extract the approved box size from most current sku worksheet or approved package test report

34.7.4. Product Image: vendor responsibility to extract the approved image from Retail.com or most current email from *WSI Design or WSI Furniture Engineering* which specifies approved image

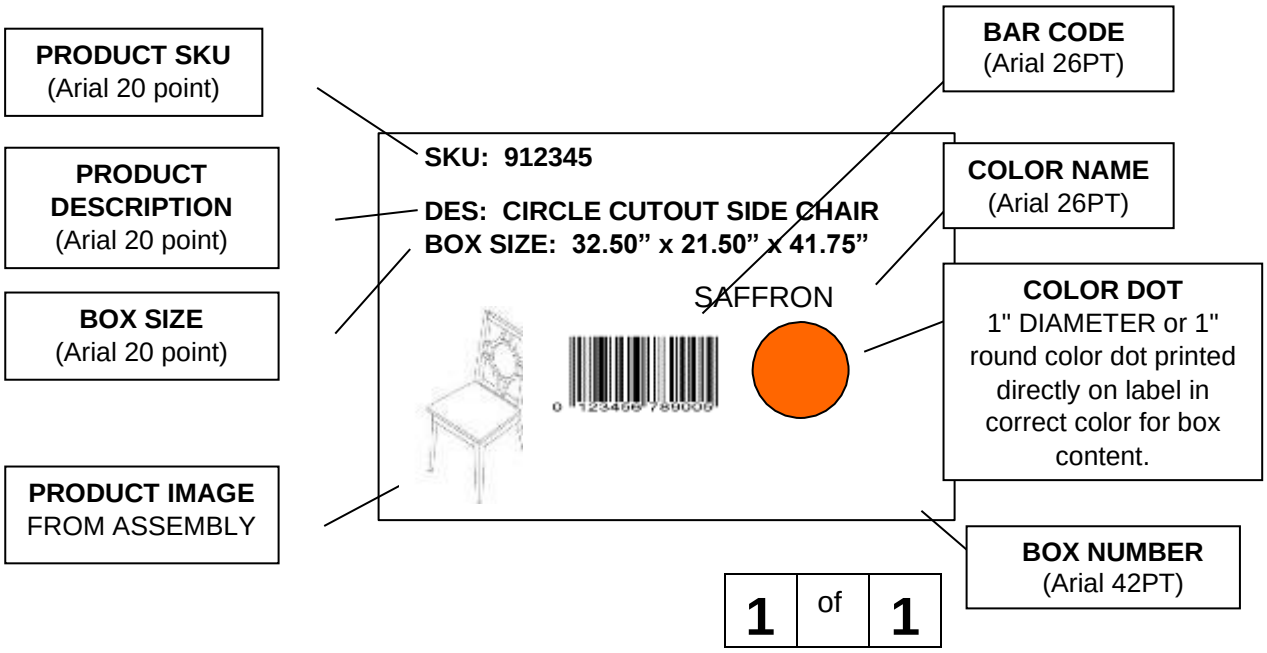
34.7.5. Bar Code: when scanned must contain sku number only; barcode printing specification is 128AB also referred to as Code 128AB

34.7.6. Color Name: vendor responsibility to extract the approved color name from PO or most current email from *WSI Merchants* which specifies approved color name

34.7.7. Color Dot: vendor responsibility to extract the approved color from PO or most current email from *WSI Design* which specifies approved color

34.7.8. Box Number: vendor responsibility to extract the approved box number from PO or most current email from *WSI Merchants* which specifies approved box number

Figure 1-1: Product Description Label

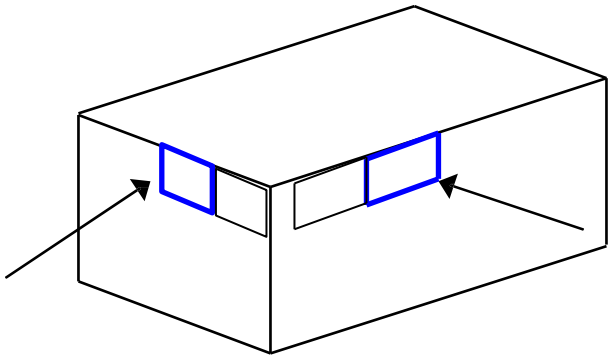


34.8. LABEL PLACEMENT ON MASTER CARTONS

34.8.1. Label location: Locate on the end panel next to the standard master carton label, in the upper right hand corner of the carton with an identical label affixed to the adjacent side panel (with the carton in the normal shipping orientation).

34.8.2. This label DOES NOT replace the WSI standard master carton label but instead used alongside the WSI standard master carton label. See diagram below.

Figure 1-7: PDL Placement / Location denoted in Blue



WSI Standard Master Carton Label

SKU: 6449219
DES: CIRCLE CUTOUT SIDE CHAIR IN WHEATGRASS
PO:
QTY: 01
MADE IN CHINA FOR WEST ELM
SAN FRANCISCO CA 94109

WEIGHT: 66.08 LBS 30 KGS

WSI Product Description Label (PDL)

SKU: 912345
DES: CIRCLE CUTOUT SIDE CHAIRS
BOX SIZE: 32.50" x 21.50" x 46.75"

WHEATGRAS

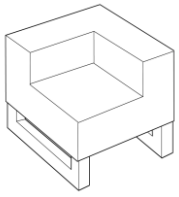
1	of	1

34.8.3. Reference the WSI Vendor Compliance Manual for details regarding the WSI Standard Master Carton Label.

34.9. LABEL EXAMPLES

SINGLE PACKAGES - All items shipped in one master carton.

SKU: 123456
DES: CUBE SECTIONAL CORNER
BOX SIZE: 32.50" x 21.50" x 41.75"

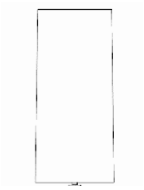
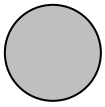
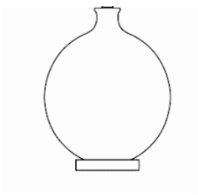
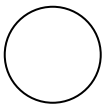


Forest

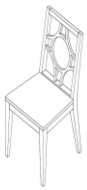
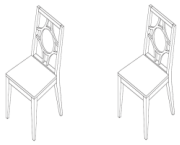
1	of	1

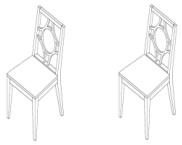
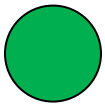
PDL for Single Furniture Item.

MULTIPLE PACKAGES - Item shipped in two or more master cartons; different skus.

SKU: 222222 **DES: LAMP SHADE** **BOX SIZE: 24.00” x 24.00” x 20.00”**   Silver  **1** of **2**	PDL for Lamp **Shade**.
SKU: 222333 **DES: LAMP BASE** **BOX SIZE: 14.50” x 14.50” x 21.75”**   White  **2** of **2**	PDL for Lamp **Base**.

DINING CHAIR PACKAGES – MC1 single chairs, MC2 Singles, MC2 Sets

SKU: 777777 **DES: CIRCLE CUTOUT SIDE CHAIR** **BOX SIZE: 24.50” x 21.25” x 41.75”**   Sunflower  **1** of **1**	PDL for single chair.
SKU: 888888 **DES: CIRCLE CUTOUT SIDE CHAIRS** **BOX SIZE: 14.50” x 14.50” x 21.75”**   White  **QTY: 2**	PDL for MC2 chairs sold as Singles.

SKU: 999999 **DES: CIRCLE CUTOUT SIDE CHAIRS** **BOX SIZE: 32.50” x 21.50” x 46.75”**  Wheatgrass  **1/S2** of **1/S2**	PDL for MC2 chairs sold as a Set of 2.

34.10. LABEL PLACEMENT for DINING CHAIRS SOLD AS SINGLES
Label location: Locate in the upper right hand corner (denoted in blue) of the polybag with the product in the normal user / shipping orientation). See diagram below.

Figure 1-8: Knock Down (KD) Dining Chair

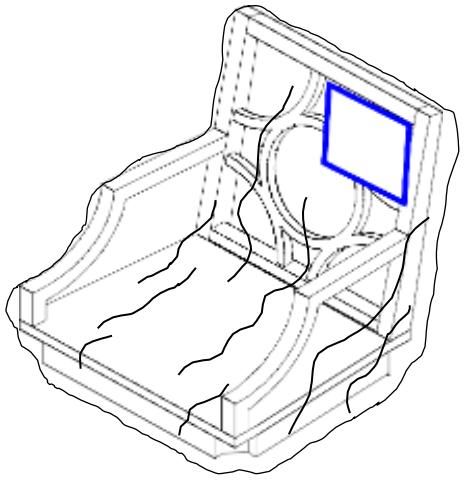
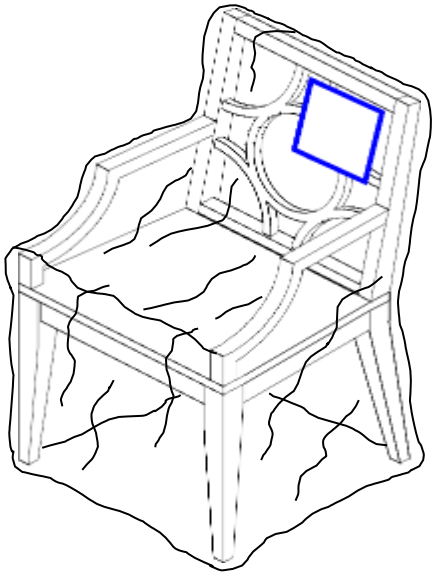


Figure 1-9: Fully Assembled Dining Chair



Top of chapter

35. Rug Packaging Specification 03-000078-7

35.1. PURPOSE

The purpose of this specification is to provide vendors with rolled rug packaging requirements for Retail and DTC shipments.

35.2. APPLICATION

This specification applies to all rugs that will be rolled for shipment, 2 x3 feet (60 cm x 90 cm) or larger, including Kilims and Dhurries`, supplied to all WSI concepts. For rugs that are smaller and rugs that are not rolled, such as doormats, please contact WSI Packaging Engineering for additional information.

35.3. RUG PACKAGING MATRIX Overview of Packaging Requirements

Table 1. Rug Packaging Matrix

	Rug Size	Fiberboard Core	Roll Face In	Roll Face Out	Secured With Tape and Gauze	Single Bag	Double Bag	Return Kit - Single Bag, 1 Zip Tie*	Return Kit - Double Bag, 2 Zip Ties*	Return Kit - Canvas Ties*
Standard Rugs	2 x 3		X		1	X		X		1
Wool	3 x 5		X		2	X		X		2
Wool Blends	2.5 x 9		X		2	X		X		2
Cotton/Chenille Braided	5 x 8		X		3		X		X	3
Outdoor	7 x 9		X		3		X		X	3
Synthetic	8 x 10	X	X		3		X		X	3
Acrylic	9 x 12	X	X		4		X		X	4
	10 x 14	X	X		4		X		X	4
Natural Grass <1"	2 x 3	X		X	1	X		X		1
Jute	3 x 5	X		X	2	X		X		2
Seagrass	2.5 x 9	X		X	2	X		X		2
Abaca	5 x 8	X		X	3		X		X	3
Sisal	8 x 10	X		X	3		X		X	3
	9 x 12	X		X	4		X		X	4
	10 x 14	X		X	4		X		X	4
Natural Grass >1"	2 x 3			X	1	X		X		1
Jute	3 x 5			X	2	X		X		2
Seagrass	2.5 x 9			X	2	X		X		2
Abaca	5 x 8			X	3		X		X	3
Sisal	8 x 10			X	3		X		X	3
	9 x 12			X	4		X		X	4
	10 x 14			X	4		X		X	4
Kilims & Dhurries	2 x 3	X	X		1	X		X		1
	3 x 5	X	X		2	X		X		2
	2.5 x 9	X	X		2	X		X		2
	5 x 8	X	X		3		X		X	3
	8 x 10	X	X		3		X		X	3
	9 x 12	X	X		4		X		X	4
	10 x 14	X	X		4		X		X	4

*** Rug Return Kits are only Required for Williams-Sonoma Home Products**

35.4. RUG PACKAGING REQUIREMENT

35.4.1. Rolling Instructions

All rugs must be thoroughly dried before rolling. Rugs should be individually rolled into the shortest dimension, see Figure 1. A Return Kit consisting of Return Bags, Zip Ties, Canvas Straps, and a Return Card will need to be rolled up into the rug for Williams-Sonoma Home Products. See Section 4.6 for details of the Return Kit. Specific Rugs must be rolled onto fiberboard cores. Refer to Table 2 for the maximum size of the Packaged Rug for UPS Shipment.

Figure 1. Rolling of Rugs

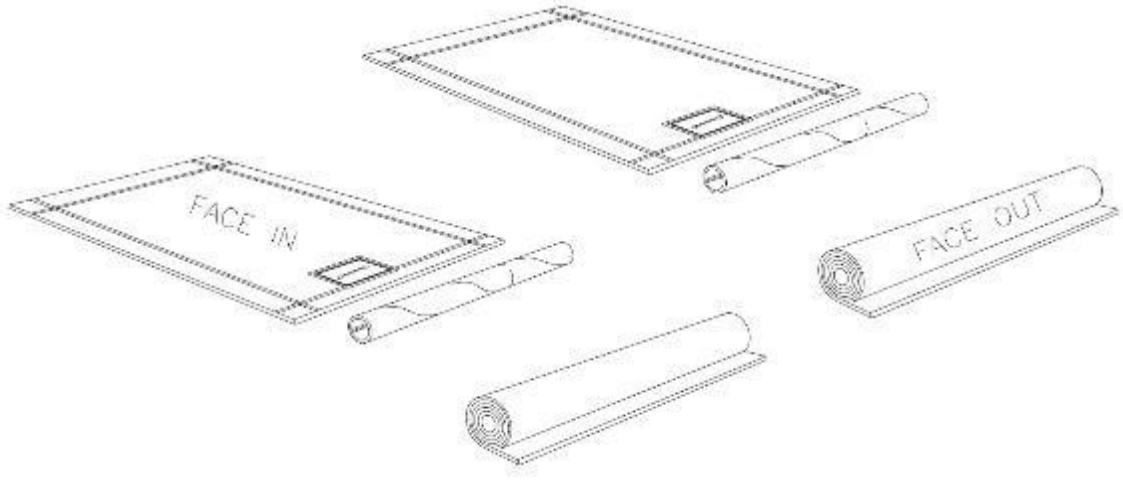
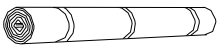
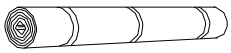
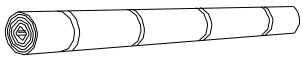


Table 2. Shipping Size Constraints

Rug Dimensions	Rug Configuration	Maximum Roll Dimensions for Parcel Shipment
5 x 8 feet		In order to ship UPS, rugs that are 5 x 8 foot, the diameter of the rug roll when packaged must not exceed 33 inches. If this rug size cannot be met, please contact Packaging Engineering at Packaging@wsgc.com.
8 x 10 feet		In order to ship UPS, rugs that are 8 x 10 foot, the diameter of the rug roll when packaged must not exceed 21 inches. If this rug size cannot be met, please contact Packaging Engineering at Packaging@wsgc.com.
9 x 12 feet		In order to ship UPS, rugs that are 9 x 12 foot, the diameter of the rug roll when packaged must not exceed 18 inches. If this rug size cannot be met, please contact Packaging Engineering at Packaging@wsgc.com.
10 x 14 feet		Most 10 x 14 foot rugs ship Exel. Please confirm the appropriate ship mode with the responsible Sourcing Manager or Buyer.

35.4.2. Fiberboard Cores

- Rugs that require a fiberboard core:
  - All rolled rugs 8 x 10 feet and larger require fiberboard cores.
  - All Sizes of Natural Grass Fiber Rugs or those that contain natural grass fibers (Jute, Seagrass, Sisal, and Abaca) must be on fiberboard cores except, rugs that are 1 inch or thicker.
  - All sizes of Kilims & Dhurries must be rolled onto fiberboard cores.
- Fiberboard core requirements
  Minimum Core/Tube wall thickness = 1/8 inch (3 mm) Minimum inside diameter of tube/core to vary with rug size:
  - Rug width 2 to 6 feet: min. inside core diameter = 3-1/8 inch (8 cm)
  - Rug width 6 to 11 feet: min. inside core diameter = 3-5/8 inch (9 cm)

35.4.3. Rolling Direction

Rugs may be rolled with the face inward or outward depending on the type of rug. The purpose of rolling the rug face out is to prevent the corners/edges of the rug from curling up once unrolled at the customer's home. See Table 3 to determine which way to roll based on rug type. Refer to Figure 1 as well.

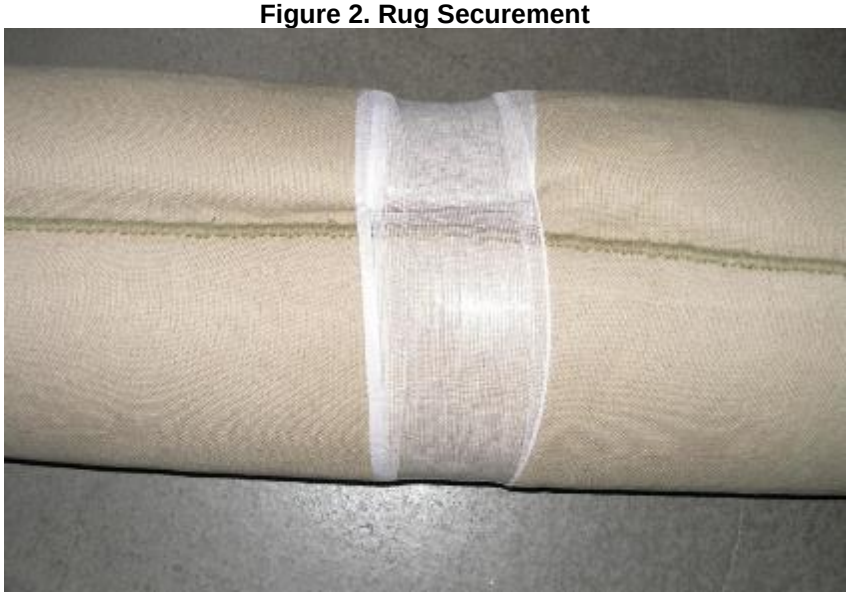
Table 3. Rolling Direction

Rugs Rolled Face In	Rugs Rolled Face Out
Wool	Natural Grass Fiber Rugs or those that contain natural grass fibers.
Cotton & Chenille Braided	Jute
Kilims & Dhurries	Seagrass
Outdoor & Synthetic	Sisal
Acrylic	Abaca

35.4.4. Rug Securement

To prevent telescoping of the rugs, secure the rug every 2 feet with 3-inch (72 mm) wide polypropylene tape. It is critical to use either gauze pre-wrap or a pre-wrap of Polyethylene Foam sheeting underneath the tape to ensure that no adhesive residue is transferred to the Rug. See Figure 2 for example. Refer to Table 1 for Number of securement points per rug.

Figure 2. Rug Securement

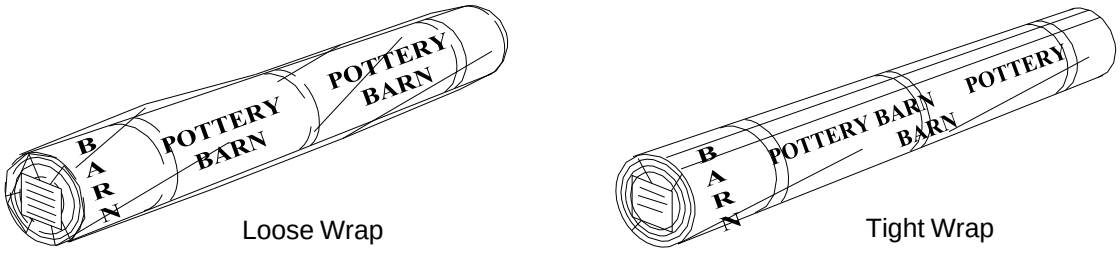


35.4.5. Polyethylene Tube Bags

Once the rug has been rolled it will be packed into 6 mil (0.15 mm) thick clear Low Density Polyethylene Tube style Bag(s). Use 2 Polyethylene Tube Bags for Rug Sizes 5 x 8 feet and larger. Use 1 Polyethylene Tube Bag for Rugs 3 x 5 feet and Runners 2.5 x 9 feet and smaller. Polyethylene Tube Bags should be sized 3 inches (75 mm) larger in diameter than the rolled rug diameter dimension. There shall be no side seams to the Polyethylene Tube Bag, only end seams. All bags shall comply with the Plastic Bag Requirements Specification 03-000073.

- Polyethylene Tube Bag Printing
  Pottery Barn, Pottery Barn Kids, PB Teen, Williams-Sonoma, Williams Sonoma Home, and West Elm currently require that the Polyethylene Tube Bags be printed. Please contact the appropriate Brand Packaging department for logo requirements. Only the outer bag requires printing of the Brand Logo. The Inner Bags and Return Bags do not need to be printed.
- Polyethylene Tube Bag Closure
  The open ends of the Polyethylene Tube Bags must have sufficient overhang at each end of the rolled rug to fully protect the rug – typically six inches. Additional overhang may be required for thicker/longer rugs. The overhang/ends of the poly tube must be folded snugly against the rug and taped closed with 3-inch (72 mm) wide clear pressure sensitive tape. The ends must be flat for packaging label placement. The end of the rug must be fully protected by the Polyethylene Tube Bag and cannot be exposed.
- Polyethylene Tube Bag Sealing
  The closed ends of the Polyethylene Tube Bags must be securely heat-sealed. Use a minimum of 0.25-inch (6 mm) wide heat weld at closed end of bag. The open end of the Polyethylene Tube Bag must be taped in the manner described in Section 4.5.2.
- Excess Bag Material
  The excess bag material along the length of the tube shall be taped over onto itself to prevent it from snagging onto material handling equipment or other items during shipping and handling. See Figure 3.

Figure 3. Excess Bag Material Must Be Taped Over Tightly



Loose Wrap

Tight Wrap

- Polyethylene Bag Warning Labels
  Once the rug has been fully packed, a warning label measuring at least 3” x 7” needs to be affixed to packaging to warn customers not to open the polyethylene bag with box cutters or other blades so they can avoid damaging the rug. See figure 4 for example of label.

  Placement for label should be at to the right of the vendor label on the outside of the polyethylene bag not covering up any other markings/labels. See figure 5 for example of placement.

Figure 4. Warning Label

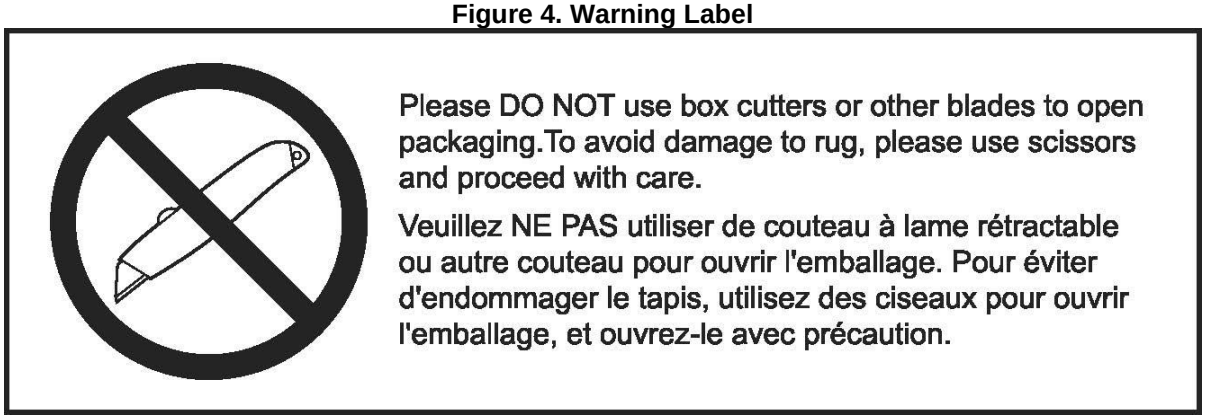
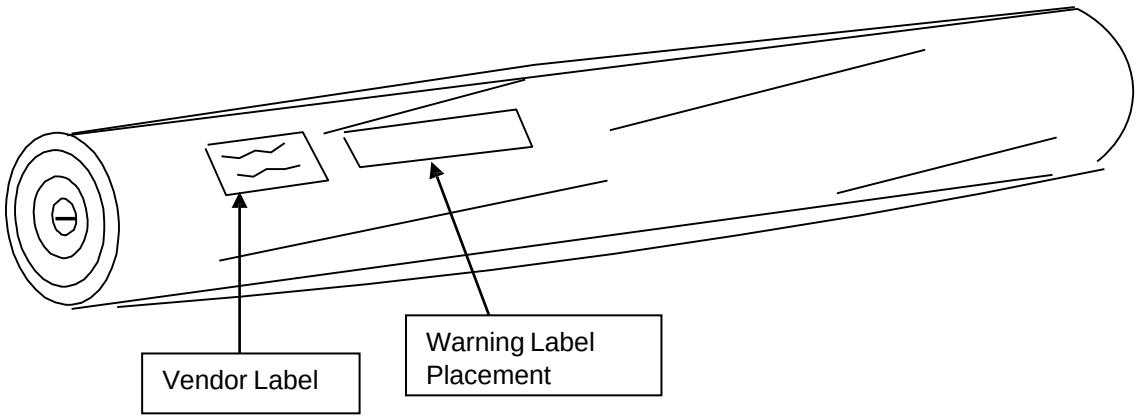


Figure 5. Warning Label Placement



Williams-Sonoma Home Return Kit
Each Williams-Sonoma Home Rug must be packed with a return kit. The Return kit will include a set of replacement Polyethylene Tube Bags, Bag Tie(s), Canvas Strapping and a Return Instruction Card.

- Return Bags
  A Polyethylene Tube Bag identical to the Polyethylene Tube Bag used to package the rug must be included in the Return Kit. Provide 2 Polyethylene Tube Bags for Rug Sizes 5 x 8 feet and larger. Use 1 Polyethylene Tube Bag for Rugs 2 x 3 feet, 3 x 5 feet and Runners 2.5 x 9 feet and smaller. This bag should be folded and placed in the rolled rug.
- Zip Ties
  Zip Ties should be secured to the return card with tape. Zip Ties shall be 9to 11 inches long and shall have a tensile strength minimum of 50 lbs. (23 kg). See Figure 6 for a Zip Tie Example. For Rugs requiring 2 Return/Storage Bags, include 2 Zip Ties. For Rugs requiring 1 Return/Storage Bag, include 1 Zip Tie.

Figure 6. Example of Zip Ties



- Canvas Strapping
  Provide 1 inch wide Canvas Strapping in the quantities shown in Table 1. The length of the strapping shall be 24 inches longer than the rolled rug circumference. See Figure 7 and 8 for illustration.

Figure 7. Return Kit Canvas Straps

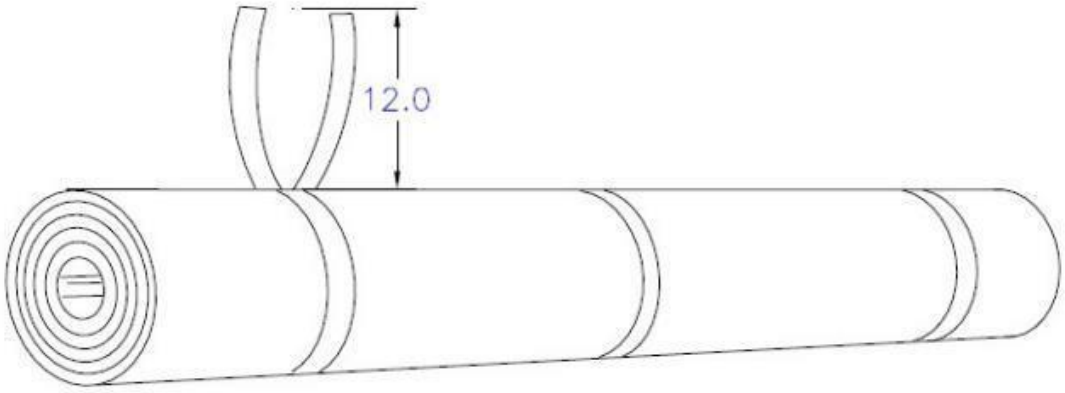


Figure 8. Canvas Strap



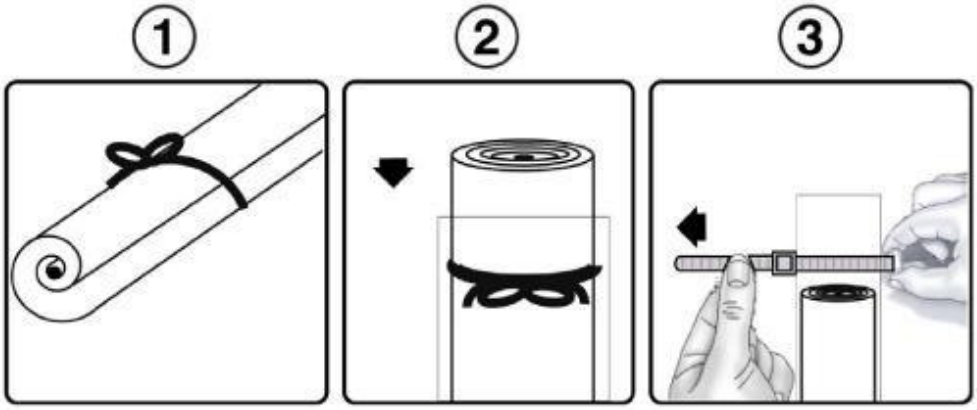
- Return Card
  Please contact Brand Packaging for requirements of the return card artwork and card stock specification. See attached Example of Return Card:

Figure 9. Example of Williams-Sonoma Home Return Card

WILLIAMS SONOMA HOME

Thank you for your purchase. We hope you are satisfied with your Williams Sonoma Home rug. In the event that you choose to return your rug, for your convenience, please follow the recommended steps below.

Nous vous remercions de votre achat. Nous espérons que vous êtes satisfait de votre tapis Williams Sonoma Home. Au cas où vous choisissez de renvoyer votre tapis, il est recommandé de suivre les étapes suivantes pour votre commodité.



The provided bag(s) should be used for your rug return.
1. Please roll rug tightly around fiberboard tube (if included). Secure with canvas straps and insert rug into bag(s).
2. Bag(s) are included for returns. Please double bag all returns if (2) bags are provided.
3. Close the end of the bags with the (4) enclosed zip ties. Use (2) zip ties at each end.

Le(s) sac(s) fourni(s) doit (doivent) être utilisé(s) pour le renvoi de votre tapis.
4. Veuillez enrouler le tapis fermement autour du tube en ouate (si inclus). Fixez à l'aide des sangles en toile et insérez le tapis dans le sac(s).
5. Le(s) sac(s) est (sont) inclus pour les renvois. Veuillez utilisez les sacs en double s'il y en a (2) fournis pour tous les renvois

Fermez les extrémités du (des) sac(s) à l'aide des (4) attaches zip incluses. Utilisez (2) attaches zip pour chaque extrémité.

Return Kit Assembly

The Return Polyethylene Tube Bag(s) should be folded so that it will fit into the last turn of the rolled rug. The Return Card with the Zip Ties should be placed into a fold of the Return Polyethylene Tube Bag(s) so that the card/ and ties do not come into contact with the rug. The return kit (Return Polyethylene Tube Bags, Return Card, and Zip Ties) should be placed in the last roll of the rug.

35.4.6. Moisture Control

All Rugs should be packed dry. However, some rugs such as natural grass fiber rugs are susceptible to moisture damage through mold formation due to their high moisture content. The packaging of rugs that may have mold issues must use desiccant as a means to control moisture to eliminate mold formation.

35.4.7. Labeling

- Master Carton Labels

  Please see the Vendor Compliance Manual or Contact WSI Supply Chain Operations for additional Master Carton Labeling information.

35.5. REFERENCES

03-000073 Plastic Bag Requirements

35.5.1. PACKAGING EXAMPLES

Figure 10. Standard Rolled Rug

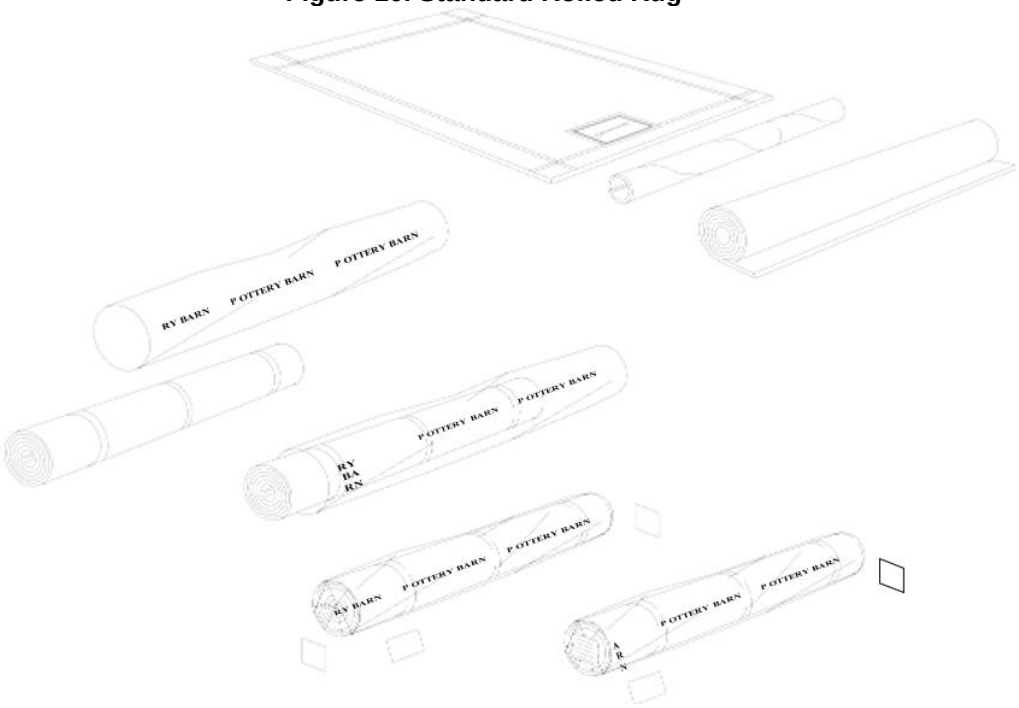
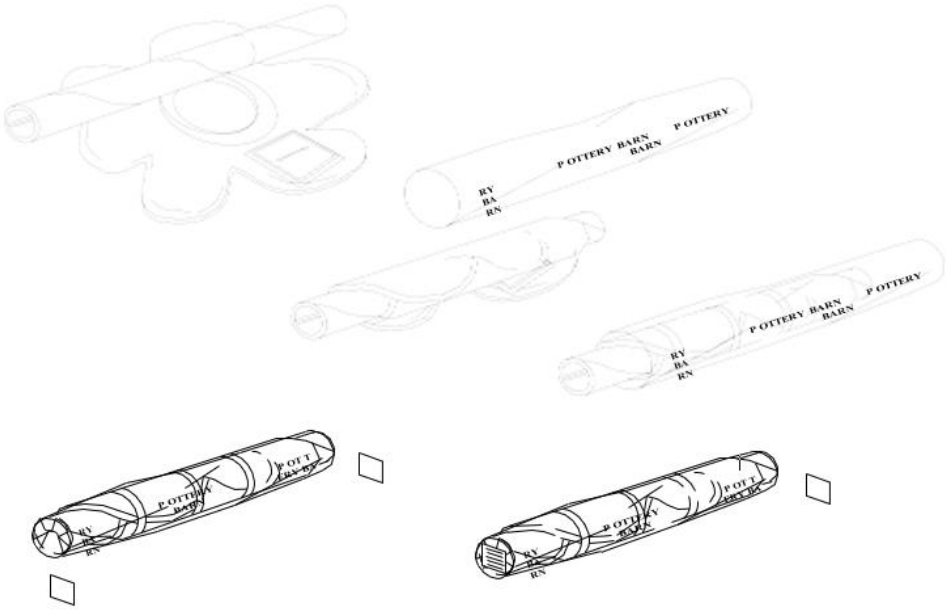


Figure 11. Scalloped Rolled Rug



Top of chapter

36. Sample Preparation for Transit Testing 03-000067-0

36.1. PURPOSE

This document outlines requirements for packaged product samples that are to be submitted to WSI approved Test Labs for Package-Transit Testing.

36.2. APPLICATION

All vendors must submit packaging that conforms to these requirements when submitting samples for Package-Transit Testing at a WSI Approved test facility. Failure to follow these minimum requirements may result in the requirements of re-testing.

36.3. GENERAL REQUIREMENTS

Refer to the Vendor Policies and Procedures Manual for general requirements when submitting packaging test samples to the approved test lab. The Vendor Policies and Procedures Manual identifies how to over-box samples, how to identify over-boxed samples, and where to attach Test Request Forms.

36.4. MASTER CARTON REQUIREMENTS

In general, all packaged samples submitted for package-transit testing should include all components of packaging intended for production. In addition, all applicable marking, labeling, and printing on the packaging shall be identified.

36.4.1. Corrugation Direction

The Corrugation Direction of the test sample's carton shall be identified on all 4 vertical panels. The method of identification can be labels or some other means. Note: This is for the test sample only, do not mark or print the production carton with this symbol. Figure 1 shows the style of the mark that is to be used to identify the corrugation direction for cartons. The mark should be sized so that it is readily visible in test report photos.

Figure 1. Corrugation Direction Symbol



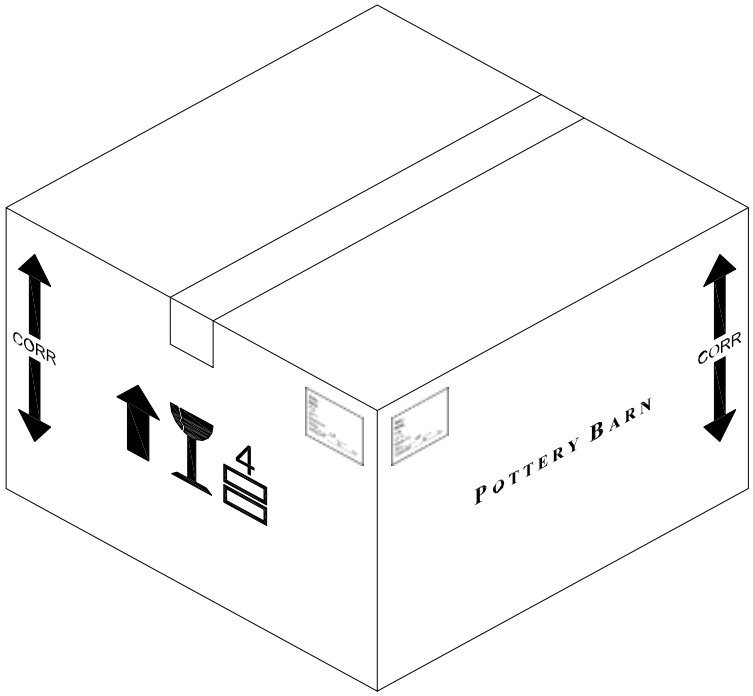
36.4.2. Up Arrows, Stack Height, Fragile Symbols, and Fragile Statements

i. It is critical that all carton-handling symbols, up-arrows and stack height symbols, that are intended to be marked on the production carton, be reproduced on the two applicable panels of the carton.

ii. The stack height number shall be identified with the correct quantity that reflects actual loading and warehousing practices. The Stack Height quantity can be marked on the carton with a marking pen, but must be large and readily visible. Refer to the Specification for Carton Marking 03-000071.

iii. For the test sample, labels or other means can be used to identify the Up- Arrows, Stack Height Symbol, Fragile Symbol, and Fragile Statements. However, they must reflect the intended style of printing. The intent is to allow WSI to identify the appropriate markings and locations of the markings on the test carton in the test report photos. Refer to the Specification for Carton Marking 03-000071 for details of the various marking requirements. Figure 2 shows a carton with typical markings and their respective location on the carton.

Figure 2. Carton Marking and Labeling



36.4.3. Brand Logo
If required, the Brand Logo shall be reproduced using a label or other means, and correctly positioned on the appropriate panels of the carton. Refer to the Specification for Carton Marking 03-000071 for logo requirements. See Figure 2 for a carton with logo's identified on the master carton.

36.4.4. Other Marking and Labels
Carton labels should be placed on the cartons for reference purposes. Other specific products may require specific markings, labels or printing. These specific marks and labels must also be identified on the master carton submitted sample for package-transit testing.

36.5. INNER PACKAGING
All inner packaging shall be marked, labeled, and printed as intended for production packaging. These marks include inner carton identification, inner carton corrugation direction, warnings, and other applicable requirements. All must be included on the test sample.

36.6. REFERENCES
03-000071 Specification for Carton Marking
Vendor Policies and Procedures Manual

Top of chapter

37. Ship Mode UPS Exel Specification 03-000106-0

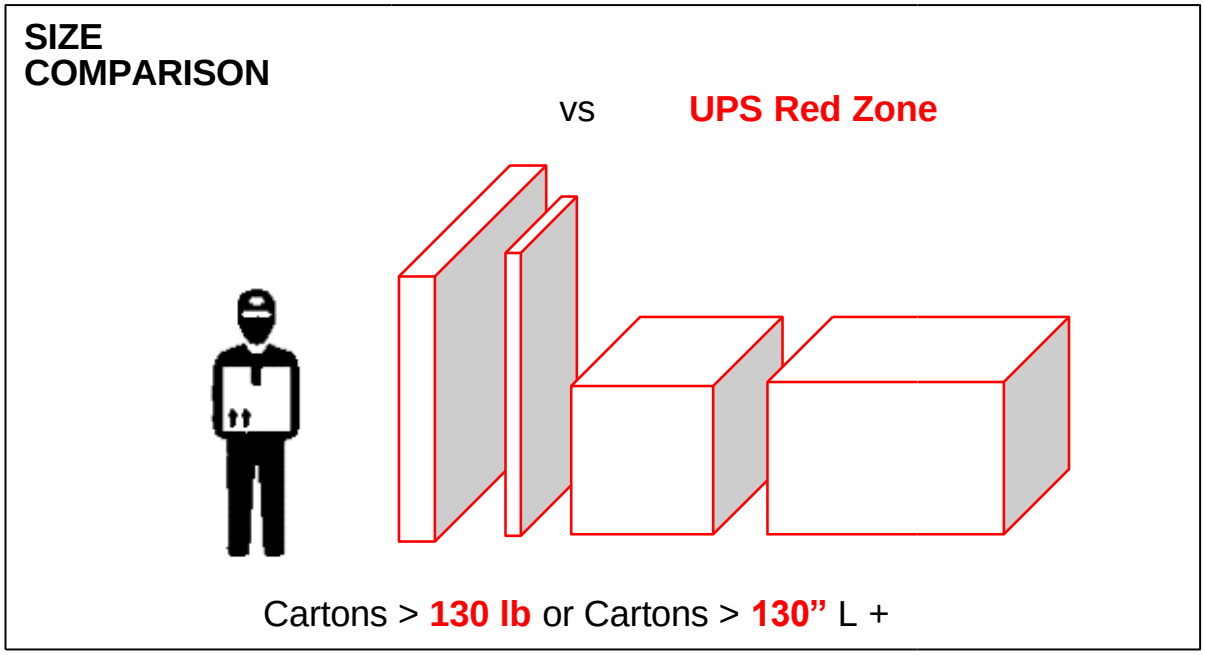
37.1. PURPOSE
The purpose of this document is to clearly define the recommended ship modes by product category, carton size, and carton weight. The Ship Mode recommendations are designed to provide the safest mode of transport with minimal expected damages through the WSI distribution environment using mixed products in Less-Than-Truckload (LTL) configurations.

37.2. CORPORATE ANALYSIS

A current analysis of companywide D&Q rates has clearly identified that items approaching the UPS size and weight threshold have the worst damage rates across all categories. The breakpoint in the data occurs when packages exceed a weight of 130 lb or exceed L + Girth size of 130". The damage rate effectively doubles from 2% to 4.5% for the larger and heavier carton sizes.

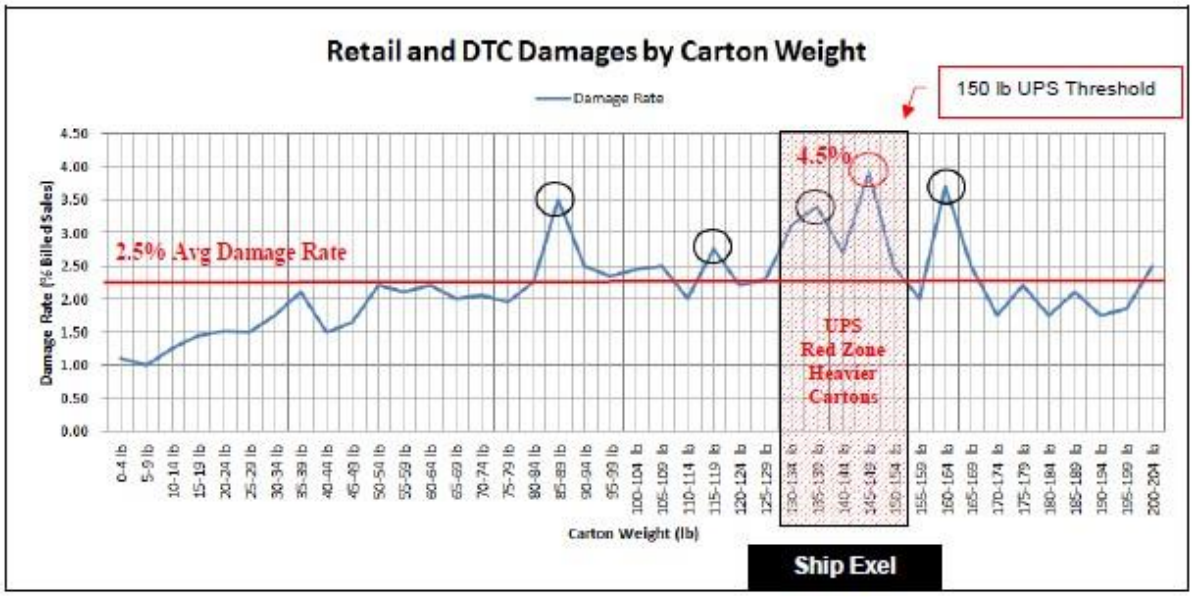
37.3. UPS RED ZONE CARTONS

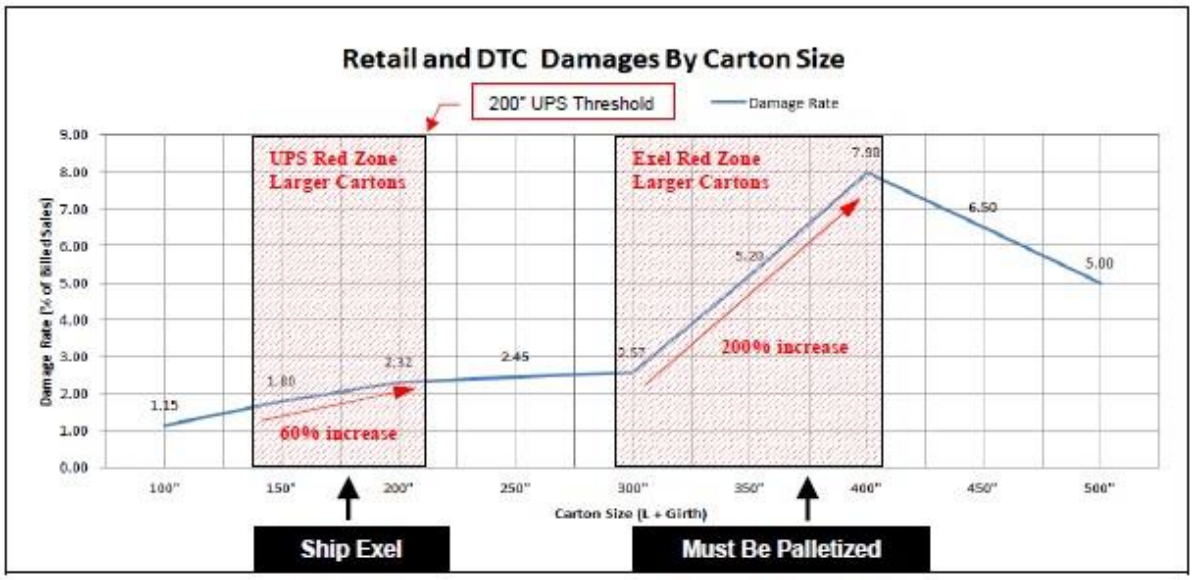
- Red zone cartons have a gross weight greater than 130 lb or are larger than 130" L + Girth
- Any carton falling into the UPS red zone must be reviewed during the Development Phase and considered for shipments via our Exel / Home Delivery Network
- Skus that are borderline red zone cartons will be addressed on a case by case basis



37.4. DATA ANALYSIS

- Current damage rate was calculated as a percent of billed sales across all categories and Brands
- Heavier cartons experience a 4.5% peak within the UPS red zone
- Larger cartons experience a 60% increase in damages within the UPS red zone
- UPS damages are highest at 85 lb, 115 lb, 140 lb and 150 lb





37.5. CATEGORIES RECOMMENDED TO SHIP EXEL

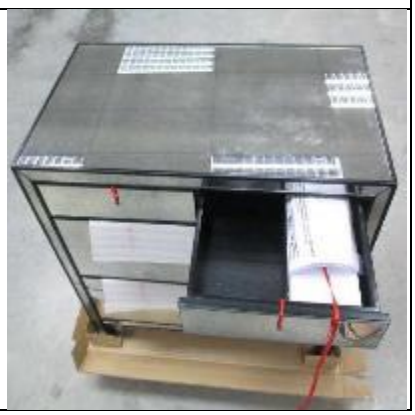
These are the product categories shipping UPS that commonly show up on WSI D&Q lists in both Retail and DTC. These categories contain many red zone cartons and fragile materials that must be considered for shipments via our Exel / Home Delivery Network.

UPS Red Zone Cartons to Ship Exel		
Retail & DTC **Corrugated Cartons**	**Retail & DTC** **Corrugated Cartons**	**Retail & DTC** **Fragile Materials**
• Cribs • Storage Desks • Heavy Side Tables • 3 Drawer Dressers • Trunks • Modular Office	• Floor Mirrors • Dining Tables • Large Lighting • Large Coffee Tables • Medicine Cabinets	• Stone Tops / Shelves • Concrete Tops • Tiled Tops • Mirrored Case Goods • Sink Consoles, etc.

37.6. FRAGILE MATERIALS MUST SHIP IN CRATES

Tiled Top Dining Tables	Mirrored Case Goods	Concrete Tops
		
Stone / Marble Tops	Marble Shelves 1”x10”x60”L	Stone / Marble Sink Consoles
		

37.7. CRATE & PALLET PACKAGING FOR CASE GOODS

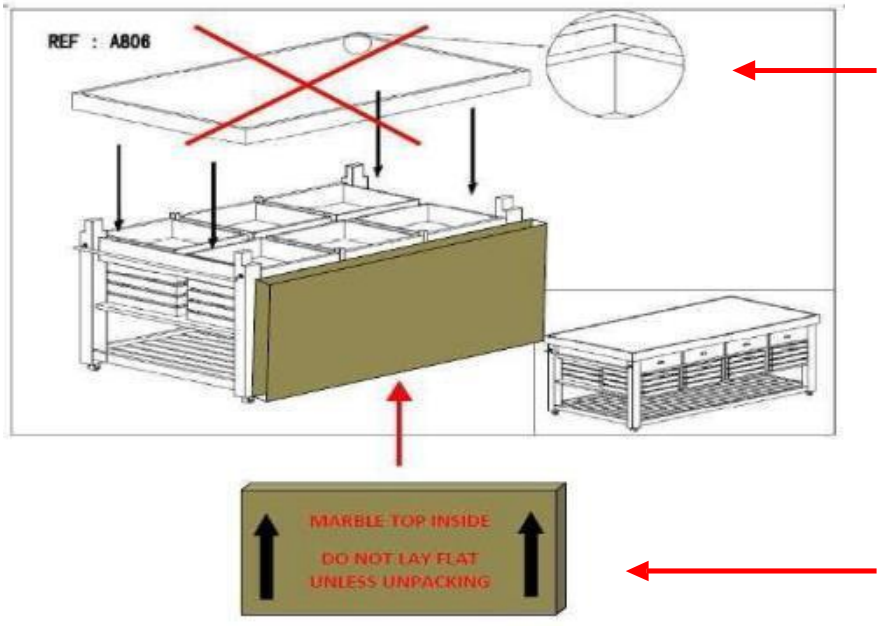
Engineered Wood Open Crate MDF / Plywood/ PB 9mm – 12mm Thick	275psi Doublewall MC 4-way Polystrapping To the Pallet Base	Wood Screws Attach the Top to the Pallet Base
		
3-Piece Master Carton Makes production packaging Safe and Efficient	EPS Foam Density must be 16kg or Higher	1.5mm Thick EPE Foam Wrap AI and Hardware in Top Drawer
		

Pallet Constructed of Engineered Wood	AI in Polybag	Blister Pack for the Hardware / KD Knobs
		

37.8. CRATE PACKAGING FOR TABLE TOPS SHIPPED WITHOUT BASE

Engineered Wood Open Crate MDF / Plywood/ PB 9mm – 12mm Thick	Multiple Table Tops Stacked on Edge on a Pallet	Metal Strapping and Wood Screws Hold the Heavy Units Together
		

37.9. CRATE PACKAGING FOR TABLE TOPS SHIPPED WITH BASE

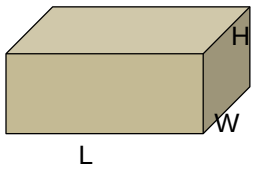


Do not flat pack any fragile material tops.

- Stone
- Tiled tops
- Glass tops
- Cement tops

Pack the stone top in an open crate and on edge alongside the wrapped base. The base and the top will both sit on top of a pallet inside a master carton.

37.10. CALCULATING LENGTH + GIRTH
Length is always the longest dimension →
Length + (2 x Width) + (2 x Height)



SAMPLE CALCULATIONS vs. SHIP MODE		
Carton Dimensions	**Retail**	**DTC**
L= 12, W=8, H=15 12 + (2x)8 + (2x)15 12 + 16 + 30 58”	Eligible to ship UPS	Eligible to ship UPS
L= 50, W=30, H=40 50 + (2x)30 + (2x)40 50 + 60 + 80 190”	Eligible to ship UPS	Must ship Exel because it exceeds the UPS 165” threshold
L= 65, W=50, H=30 65 + (2x)50 + (2x)30 65 + 100 + 60 225”	Must ship Exel because it exceeds the UPS 200” threshold	Must ship Exel because it exceeds the UPS 165” threshold

Top of chapter

38. Soft-Line Packaging 03-000083-4

38.1. PURPOSE

The purpose of this specification is to provide vendors with the basic requirements for packaging DTC and Retail soft-line items. Soft-line items include items such as bed linens, bath linens, table linens, drapes, pillows, and cushions.

38.2. APPLICATION

This specification applies to soft-line items that do not have specific Product Development packaging requirements. Vinyl bag sizing requirements are included for Pottery Barn items. Please refer to the product specification or contact Product Development/Buyer/Sourcing for sizing requirements for other items/concepts.

This specification does not apply to Rugs, which are covered in Packaging Specification 03-000078. This specification does not include product folding standards, please refer to the product specification or contact Product Development for product folding standards.

38.3. PACKAGING MATRIX

Soft-Line Primary Packaging typically falls into two styles: vinyl (Polyvinyl Chloride PVC) bags or poly (Polyethylene PE) bags. Please refer to the packaging specification or contact Product Development/Buyer/Sourcing to determine which style is required.

Package Type	Product/Package Description
Vinyl Bags	Retail or DTC items packaged in a reusable, display style vinyl bag. The vinyl bag is typically used for display in the store. One selling unit is included per vinyl bag.
Poly Bags	Retail or DTC items packaged in a single use poly bag. The poly bag is typically removed prior to display in the store. • For textiles ever selling unit needs to be individually poly bagged regardless of RTL or DTC and regardless of MC or DL quantity. • The DL in textiles is an internal allocation/distribution # and is always in selling units. • For DTC- DL is always 1 as we always sell in multiples of 1 selling unit to a DTC customer. The DL is 1 for DTC regardless of the # of units in set. For DTC a DL of 1 could be for a single, a set of 4, a set of 6 and so on. DL does not indicate packing types/set qtys. • For RTL- the DL indicates the # of selling units the DC will split from the MC to send to/allocate to stores. The DL is never an indication of the packaging type, or # of units in a set.

38.3.1. Packaging Requirements for Soft-Lines

- Packaging Requirements, with the exception of Step 1, are the same for items packaged in either vinyl bags or poly bags.

Step 1	Vinyl Bags	Only one selling unit per vinyl bag. Vinyl bag must meet the material requirements outlined in 3.1.2. Vinyl bags must meet the size requirements outlined in Section 3.2 or as indicated in the product specification
OR		

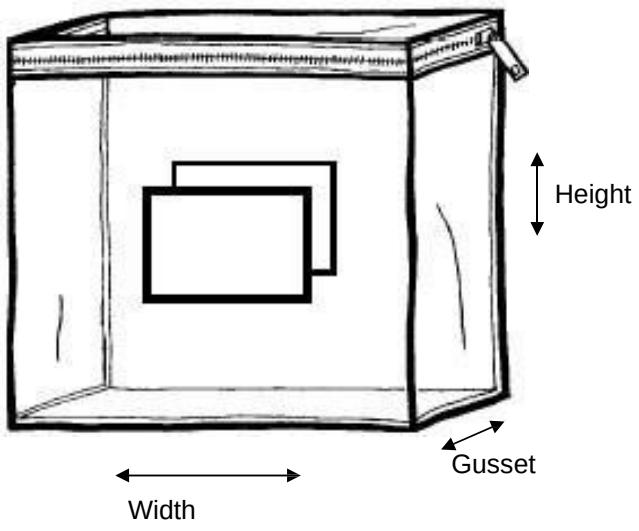
Step 1	Poly Bags	Poly Bags must meet the requirements in the WSI Poly Bag specification 03-000073. Poly bags must be sealed with heat seal or twist tie. Staples are not allowed. For Retail, multiple selling units may be included per poly bag if the bag is removed prior to sale. Please contact buyer/sourcing for determination. For DTC, one selling unit per poly bag is required, All product weighing over 50 lbs (22.7 Kg) must use a 2 mil (0.05 mm) thick poly bag.		
Step 2	Silica Gel Packets	Silica Gel Packets are NOT allowed for PB Kids/Teen items. Silica gel packets can be placed in the master carton, if required, for other items.		
Step 3	Master Carton Soft Line Quantity	For Retail Channel, the quantity per MC must be equal to the DL quantity. The DL quantity provided by Buyer/Sourcing. For DTC, the MC quantity is determined by buyer/sourcing and vendor. *Non-conveyable mail-order items must be packed one selling unit per master carton.		
Step 4	Master Top/Bottom Pads	A cut pad is required for both the top and bottom of RSC Style master cartons unless Engineered Packaging has been developed for the product. The cut pad must be at least 150 lb burst, double wall corrugated. No cut pad is required for FOL style cartons.		
Step 5	Master Carton	Regular Slotted Container (RSC) with doublewall B/C Flute corrugated in compliance with the below requirements.		
	Master Carton Weight	**Minimum Burst Test**	**Edge Crush Test**	**Minimum Caliper**
	MC ≤ 35lb.	150 lb. /in^2 (1034 kPa)	38 lb. /in (6.8 kg/cm)	.255 in. (6.48 mm)
	35 lb. < MC ≤ 50 lb.	200 lb. /in^2 (1379 kPa)	42 lb. /in (7.5 kg/cm)	.255 in. (6.48 mm)
	MC > 50 lb.	275 lb. /in^2 (1896 kPa)	48 lb. /in (8.6 kg/cm)	.255 in. (6.48 mm)
Step 6	Master Carton Closure	H-Pattern Taping Closure is required. Stapling/Strapping is not allowed.		

- Vinyl Bag Material Requirements

Gauge	6 mil, (.15mm) thickness
Color	Clear
Gusset	If required, Gusset should run along the width and bottom of bag
Seams	Heat Sealed or Sewn. Sewn: White or clear thread, 5-6 stitches per inch (2 stitches per centimetre).

Closure	Re-sealable. Adhesive Strip or zipper, per sizing chart or product specification. Contact product development/buyer/sourcing for additional information. Adhesive: Strip must be clear, no printing. Adhesive strip should span the flap and be positioned 0.5 inches (1.3 cm) from edge and sides of flap. Unless otherwise noted, Bag Flap must be at least 3 inches (7.6 cm) and fall at least 0.5 inches (1.3 cm) from insert pocket, when packed. Zipper: Recommended clear or white nylon zipper. A metal or white metal zipper can be used. The zipper should be located at the top, along the back of the bag.
Pockets	Front and Back Pockets required for inserts. Pockets must be centered left-to-right and centered top-to-bottom. Pockets must be on the inside of vinyl bag.
Pocket Size	Length 4.75 inches (12.1 cm), Height 3.5 inches (8.9 cm), Pocket Length dimension along Length of bag.
Pocket Card	Sized to fit in the pocket: Length 4.75 inches (12.1 cm), Height 3.5 (8.9 cm) inches. Contact Brand Packaging for artwork.
Fiberboard Insert/Folding Card	Product to be folded over a fiberboard card to keep the shape of the folded product. fiberboard to be 0.03 inches (0.75mm) to 0.04 inches (1.0mm) thick. Size of folding card per product specification.

- Vinyl Bag Dimensions



- Vinyl Bag Sizing
  Standardized vinyl bag sizes are outlined below for Pottery Barn. Please review the Product Specification or contact Product Development/Buyer/Sourcing for any other sizing.

  - Pottery Barn Sizing: Bedding

Item	Size	Width (inches)	Height (inches)	Gusset (inches)	Closure Style	Note
Pillowcases	Standard	6”	10”	0”	Adhesive	
Pillowcases	King/Euro	6”	10”	1”	Adhesive	

Shams-Percale	Standard/Euro	6”	10”	0-1”	Adhesive	
Shams-Quilted with Batting	Standard/Euro	12”	10”	0-2”	Adhesive	
Duvet	Twin	9.5”	11.5”	1.5”	Zipper	
Duvet	Full/Queen	9.5”	11.5”	2”	Zipper	
Duvet	King/Cal King	9.5”	11.5”	2.5”	Zipper	
Duvet- Velvet, Chenille	All Sizes	25”	14”	0-7”	Zipper	
Bed Skirt	All Sizes	9.5”	11.5”	2”	Adhesive	
Sheet Set	Twin	9.5	11.5	2”	Adhesive	
Sheet Set	Full/Queen	9.5”	11.5”	2.5”	Adhesive	
Sheet Set	King/Cal King	9.5”	11.5”	3”	Adhesive	
Quilt	All Sizes	25”	14”	0-7”	Zipper	
Fleece Blanket	All Sizes	25”	14”	0-7”	Zipper	

- Pottery Barn Sizing: Windows, Tables, Slipcovers, Rug Pads, Bath

Item	Size	Width (inches)	Height (inches)	Gusset (inches)	Closure Style	Note
Drape Tie Backs	All Sizes	9.5”	11.5”	0”	Adhesive	
Drape	Standard	10”	11.5”	0-3”	Adhesive	
Drape	Double Wide	10”	11.5”	3-5”	Zipper	
Drape-Velvet, Chenille	Standard or Double Wide	10”	11.5	3-5”	Zipper	
Slipcover	Sofa	25”	14”	0-7”	Zipper	
Slipcover	Chair	12”	15”	0-5”	Adhesive	
Tablecloth	All sizes	14”	11”	1-2”	Adhesive	
Table Runner	All sizes	14”	8” or 9”	1-2”	Adhesive	
Napkins	Set of 4	7”	10”	1”	Adhesive	
Napkins	Set of 8 or 9	7”	10”	1.5”	Adhesive	
Hooded Terry Towel	All Sizes	9.5”	11.5”	1”	Adhesive	
Shower Liner	All Sizes	9.5”	11.5”	0”	Adhesive	
Shower Curtain	All Sizes	12”	15”	0-5”	Adhesive	
Tissue Box Cover	Standard	4.5”	7”	0”	Adhesive	2” Closure Flap

Top of chapter

39. Table Packaging 03-000052-1

39.1. PURPOSE

The purpose of this specification is to provide vendors with our basic packaging requirements for table products that are knocked down (KD) or semi knocked down (SKD).

39.2. APPLICATION

This procedure applies to all KD and SKD table products that do not have specific packaging instructions.

39.3. SEPARATION

Tabletops, legs, and extension leaves packaged together will require separation. Corrugated or foam should be used to protect and separate the different layers of product within the package.

39.4. VOID FILLER

Void fill is especially critical for table packaging. All void areas (under tabletop, see illustrations) larger than 12 in. by 12 in. (30.5 cm x 30.5 cm) must be filled with packaging material to eliminate shifting as well as preventing the master carton from collapsing. Fill voids in cartons with packaging material to eliminate shifting. Void fillers include empty set-up corrugated cartons, expanded polystyrene (EPS) foam blocks, and corrugated build up pads. See illustrations.

39.5. COSMETIC SURFACE PROTECTION

To protect all cosmetic surfaces, fully cover the product with a non-abrasive material such as polyethylene foam sheeting, non-woven polypropylene bag(s) / sheeting, polyethylene bags or Kraft paper. Secure foam, bags, or paper material to restrict movement during handling. It is critical that EPS, corrugated, and void fillers do not shift or abrade against the product. At no point shall tape be adhered directly to the product.

39.6. TABLETOP PROTECTION

Protect the tabletop from cosmetic surface damage by full coverage protection with non- abrasive materials such as layers of polyethylene foam sheeting, non-woven polypropylene bag(s) / sheeting, poly-bag or non-abrasive Kraft paper. Corners should be protected with (high density) EPS or polyethylene (PE) foam pads. The tabletop surface should be separated from the corrugated master carton using a minimum of 1.0 in. (2.5 cm) thick expanded polystyrene (EPS) foam pads (See illustration). Protect the table from impact (drop) damage with a minimum of 0.5 in. (1.25 cm) thick EPS foam at all corners and flat surface areas.

39.7. LEG PROTECTION

Legs should be protected with foam sheeting to prevent cosmetic surfaces from direct contact with other components and abrasive packaging material such as corrugated.

39.7.1. Legs should be protected using foam sheeting and/or polyethylene foam socks to avoid direct contact with other components of the product and abrasive packaging material such as corrugated and expanded polystyrene (EPS) foam.

39.7.2. To prevent legs and leg hangar bolt hardware from puncturing cartons or causing cosmetic damage, table legs must be packed in a separate carton. Use a 200 lbs/in2 (1379 kPa) Doublewall corrugated Full Overlap (FOL) or Five Panel Folder (FPF) style carton for the table legs. When hanger bolt hardware is used to assemble legs to table frame, the exposed hardware on the leg should be covered / protected with corrugated. Mark or label cartons with carton contents.

39.7.3. The component (table legs, table leaf extensions) cartons must be strapped onto the tabletop surface to prevent movement. Thick corrugated edge pads must be placed at tabletop edges to prevent strap damage.

39.8. EDGE AND CORNER PROTECTION

All edges and corners of the product must be protected from impact using foam corner pads and edge protectors.

39.8.1. Edge protectors must cover a minimum of 75% of any given edge length. For products weighing over 150 lbs. (68 kg), the minimum thickness of corrugated, expanded polystyrene, or polyethylene foam edge protectors must be 1.5 in. (3.8 cm). For products weighing below 150 lbs. (68 kg) the minimum thickness must be 1.0 in. (2.5 cm). No more than 12 in. (30.5 cm) of gap between edge protectors is allowed.

39.8.2. Corner pad thickness shall be the same as edge protectors. Heavy items (larger than 150 lbs. (68 kg)) should use higher density PE or EPS foam to prevent bottoming out or crushing of the foam.

39.8.3. Foam Requirements:

When using Expanded Polystyrene (EPS): Preferred method - Molded EPS

Material density no lower than - 1.0 lb/ft3 (16 kg/m3) this applies to all critical components, edge protectors and corner protectors.

39.9. MASTER CARTON REQUIREMENTS

Carton style selection is based on the size and weight of the product.

39.9.1. DST (Design Style Tray) is to be used for dining tables. FOL (Full Overlap) containers are allowed for occasional tables.

39.9.2. Material and Construction shall be Doublewall (5 Ply) Corrugated with a minimum burst strength of 275 lbs/in2 (1896 kPa). Using staples for the carton manufacturers joint is permitted provided that the distance between staples is no more than 1.5 in. (3.8 cm).

39.10. CARTON CLOSURE

For products weighing less than 75 lbs. (43 kg), use 3 in. (72 mm) wide polyethylene tape for carton closure. For products weighing over 75 lbs. (43 kg), use plastic strapping for closure. Strapping should always be used in conjunction with rigid plastic or corrugated edge guards to distribute the strap load along the carton edge. Staples and glue are not acceptable methods of carton closure anywhere in the packaging, but can be used for the carton manufacturers joint as described above.

39.11. REFERENCE DOCUMENTS

03-000071 Shipping Carton Marking and Brand Logo Requirements
03-000070 Hardware Packaging Requirements
03-000073 Plastic Bag/Film Requirements

Figure 1

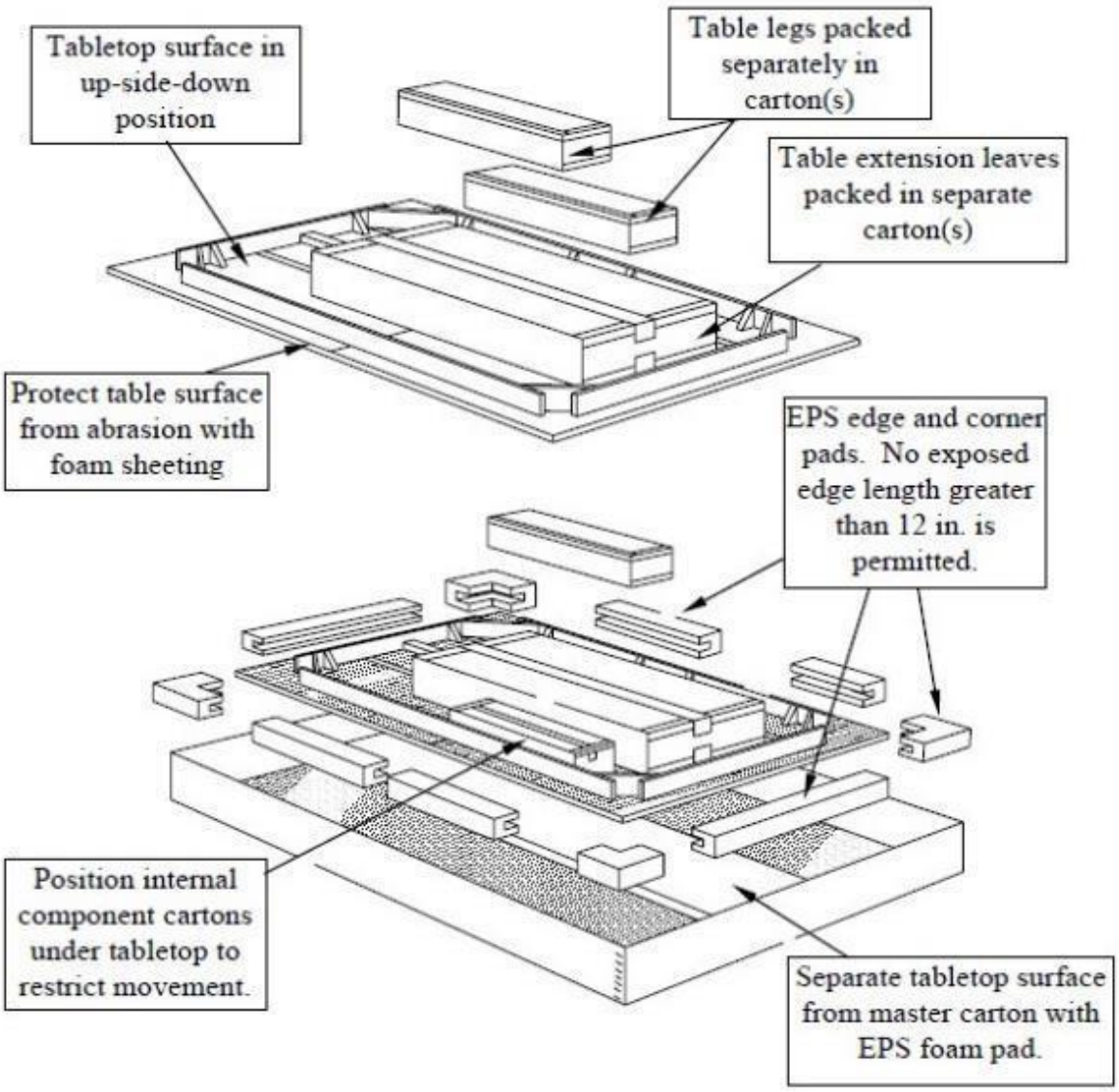
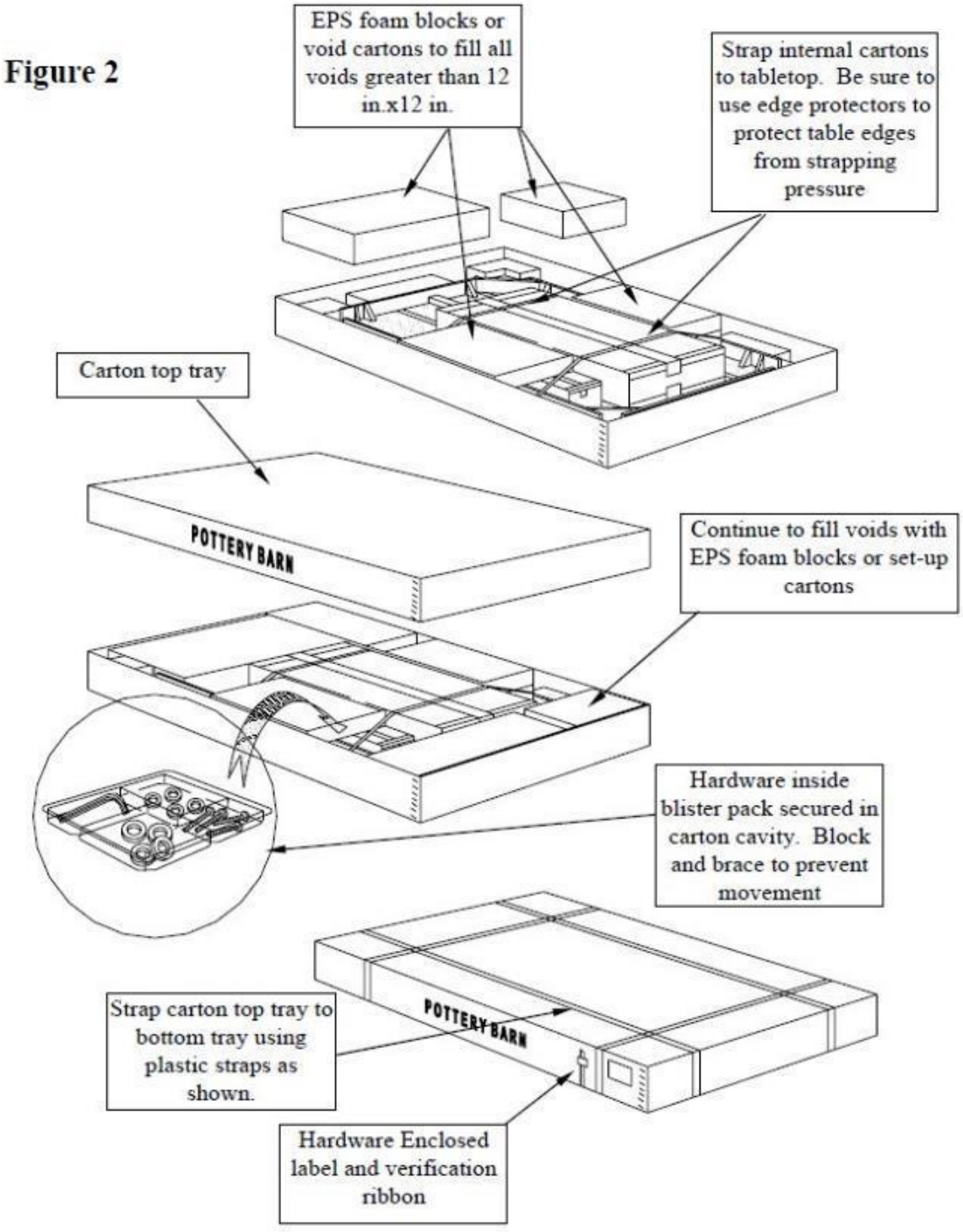

Tabletop surface in up-side-down position
Table legs packed separately in carton(s)
Table extension leaves packed in separate carton(s)
Protect table surface from abrasion with foam sheeting
EPS edge and corner pads. No exposed edge length greater than 12 in. is permitted.
Position internal component cartons under tabletop to restrict movement.
Separate tabletop surface from master carton with EPS foam pad.

Figure 2



Top of chapter

40. Transit Test Protocols 03-000060-3

40.1. Test Protocol – ISTA 1A Modified
40.2. Test Protocol – ISTA 1B Modified
40.3. Test Protocol – ISTA 3A MODIFIED Revision 2008 – Standard (Packages for Parcel Delivery Shipment Less Than 150 lbs. or 68kg)
40.4. Test Protocol – ISTA 3A MODIFIED Revision 2008 – Flat (Packages for Parcel Delivery Shipment Less Than 150 lbs. or 68 kg)
40.5. Test Protocol – ISTA 3A MODIFIED Revision 2008 - Elongated (Packages for Parcel Delivery Shipment Less Than 150 lbs. or 68 kg)
40.6. Test Protocol – Palletized (Furniture - Delivery Shipment Greater Than 150 lbs. or 68 kg)
40.7. Test Protocol – L-Shaped Master Carton Transit Test Requirements (Packages Less Than 150 lbs. or 68 kg.)
40.8. Test Protocol – Upholstered Sofa & Love Seat Packaging Transit Test

40.1. Test Protocol – ISTA 1A Modified

*****NOTE**: If the packaged weight is over 150 lbs. (68 kg) use the ISTA 1B Modified Protocol.
This procedure consists of a vibration test and an eleven (11) drop sequence designed to assess the protective package's integrity for transport and handling through the WSI distribution environment using Less-Than-Truckload (LTL) with mixed products within the Hub/Home Delivery Network.

Loose Load Vibration Test
A 45 minute package vibration test; 15 minutes in the base down, 15 minutes in the side down and 15 minutes in the back down orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

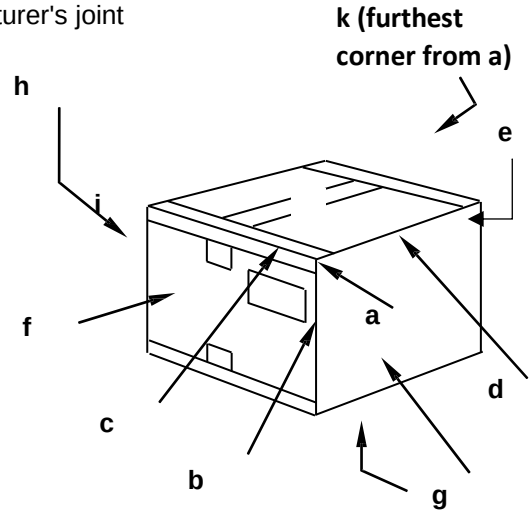
Drop Test
This test consists of a series of eleven (11) free-fall impacts from drop heights that vary with weight as noted below.

English	
Package Weight	**Drop Height**
1 – 20 lbs.	30 in.
21 – 40 lbs.	24 in.
41 – 100 lbs.	18 in.
101 – 150 lbs.	12 in.

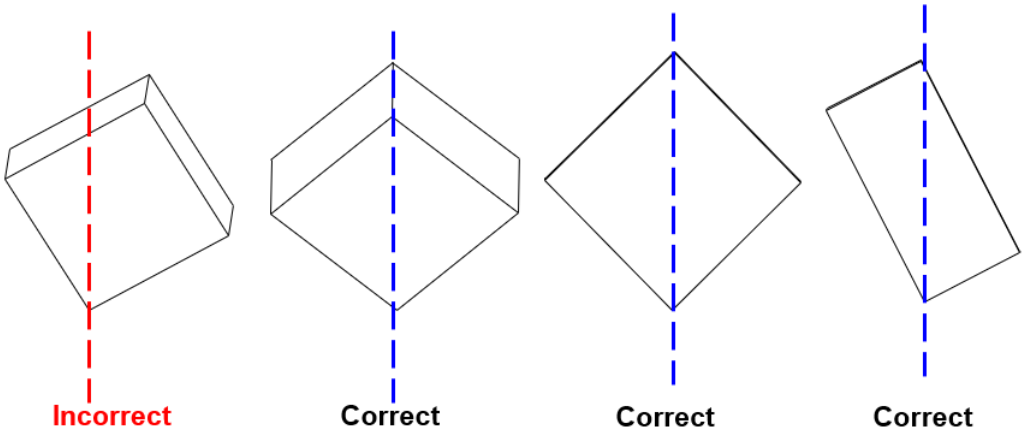
Metric	
Package Weight	**Drop Height**
1 – 9 kg	76 cm
10 – 18 kg	61 cm
19 – 45 kg	46 cm
46 – 68 kg	30 cm

Orientations of the impacts are as follows: (Must be performed in the following order)

a. Most fragile corner, if not known, at the carton manufacturer's joint
b. Shortest edge radiating from that corner
c. Medium edge radiating from that corner
d. Longest edge radiating from that corner
e. Flat on one of the smallest faces
f. Flat on the opposite small face
g. Flat on one of the medium faces
h. Flat on the opposite medium face
i. Flat on one of the largest face
j. Flat on the opposite largest face
k. Furthest opposite corner from the (a) corner



Note: When performing in-house drop testing, be sure the total weight of product is concentrated on to the drop corner/edge.



40.2. TEST PROTOCOL – ISTA 1B MODIFIED

This procedure is to be used on products weighing over 150 lbs. (68 kg) and shipped as multiples on one palllet. For testing purpose a single master carton will be removed from the pallet and subjected to this test procedure to simulate the worst case scenario for the carton in the WSI Supply Chain. It consists of a vibration test, five (5) rotational drops and six (6) drop sequence. It is designed to assess the protective package's integrity for transport and handling through the WSI distribution environment using Less-Than-Truck-Load (LTL) with mixed products within the Hub/Home Delivery Network.

a. Loose Load Vibration Test

A 45-minute package vibration test; 15 minutes in the base down, 15 minutes in the side down and 15 minutes in the back down orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

b. Rotational Drop Test

This test consists of a series of five (5) drops: Critical corner, three radiating edges from the critical corner and one furthest opposite corner from the critical corner. Sample is positioned on two blocks - A and B. Block shall provide stable support to the edge/corner of sample while at rest. Reference the table below to select appropriate "A" block height depending on the distance between the edge/corner of the sample.

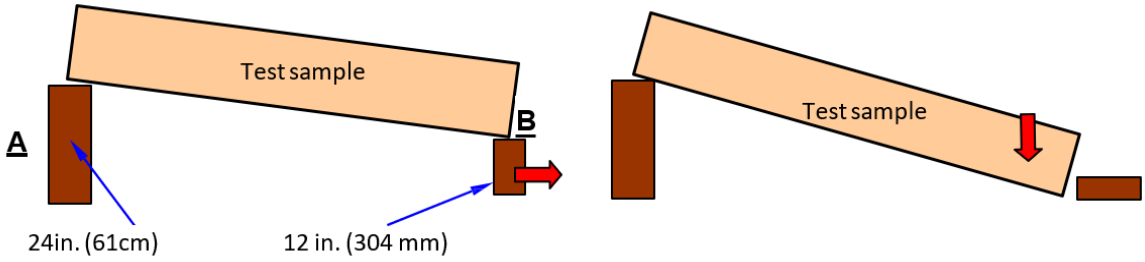
Distance between the edge/corner	Block A height	Block B height
0 – 48 in. (0 - 121 cm)	12 in. (30.4 cm)	12 in. (30.4 cm)
48 to 72 in. (122 cm to 182.8 cm)	24 in. (61 cm)	12 in. (30.4 cm)
72 in. or more	36 in. (91 cm)	12 in. (30.4 cm)

Support edge/corner of sample on block A and edge/corner (to be tested) on block B. Position sample on edges/corners so that no more than 2 in. (5 cm) from each the edge/corner is supported by each block. Pull block B out from under the tested edge/corner to perform the impact. No damage is allowed. See examples below.

Example 1 (Distance between edge/corner is 36 in. (91 cm))



Example 2 (Distance between edge/corner is 50 in. (127cm)



c. Free Fall Drop Test

This portion of the test consists of a series of six (6) sequential drops from a height of 12 in. (304 mm) on every face of the test sample. No damage is allowed.

40.3. TEST PROTOCOL – ISTA 3A MODIFIED REVISON 2008: STANDARD (PACKAGES FOR PARCEL DELIVERY SHIPMENT LESS THAN 150 LBS. OR 68 KG)

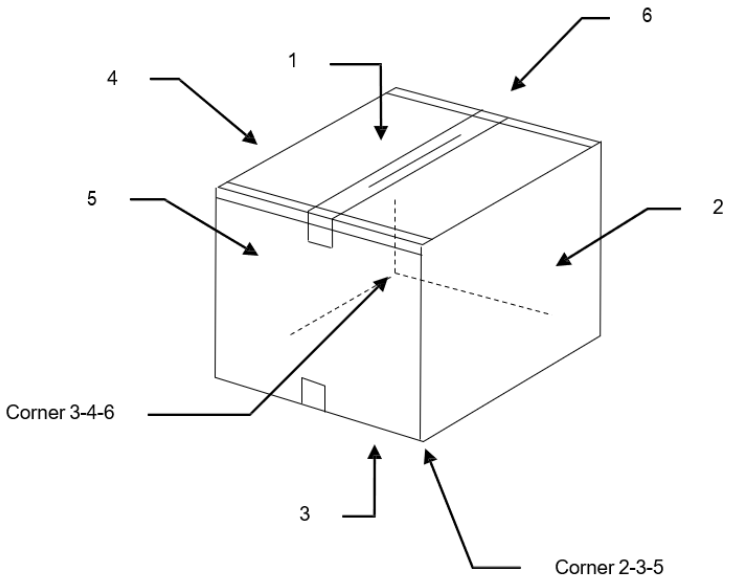
This procedure consists of a series of drop tests, loose load vibration test, second series of drop tests, and a hazard impact test designed to assess the integrity of packaged products considered Standard shaped. This procedure is a partial simulation representing transport and handling through the distribution environment. The test protocol is referenced from the International Safe Transit Association test procedure, ISTA 3A 2008.

Standard packages are defined as any package that does **NOT** meet any of the following definitions:

- **Flat Packaged-Products** shall be defined as any packaged-product where:
  - The package's shortest dimension is 8 in. (200 mm) or less and
  - The package's next shortest dimension is four (4) or more times larger than the shortest dimension, and
  - The volume is 800 in3 (13,000 cm3) or greater.
- **Elongated Packaged-Products** shall be defined as any packaged-product where:
  - The package's longest dimension is 36 in. (900 mm) or greater and
  - Both of the package's other dimensions are each twenty percent (20%) or less of that of the longest dimension.

*****NOTE**: Any packaged-product not defined as either Flat or Elongated is considered a Standard Package
*****NOTE**: If a packaged-product is both Flat and Elongated, test it as an Elongated Package
*****NOTE**: This test protocol applies to all UPS shipped products.

The package faces are identified as follows:



- When numbering package Faces, place package down in the most stable orientation. The box should be defined by having: two (2) Sides, two (2) Ends and a Top and Bottom. The End Panels are defined as the smallest panels on the box.
- If there is a Manufacturing Joint adjacent to one of the End panels, select that Panel to be Panel 5.
- If there is no Manufacturing Joint adjacent to one of the End panels, select one of the smallest panels to be Panel 5

a. Drop Test
This test consists of a series of nine (9) free-fall impacts from drop heights that vary with weight as noted below. The eighth drop in this sequence is performed at twice the initial drop height.

English		
Package Weight	**Drop Height**	**Double Drop Height**
0 – 75 lbs.	18 in.	36 in.
76 - 100 lbs.	15 in.	30 in.

Metric		
Package Weight	**Drop Height**	**Double Drop Height**
0 - 34 kg	46 cm	92 cm
35 - 45 kg	38 cm	76 cm

101 - 150lbs.	12 in.	24 in.	46 - 68 kg	31 cm	62 cm

Orientations of the impacts are as follows: (Must be performed in the following order)

1. Longest Edge Next to Critical Corner (Edge 3-4)
2. Second Longest Edge Next to Critical Corner (Edge 3-6)
3. Shortest Edge Next to Critical Corner (Edge 4-6)
4. Critical Corner (Corner 3-4-6)
5. Opposite Corner on Same Face as Critical Corner (Corner 2-3-5)
6. Long edge next to Corner 2-3-5 (Edge 2-3)
7. Parallel Long Edge on Same Face as Edge 2-3 (Edge 1-2)
8. Bottom Drop, **Double Height** (Face 3)
9. Bottom Drop (Face 3)

b. Loose Load Vibration Test

A 45-minute package vibration test: 15 minutes in the base down (Face 3), 15 minutes in the side down (Face 2) and 15 minutes in the back down (Face 5) orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

c. Second Drop Test

This test consists of a series of seven (7) free-fall impacts from drop heights that vary with weight as noted below.

English	
Package Weight	**Drop Height**
0 – 75 lbs.	18 in.
76 - 100 lbs.	15 in.
101 - 150lbs.	12 in.

Metric	
Package Weight	**Drop Height**
0 - 34 kg	46 cm
35 - 45 kg	38 cm
46 - 68 kg	31 cm

Orientations of the impacts are as follows (Must be performed in the following order):

1. Longest Edge Next to Critical Corner or Same as Drop #1above (Edge 3-4)
2. Second Longest Edge Next to Critical Corner or Same as Drop #2 above (Edge 3-6)
3. Upper Second Longest Edge (Edge 1-5)
4. Critical Corner or Same as Drop #4 Above (Corner 3-4-6)
5. Next Corner on Same Face as Critical Corner (Corner 1-2-6)
6. Next Corner on Same Face as Critical Corner (Corner 1-4-5)
7. Most Critical or Damage-Prone Flat Orientation – If Not Determinable, Use End Panel, Double Height (Face 5)

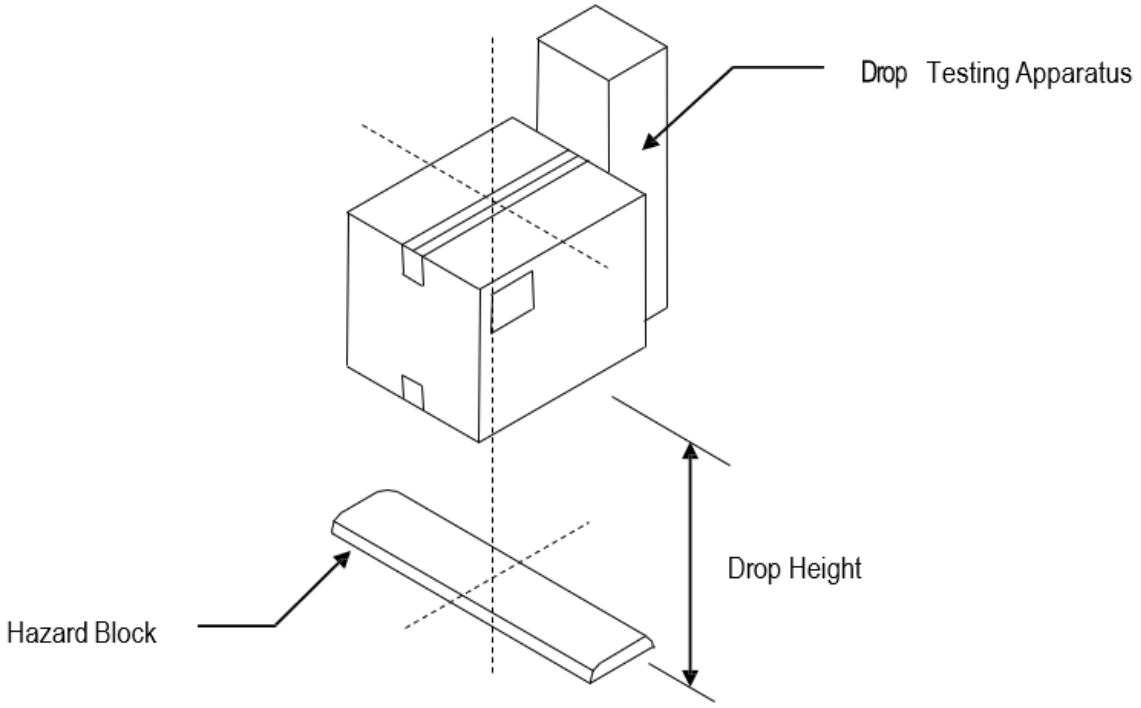
d. Hazard Impact (Hazard Block)

This last test consists of a free-fall drop, using a drop tester, onto a wooden or metal hazard block that is 1in. (25 mm) thick, 6 in. wide (150 mm), and at least 8 in. (200mm) longer than the second shortest package dimension. The top long edges of the block should have a radius equal to the height or thickness of the block.

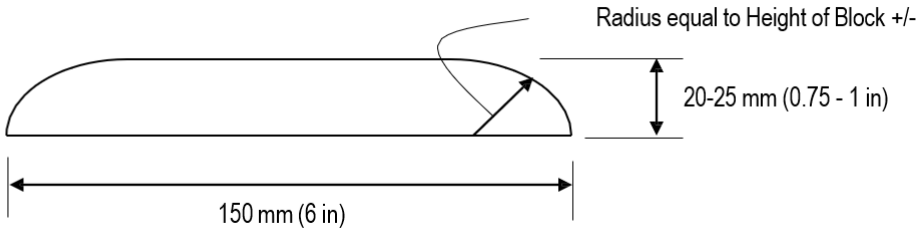
English	
Package Weight	**Drop Height**
0 - 75	18 in
76 - 100 lb	15 in
101 - 150lb	12 in

Metric	
Package Weight	**Drop Height**
0 - 34 Kg	46 cm
35 - 45 Kg	38 cm
46 - 68 Kg	31 cm

Place the packaged product on the drop test platen surface in the normal resting orientation (Face 3 Down). The package should impact the Hazard Block across the longest dimension of Face 3 and parallel to the shortest dimension of Face3. The center of Face 3 (the impacting face) should impact the center of the Hazard Block. The required drop height is measured from the bottom of Face 3 to the impact surface (not the top of the Hazard block). Let the package drop freely onto the Hazard Block.



Example of a Drop onto a Hazard Block



Example of a Hazard Block

40.4. TEST PROTOCOL – ISTA 3A MODIFIED REVISION 2008: FLAT (PACKAGES FOR PARCEL DELIVERY SHIPMENT LESS THAN 150 LBS OR 68 KG)

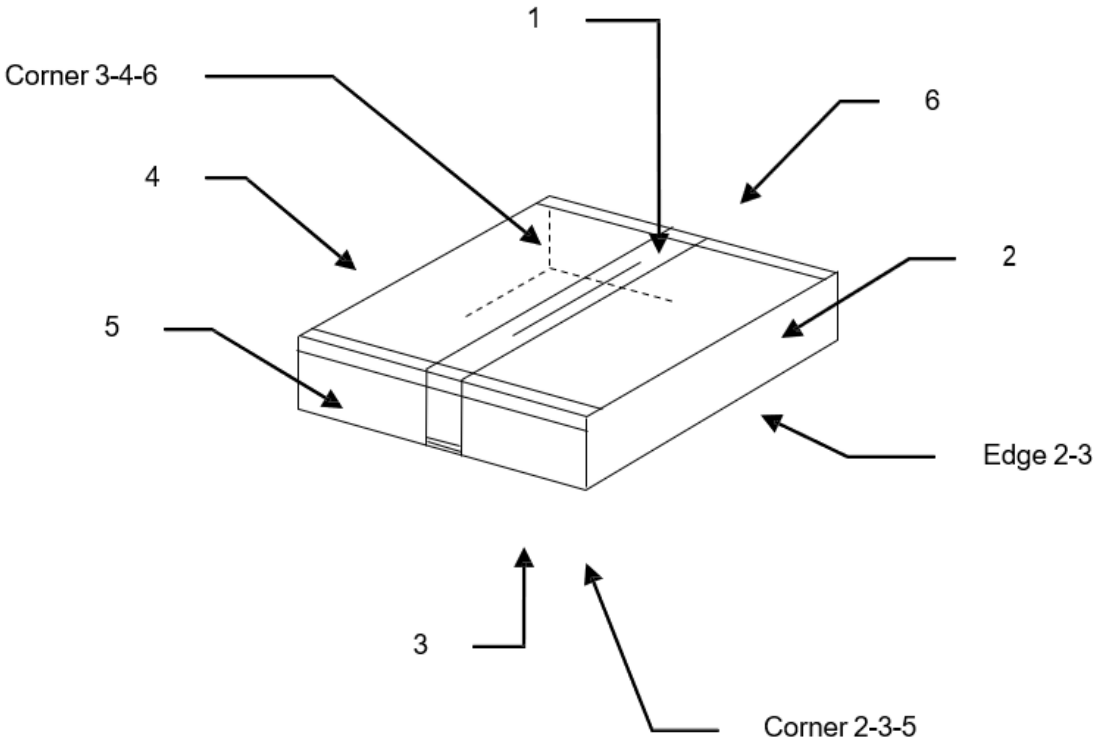
This procedure consists of a series of drop tests, loose load vibration test, a second series of drop tests, rotational edge drop, full rotational flat drop, and a hazard impact test designed to assess the integrity of packaged products considered Flat shaped. This procedure is a partial simulation representing transport and handling through the distribution environment. The test protocol is referenced from the International Safe Transit Association test procedure, ISTA 3A 2008 and is applicable to UPS shipments.

Flat Packages are defined by the following criteria:

- The package's shortest dimension is 200 mm (8 inches) or less and
- The package's next shortest dimension is four (4) or more times larger than the shortest dimension, and
- The volume is 13,000 cm3 (800 in3) or greater.

This test protocol applies to all UPS shipped products. Packages that do not meet the “ISTA 3A Modified Rev. 2008 – Flat” criteria should be evaluated for testing under either the Standard, or Elongated ISTA 3A Modified Rev. 2008 Testing Protocols.

The package Faces are identified as follows:



- When numbering package Faces, place package down in the most stable orientation. The box should be defined by having: two (2) sides, two (2) ends and a top and bottom. The End Panels are defined as the smallest panels on the box.
- If there is a Manufacturing Joint adjacent to one of the End panels, select that Panel to be Panel 5.
- If there is no Manufacturing Joint adjacent to one of the End panels, select one of the smallest panels to be Panel 5

a. Drop Test

This test consists of a series of nine (9) free-fall impacts from drop heights that vary with weight as noted below.

English	
Package Weight	**Drop Height**
0 – 75 lbs.	18in.
76 - 100 lbs.	15 in.
101 - 150lbs.	12 in.

Metric	
Package Weight	**Drop Height**
0 - 34 kg	46 cm
35 - 46 kg	38 cm
46 - 68 kg	31 cm

Orientations of the impacts are as follows: (Must be performed in the following order)

1. Longest edge next to critical corner (Edge 3-4)
2. 2nd longest edge next to critical corner (Edge 3-6)
3. Shortest edge next to critical corner (Edge 4-6)
4. Critical corner (Corner 3-4-6)
5. Opposite corner on same face as critical corner (Corner 2-3-5)
6. Long edge next to corner 2-3-5 (Edge 2-3)
7. Parallel long edge on same face as edge 2-3 (Edge 1-2)
8. Bottom Drop, Double Height (Face 3)
9. Bottom Drop (Face 3)

b. Loose Load Vibration Test

A 45-minute package vibration test: 15 minutes in the base down (Face 3), 15 minutes in the side down (Face 2) and 15 minutes in the back down (Face 5) orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

c. Second Drop Test

This test consists of a series of seven (7) free-fall impacts from drop heights that vary with weight as noted below.

English	
Package Weight	**Drop Height**
0 – 75 lbs.	18 in.
76 - 100 lbs.	15 in.
101 - 150lbs.	12 in.

Metric	
Package Weight	**Drop Height**
0 - 34 kg	46 cm
35 - 45 kg	38 cm
46 - 68 kg	31 cm

Orientations of the impacts are as follows: (Must be performed in the following order)

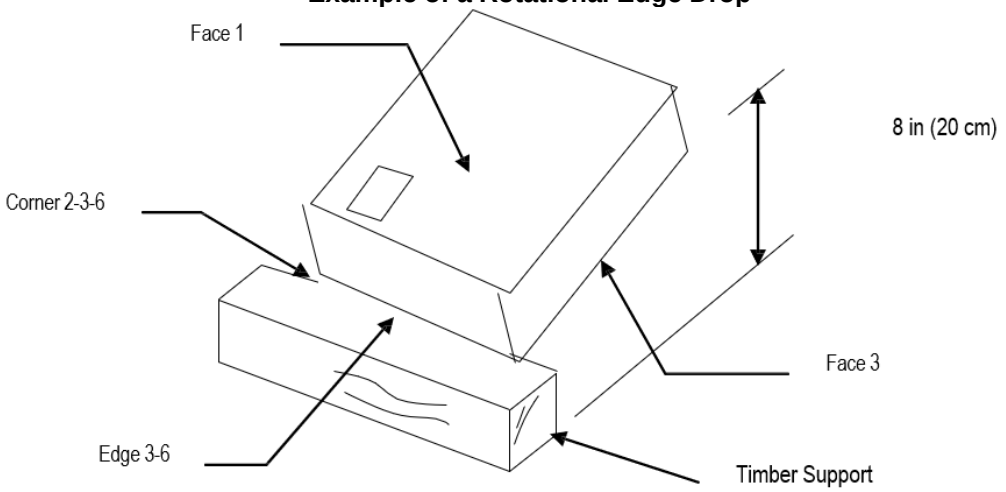
1. Longest edge next to critical corner or same as Drop #1above (Edge 3-4)
2. 2nd longest edge next to critical corner or same as Drop #2 above (Edge 3-6)
3. Upper second longest edge (Edge 1-5)
4. Critical corner or same as Drop #4 above (Corner 3-4-6)
5. Next Corner on same face as critical corner (Corner 1-2-6)
6. Next Corner on same face as critical corner (Corner 1-4-5)
7. End panel, Double Height (Face 5)

d. Rotational Edge Drop

Drops **17, 18 &19** – This test consists of 3 rotational edge drops, on different edges, with a timber or support 3.5 in. to 4.0 in. (90 mm to 100 mm) in height and width and at least 8.0 in. (200 mm) longer than the shortest dimension of face 3. Rest one edge (the edge not tested) of the package on the timber. Lift the edge to be tested 8 in. (200 mm) off the surface. Release and let it fall freely onto a flat, rigid surface.

Drop #	**Orientation**	**Edge Impacted**
17	Edge	Longest bottom edge (Edge 2-3)
18	Edge	Second longest radiating edge from previous drop (3-6)
19	Edge	Third longest radiating edge (2-6)

Example of a Rotational Edge Drop

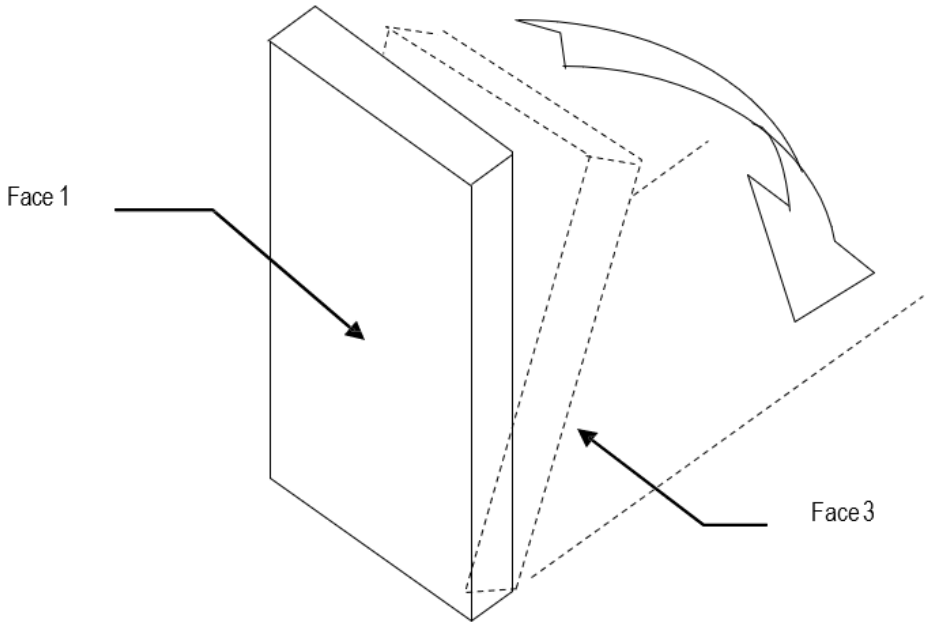


e. Full Rotational Flat Drop

Drops **20 & 21** - This test consists of 2 full rotational flat drops. On a rigid surface, rest the package on one of its smallest faces. Apply enough force to the upper portion of the package to tip it over without moving it horizontally from its position. Face 3 should impact the the rigid surface. The package should rotate freely and impact a flat rigid surface.

Next, rest the package on the next largest face. Apply enough force to the upper portion of the package to tip it over without moving it horizontally from its position. Face 1 should impact the rigid surface. The package should rotate freely and impact a flat rigid surface.

Example of a Rotational Flat Drop



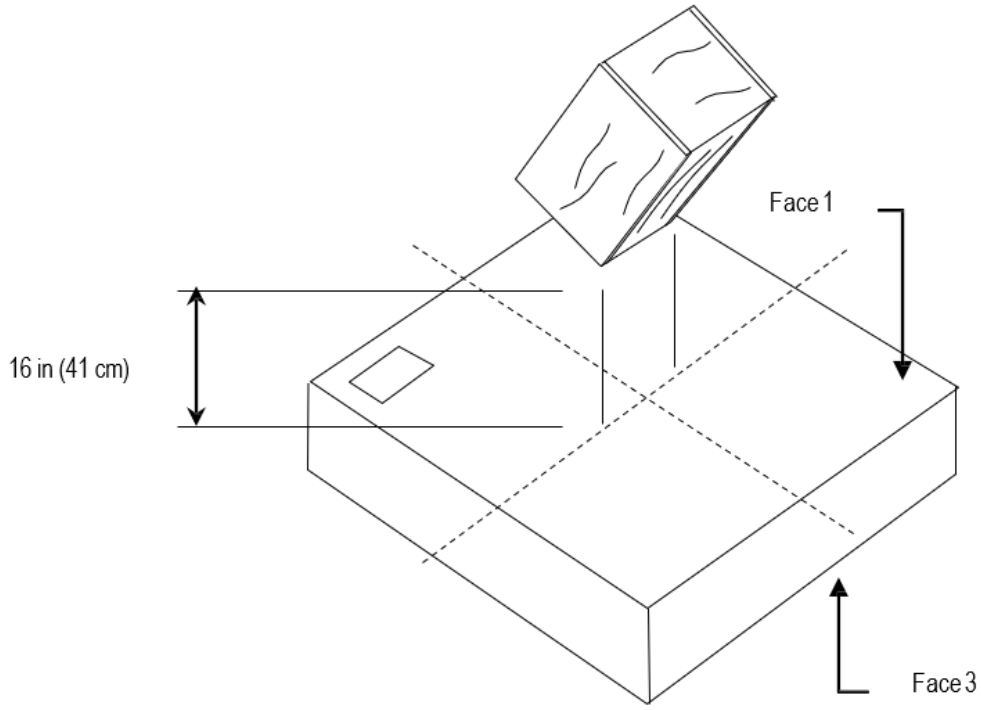
f. Hazard Impact

Drop 22 – This test consists of a free-fall drop with a wooden hazard box that is 12 x 12 x 12 in. (300 x 300 x 300 mm) with at least one bottom edge covered with an angle iron. The box can be filled with a sand bag which is further blocked and braced inside the wooden box. The wooden box must weigh 9 lbs. (4.1 kg).

Place the packaged product on a rigid surface in the normal resting orientation (typically Face 3 Down). Identify the center of the package face (Face 1). Hold the wooden hazard box with the angle iron parallel to the shortest face dimension and 16 in. above the package center. You may use a 16 in. string taped to the bottom of the hazard box to help achieve the proper drop height.

Let the hazard box drop freely onto the face of the package. Do not catch any rebound of the hazard box.

Example of a Hazard Impact on a Flat Package



40.5. TEST PROTOCOL – ISTA 3A MODIFIED REVISION 2008: ELONGATED (PACKAGES FOR PARCEL DELIVERY SHIPMENT LESS THAN 150 LBS OR 68 KG)

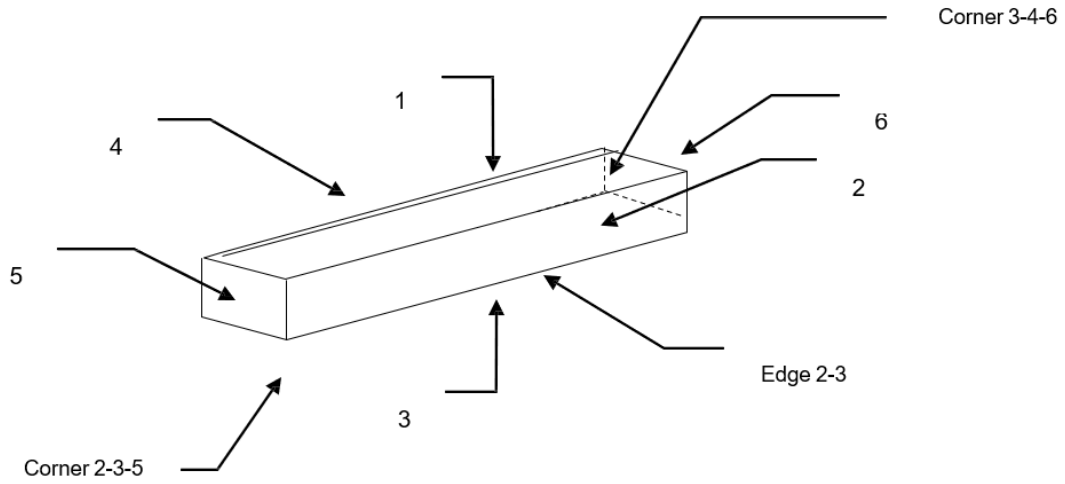
This procedure consists of a series of drop tests, loose load vibration test, a second series of drop tests, rotational edge drop, full rotational flat drop, and a hazard impact test designed to assess the integrity of packaged products considered Elongated shaped. This procedure is a partial simulation representing transport and handling through the distribution environment. The test protocol is referenced from the International Safe Transit Association test procedure, ISTA 3A 2008 and is applicable to UPS shipments.

Elongated Packages are defined by the following criteria:

- The package's longest dimension is 36 in. (900 mm) or greater and
- Both of the package's other dimensions are each 20 percent or less of that of the longest dimension.

This test protocol applies to all UPS shipped products. Packages that do not meet the "ISTA 3A Modified Rev. 2008 – Elongated" criteria should be evaluated for testing under the Standard or Flat ISTA 3A Modified Rev. 2008 Testing Protocols.

The Package faces are identified as follows:



- When numbering package faces, place package down in the most stable orientation. The box should be defined by having: 2 Sides, 2 Ends and a Top and Bottom. The End Panels are defined as the smallest panels on the box.
- If there is a Manufacturing Joint adjacent to one of the End panels, select that Panel to be Panel 5.
- If there is no Manufacturing Joint adjacent to one of the End panels, select one of the smallest panels to be Panel 5

a. Drop Test

This test consists of a series of nine (9) free-fall impacts from drop heights that vary with weight as noted below.

English	
Package Weight	**Drop Height**
0 – 75 lbs.	18 in.
76 - 100 lbs.	15 in.
101 - 150lbs.	12 in.

Metric	
Package Weight	**Drop Height**
0 - 34 kg	46 cm
35 - 45 kg	38 cm
46 - 68 kg	31 cm

Orientations of the impacts are as follows: (Must be performed in the following order)

1. Longest edge next to critical corner (Edge 3-4)
2. 2nd longest edge next to critical corner (Edge 3-6)
3. Shortest edge next to critical corner (Edge 4-6)
4. Critical corner (Corner 3-4-6)
5. Opposite corner on same face as critical corner (Corner 2-3-5)
6. Long edge next to corner 2-3-5 (Edge 2-3)
7. Parallel long edge on same face as edge 2-3 (Edge 1-2)
8. Bottom Drop, Double Height (Face 3)
9. Bottom Drop (Face 3)

b. Loose Load Vibration

A 45-minute package vibration test: 15 minutes in the base down (Face 3), 15 minutes in the side down (Face 2) and 15 minutes in the back down (Face 5) orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

c. Second Drop Test

This test consists of a series of seven (7) free-fall impacts from drop heights that vary with weight as noted below.

English	
Package Weight	**Drop Height**
0 - 75 lbs.	18 in.
76 - 100 lbs.	15 in.
101 - 150 lbs.	12 in.

Metric	
Package Weight	**Drop Height**
0 - 34 kg	46 cm
35 - 45 kg	38 cm
46 - 68 kg	31 cm

Orientations of the impacts are as follows: (Must be performed in the following order)

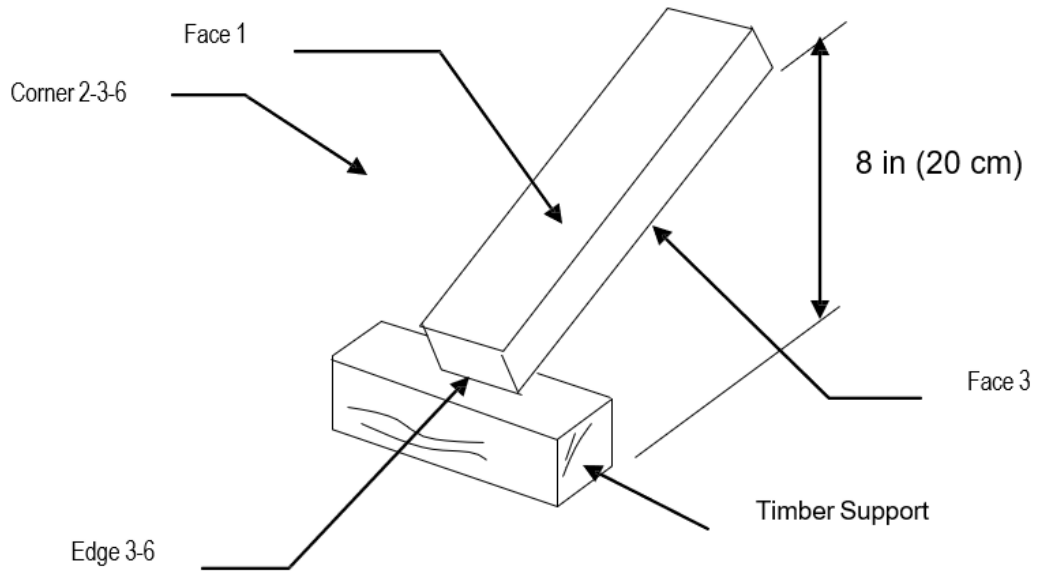
1. Longest edge next to critical corner or same as Drop #1above (Edge 3-4)
2. 2nd longest edge next to critical corner or same as Drop #2 above (Edge 3-6)
3. Upper second longest edge (Edge 1-5)
4. Critical corner or same as Drop #4 above (Corner 3-4-6)
5. Next Corner on same face as critical corner (Corner 1-2-6)
6. Next Corner on same face as critical corner (Corner 1-4-5)
7. End panel, Double Height (Face 5)

d. Rotational Edge Drop

Drops 17, 18 & 19 – This test consists of three (3) rotational edge drops, on different edges, with a timber or support 3.5 in. to 4.0 in. (90 mm to 100 mm) in height and width and at least 8.0 in. (200 mm) longer than the shortest dimension of face 3. Rest one edge (the edge not tested) of the package on the timber. Lift the edge to be tested 8 in. (200 mm) off the surface. Release and let it fall freely onto a flat, rigid surface.

Drop	Orientation	Edge Impacted
17	Edge	Longest bottom edge (Edge 2-3)
18	Edge	Second longest radiating edge from previous drop (3-6)
19	Edge	Third longest radiating edge (2-6)

Example of Rotational Edge Drop #11

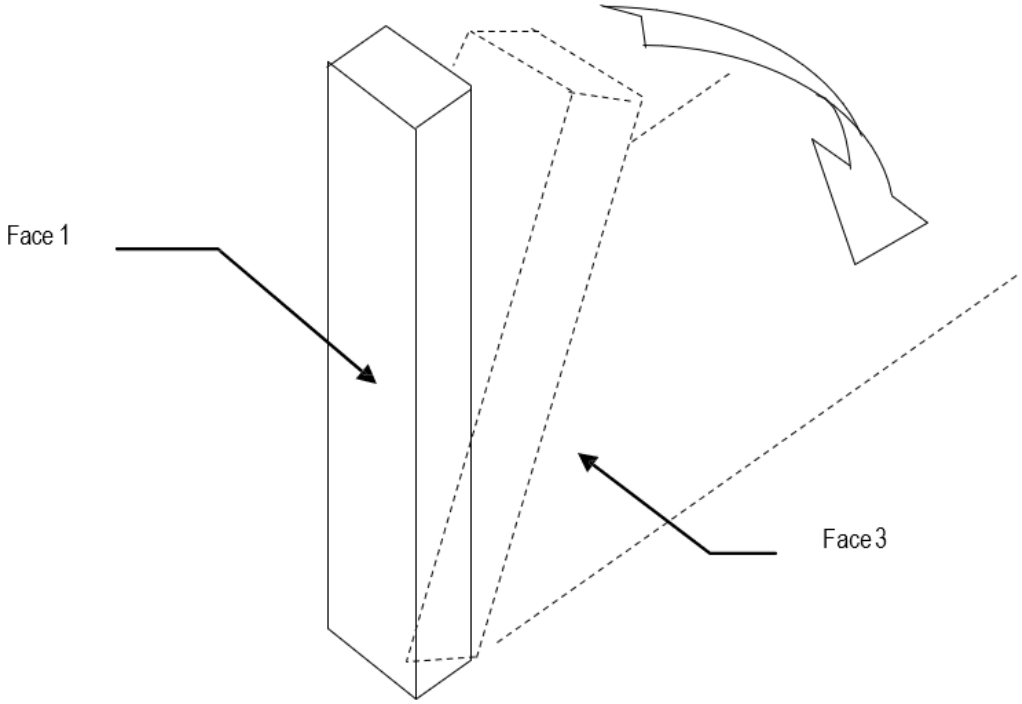


e. Full Rotational Drop

Drops 20 & 21 – This test consists of two (2) full rotational flat drops. On a rigid surface, rest the package on one of its smallest faces. Apply enough force to the upper portion of the package to tip it over without moving it horizontally from its position. Face 3 should impact the rigid surface. The package should rotate freely and impact a flat rigid surface.

Next, rest the package on the next largest face. Apply enough force to the upper portion of the package to tip it over without moving it horizontally from its position. Face 1 should impact the rigid surface. The package should rotate freely and impact a flat rigid surface.

Example of a Rotational Flat Drop



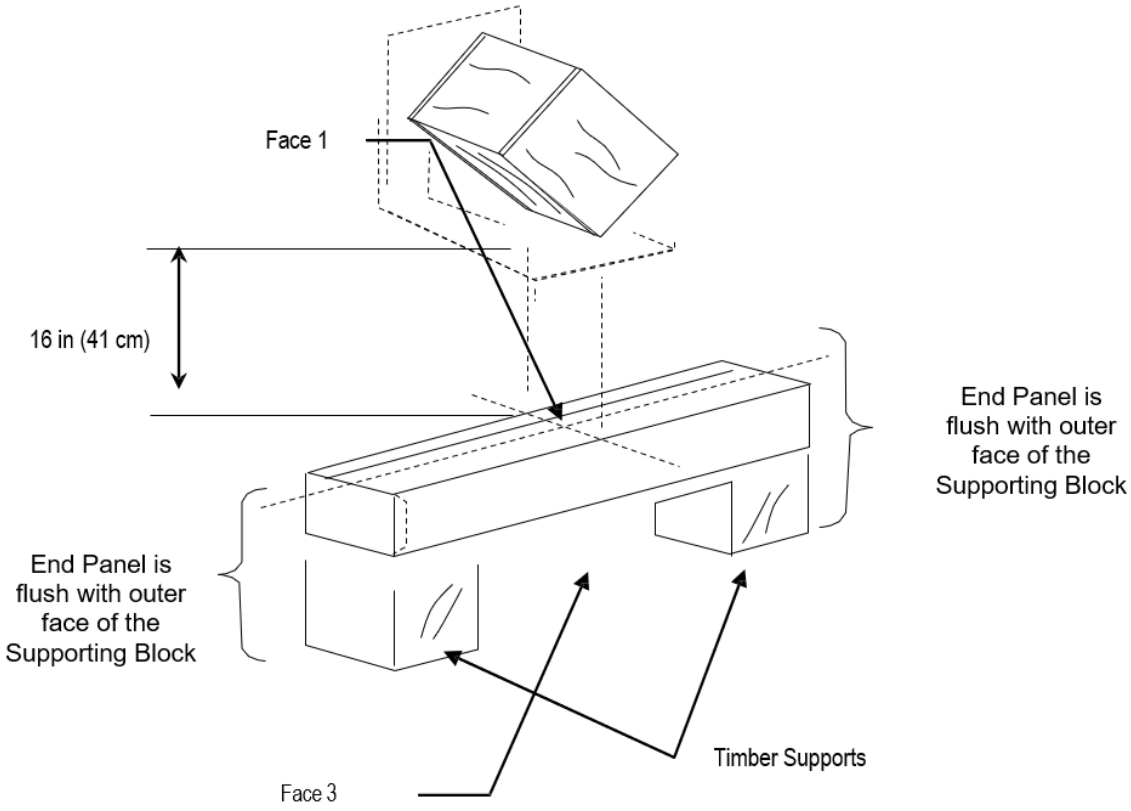
f. Bridge Impact

Drop 22 – This test consists of a drop tester aided, free-fall drop with a wooden hazard box that is 12 x 12 x 12 in. (300 x 300 x 300 mm) with at least one bottom edge covered with an angle iron. The box can be filled with a sand bag which is further blocked and braced inside the wooden box. The wooden box must weigh 9 lbs. (4.1 kg).

Place the package in such that Face 3 rests on two Supporting Blocks at opposite ends of the longest dimension and parallel to one another. The Support Blocks should be 3.5 to 4.0 in. (90 to 100 mm) in height and width and at least 8 in. (200 mm) longer than the shortest dimension of Face 3. The End Panels of the Package should be flush with the outer face of the Supporting Blocks. The mid-point of the package shall be directly under the end of the platen, where the edge of the wooden hazard box shall be dropped. Hold the wooden hazard box on the platen with the angle iron parallel to the shortest face dimension and 16 in. above the package center.

You may use a 16 in. string taped to the bottom of the hazard box to help achieve the proper drop height. Let the hazard box drop freely onto the face of the package. Do not catch any rebound of the hazard box.

Example of a Bridged Hazard Drop



40.6. TEST PROTOCOL – PALLETIZED (FURNITURE DELIVERY SHIPMENT GREATER THAN 150 LBS. OR 68 KG)

This procedure consists of a palletized vibration test and impact stability test designed to assess the protective package's integrity for transport and handling through the distribution environment.

- For Mail Order/Direct-To-Customer (DTC) and Retail hard-lines in non-conveyable master cartons, **on an external pallet**, to be transported to the customer within a Less-Than-Truckload (LTL) environment and/or through our Hub/Home Delivery Network.
- Packaged products **over 150 lbs.** (68 kg) and/or large, bulky products. For example: armoires, dressers, cabinets, grills, etc. requiring an external pallet for safe & effective handling and/or protection.

a. Loose Load Vibration Test

The palletized product is placed on the platform of the repetitive bounce test machine and subjected to 60 minutes in the base-down orientation. The frequency of the test platform surface will be adjusted until the product just leaves the platform surface.

b. Stability Test

The palletized product must have a center of gravity such that it can be tipped 22° from the normal shipping orientation onto each of the four bottom edges of the pallet. It should not tip over on its own from this angle.

If the package cannot meet the 22° stability requirement, then the package must be modified to meet this requirement by performing one of the following:

- Increasing the pallet size or

- Lowering the packaged product center of gravity or
- Be subjected to a Tip-Over Test in only the direction(s) in which it does not meet 22° stability test.

***NOTE**: The minimum acceptable tip angle is 15°. All products not meeting 15° must have the pallet base size increased or the center of gravity lowered to meet this minimum. All palletized product not meeting the 22° stability test must also be labeled as top heavy on all four sides of the package. Label size 4 x 6 in. (10 x 15 cm).



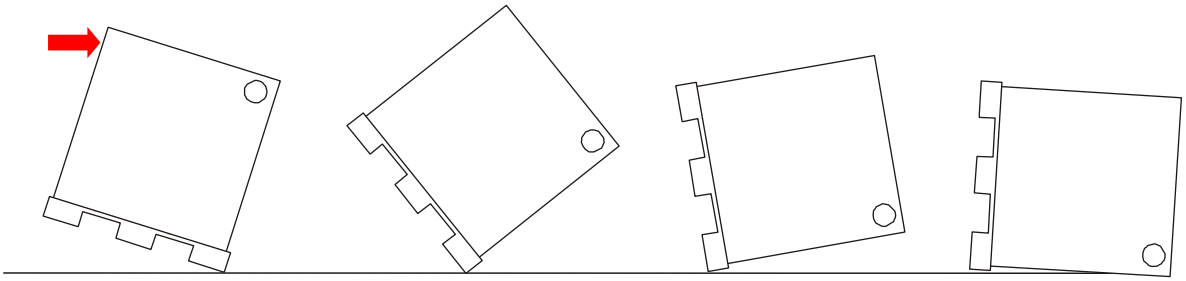
CAUTION!

TOP HEAVY

HANDLE WITH CARE

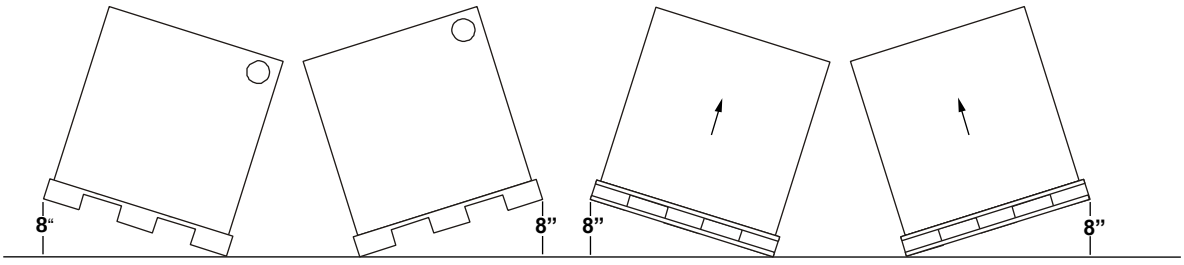
c. Tip-Over Test

For items that do not meet the 22° stability test, the product will need to be tipped-over and allowed to fall freely onto each of the sides that do not meet the 22° stability test. Package must protect the product without damage.



d. Rotational Flat Impact Test

Place the palletized product in an upright position. Using the tips of a fork lift truck, some other type of lift mechanism, or wood block prop, etc. raise one (1) edge of the load off the ground while the opposite pallet edge remains on the ground. Raise the pallet bottom edge 8 in. (20 cm) – or to the point where the pallet does not tip-over – off the ground and then release as quickly as possible to produce a free-fall impact. Repeat the test on all four sides of the pallet.



40.7. TEST PROTOCOL – L-SHAPED MASTER CARTON TRANSIT TEST REQUIREMENTS (PACKAGES LESS THAN 150 LBS OR 68 KG)

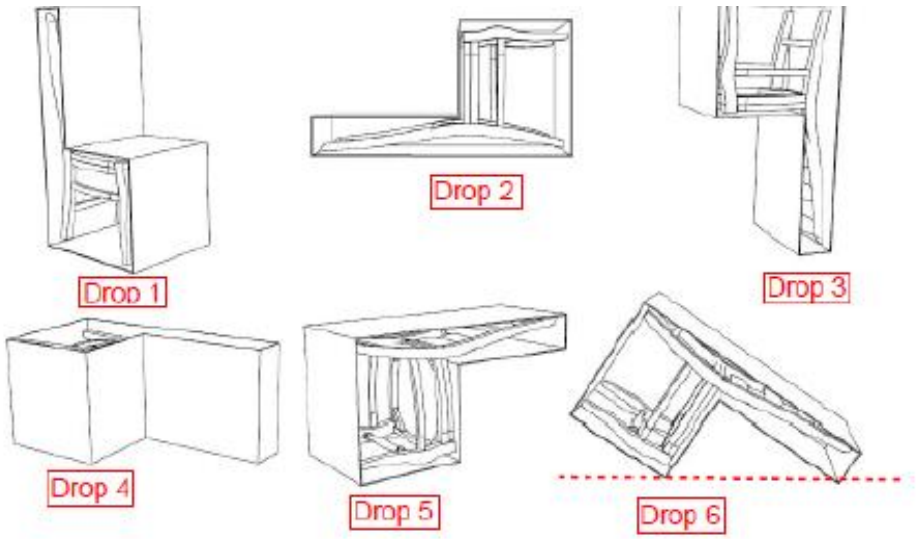
This test procedure consists of a series of 17 drops, 45-minutes of loose load vibration and a hazard impact test designed to assess the integrity of packaged products in L-Shaped Master Cartons. This procedure is a partial simulation representing transport and handling through the distribution environment. The test protocol is referenced from the International Safe Transit Association test procedure, ISTA 3A 2008 and is applicable to UPS and Home Delivery shipments

a. Drop Test

This test consists of a series of six (6) free-fall impacts from an 18" drop height.

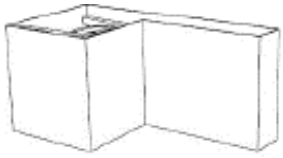
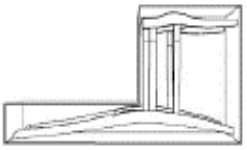
English		
Package Weight	**Drop Height**	**Double Drop Height**
0 – 150 lbs.	18 in.	36 in.

Metric		
Package Weight	**Drop Height**	**Double Drop Height**
0 - 68 kg	46 cm	92 cm



b. Loose Load Vibration

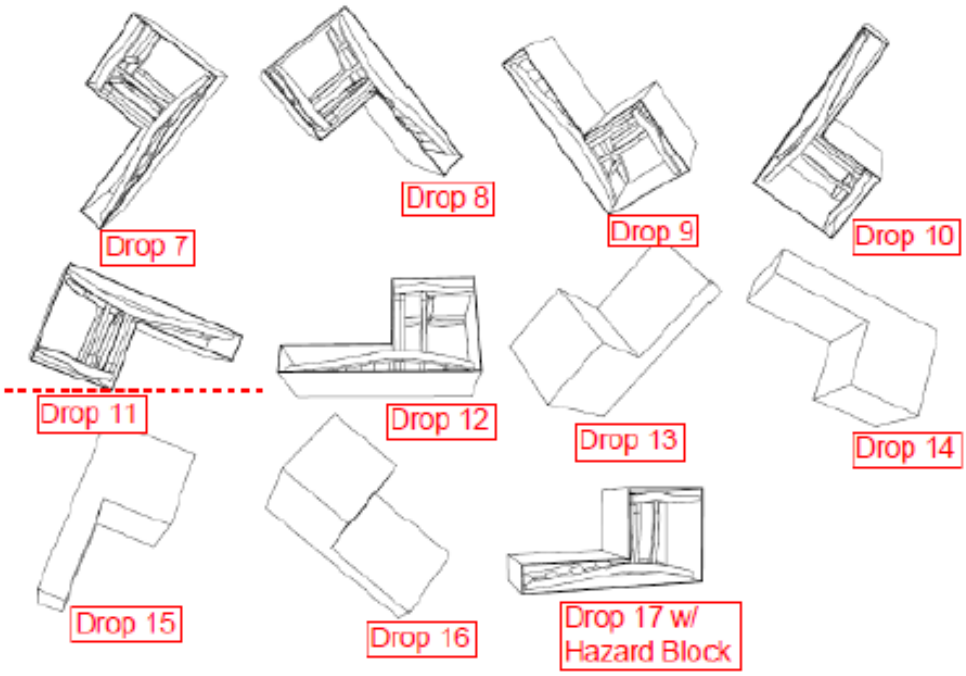
A 45-minute package vibration test: 15 minutes in the base down (Face 3), 15 minutes in the side down (Face 2 or 4) and 15 minutes in the back down (Face 6) orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

		
Base Down (3)	Side Down (2 or 4)	Back Down (6)

c. Second Drop Test
This test consists of a series of nine (9) free-fall impacts from an 18” drop height.

English		
Package Weight	**Drop Height**	**Double Drop Height**
0 – 150 lbs.	18 in.	36 in.

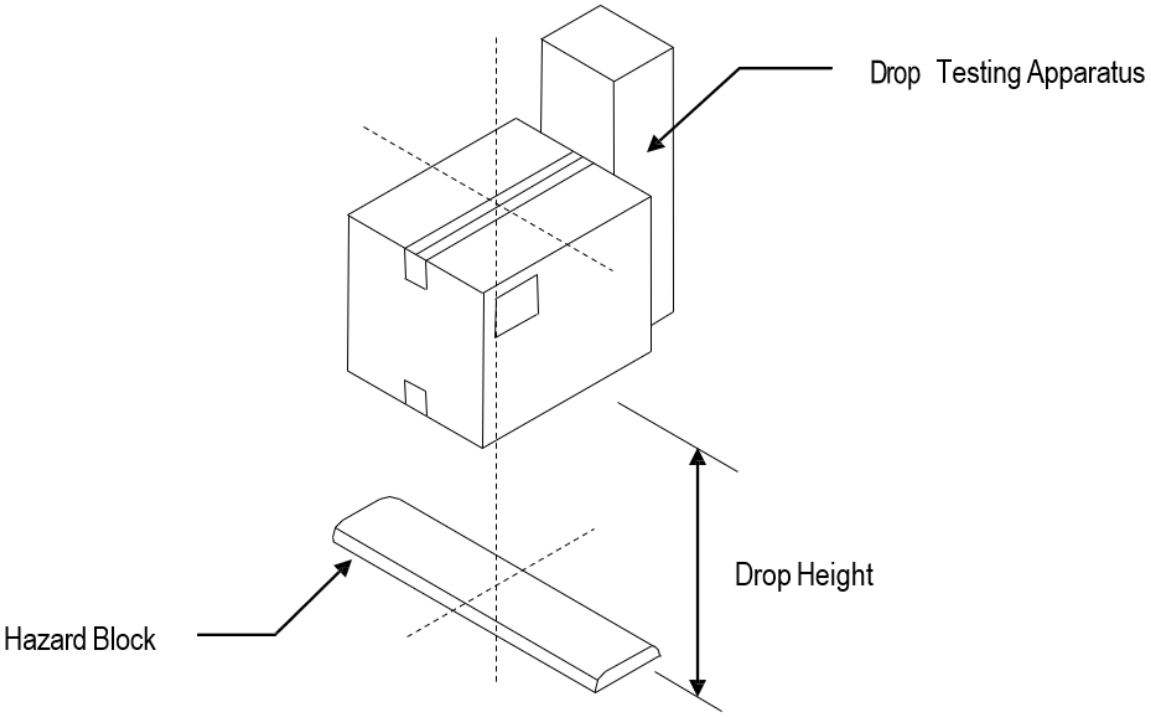
Metric		
Package Weight	**Drop Height**	**Double Drop Height**
0 - 68 kg	46 cm	92 cm



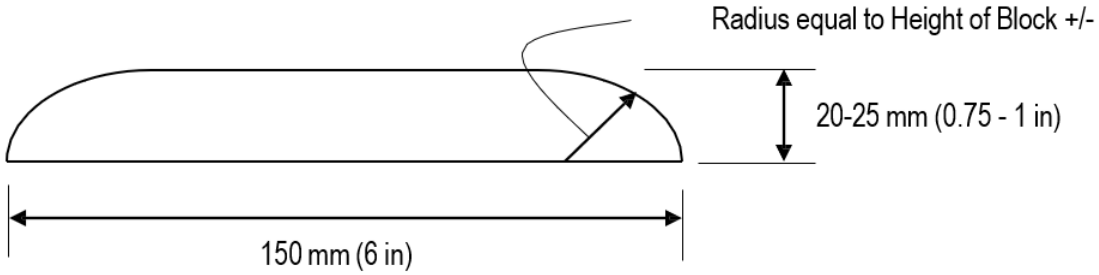
d. Hazard Impact Test (Hazard Block)
This test consists of a drop tester aided, free-fall drop onto a wooden or metal hazard block that is 1in (25 mm) thick, 6 in wide (150 mm), and at least 8 in. (200mm) longer than the second shortest package dimension. The top long edges of the block should have a radius equal to the height or thickness of the block.



Place the packaged product on the drop test platen surface in the back down orientation (Face 6 Down). The center of Face 6 (the impacting face) should impact the center of the Hazard Block. The required drop height is measured from the bottom of Face 6 to the impact surface (not the top of the Hazard block). Let the package drop freely onto the Hazard Block.



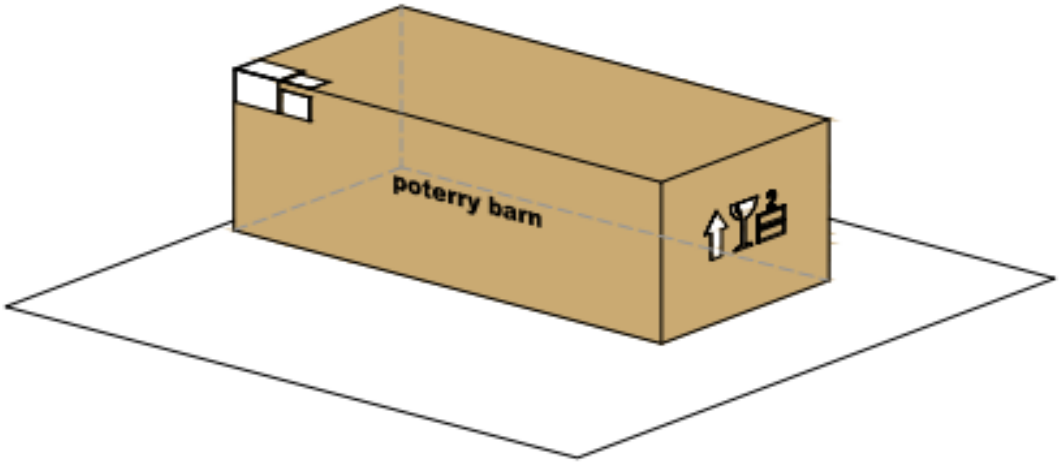
Example of a Drop onto a Hazard Block



Example of a Hazard Block

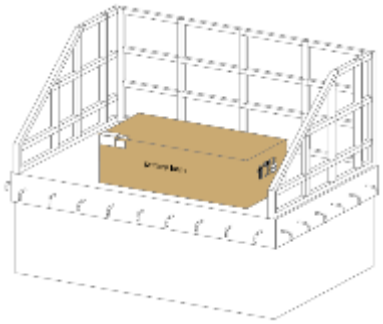
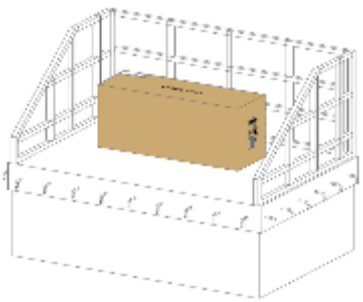
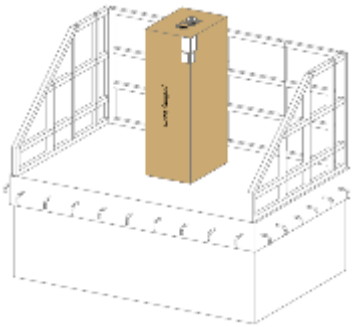
40.8. TEST PROTOCOL – UPHOLSTERED SOFA & LOVE SEAT PACKAGING TRANSIT TEST

This test procedure consists of a series of 9 drops, 45-minutes of loose load vibration and a durability test designed to assess the integrity of upholstery packaging. This procedure is a partial simulation representing transport and handling through the distribution environment. Portions of this test protocol are referenced from the International Safe Transit Association test procedure, ISTA 3A 2008 and is applicable to UPS and Home Delivery shipments.

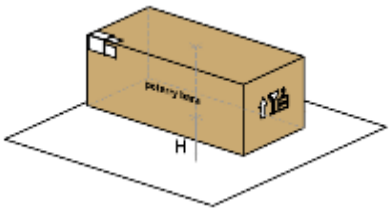
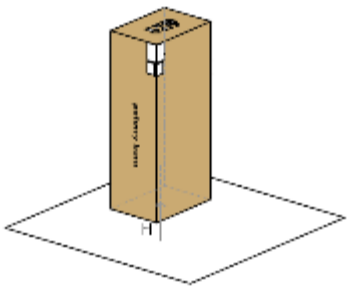
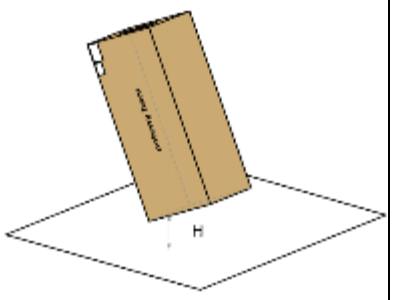


a. Loose Load Vibration

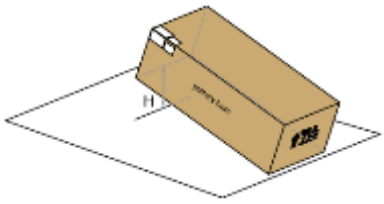
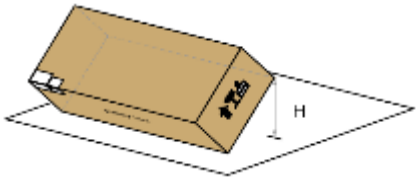
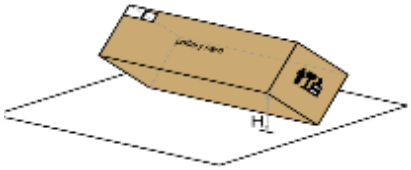
A 45-minute package vibration test: 15 minutes in the base down (Face 3), 15 minutes in the side down (Face 2 or 4) and 15 minutes in the end down (Face 5 or 6) orientations. The frequency of the test platform will be adjusted until the package just leaves the platform surface.

1.	2.	3.
		
Base down face (3) 15 minutes	Side down face (2 or 4) 15 minutes	End down face (5vor 6) 15 minutes

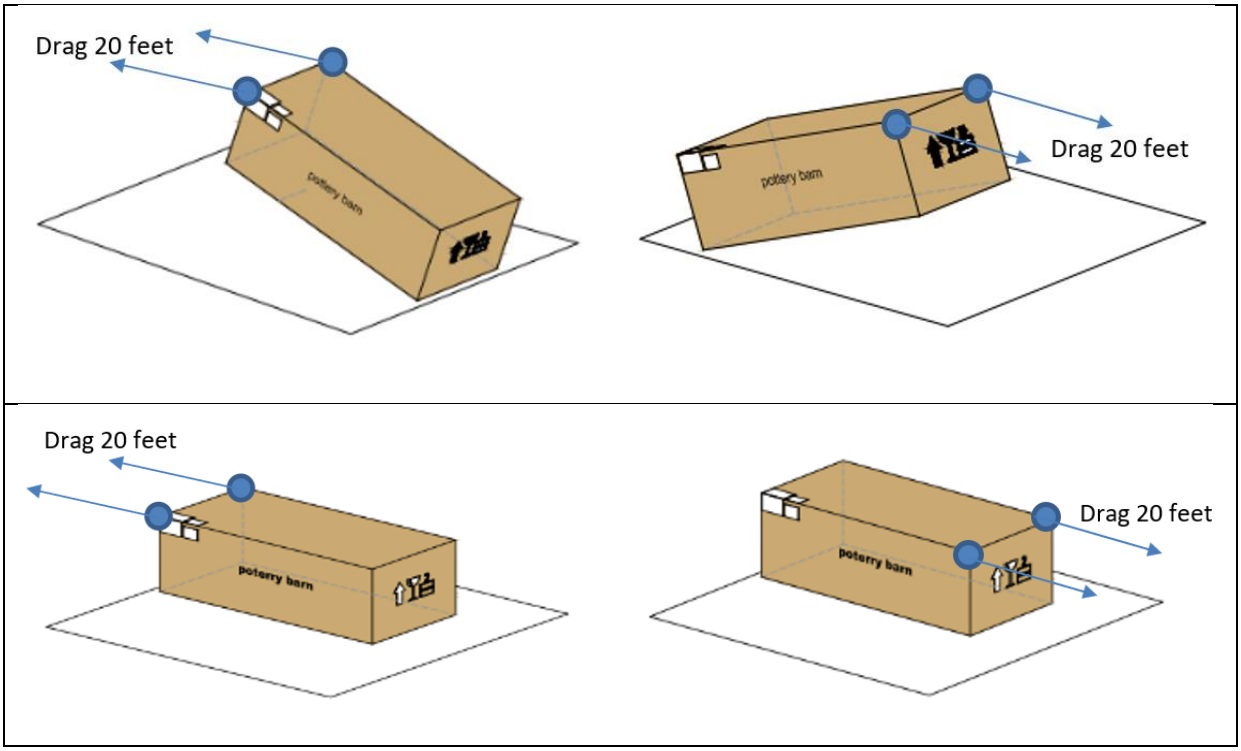
b. Freefall Impact Test & Rotational Flat Edge Impact Test
This test consists of a series of three (3) free-fall impacts from 24” drop height.

1.	2.	3.
		
Freefall drop onto base (3)	Freefall drop onto right side (6)	Freefall edge impact (2-6)

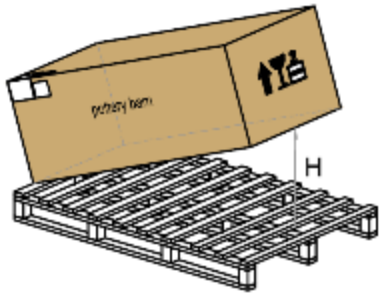
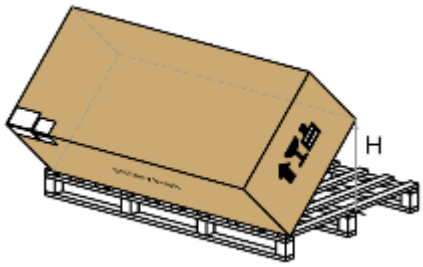
c. Rotational Flat Edge Impact Test
This test consists of a series of four (4) rotational edge flat impacts from a 24” drop height.

<table>
<tr><td>4.
  </td><td>5.
  </td></tr>
<tr><td>6.
  </td><td>7.
  </td></tr>
</table>

d. Carton Durability Test
Tilt the pack onto edge (3-5) on a concrete or tiled floor until it is balanced and drag the pack 20 feet in one direction, turnaround 180 degrees and then drag same edge back to original position



e. Rotational Flat Edge Impact Test onto Pallet
This test consists of a series of two (2) rotational edge flat impacts from a 24” drop height onto a pallet.

	
Rotational flat edge impact onto edge (3-6) - On slat pallet	Rotational flat edge impact onto edge (3-4) - On slat pallet

Top of chapter

41. Upholstered Furniture Packaging 03-000056-1

41.1. PURPOSE

The purpose of this specification is to provide vendors with the WSI minimum packaging requirements for upholstered and leather furniture. This includes but is not limited to sofas, sleepers, ottomans, love seats, lounge chairs, chaises, chairs, recliners, headboards, and footboards.

41.2. APPLICATION

This procedure applies to all upholstered and leather furniture products that do not have specific packaging instructions.

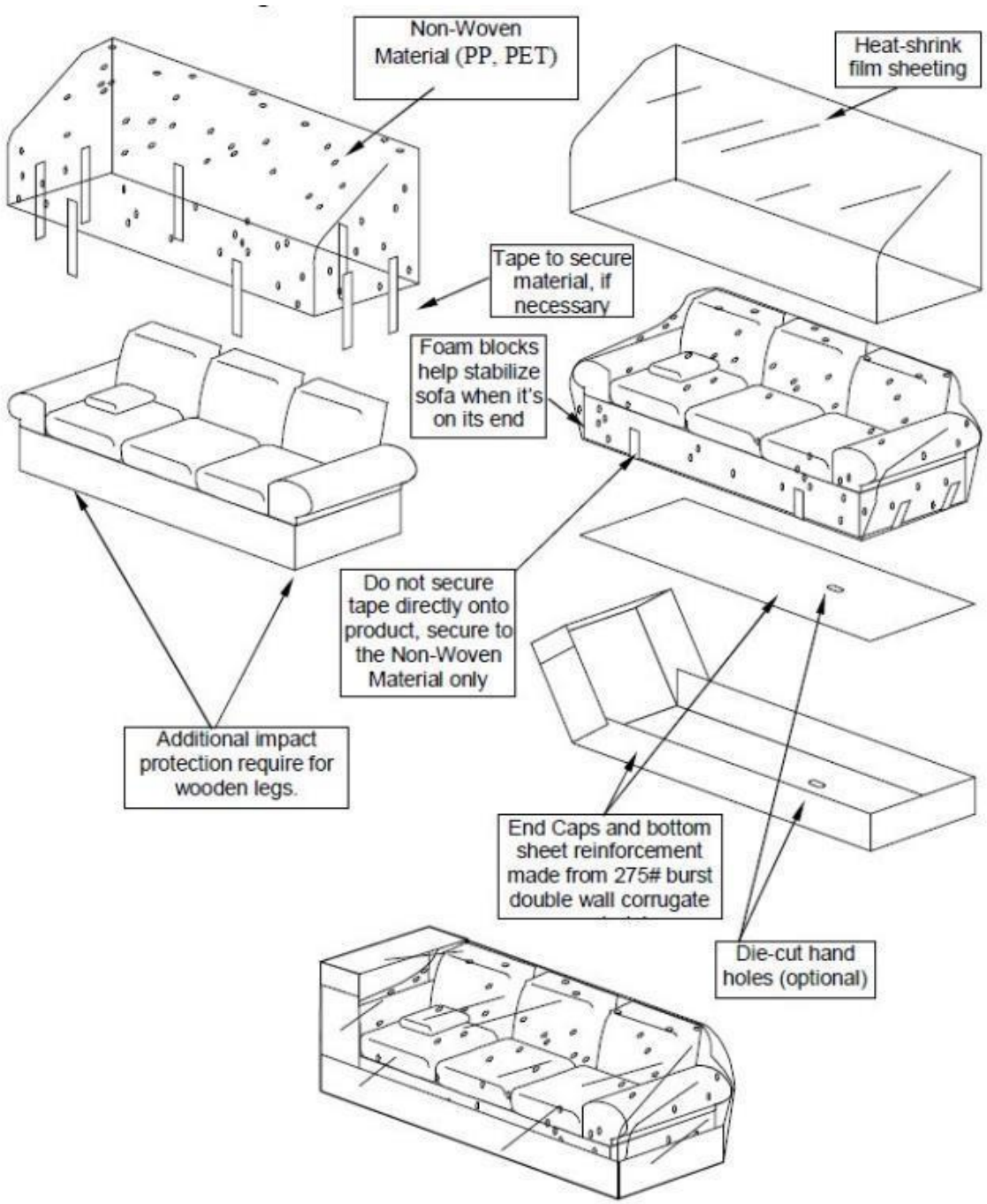
41.3. UPHOLSTERED FURNITURE PACKAGING MATRIX

	MASTER CARTON	NON-WOVEN MATERIALS	CORRUGATED BASE TRAY	CORRUGATED END CAPS	CORRUGATED PAD(S)	BASE/LEG PROTECTION	SHRINK FILM	CORRUGATED OVER-BOX	PLASTIC STRAPPING	FOAM BACKREST	VOID FILL - SPACER: INNER CARTONS	POLYBAGS	PLYWOOD SUPPORT	CARTON MARKINGS	TRANSIT ORIENTATION MARKINGS
SOFAS		X	X	X	X	X	X	X	X					X	X
SLEEPERS		X	X	X	X	X	X	X	X					X	X
LOVE SEATS		X	X	X	X	X	X	X	X					X	X
LOUNGE CHAIRS	X	X				X				X	X			X	
DINING CHAIRS (1PK)	X	X				X				X	X			X	
DINING CHAIRS (2PK)	X	X				X				X	X			X	
RECLINERS		X	X			X	X	X	X					X	
CHAISES		X	X			X	X	X	X					X	
HEADBOARDS	X	X				X							X	X	
FOOTBOARDS	X	X				X							X	X	
OTTOMANS	X	X			A	X								X	
SLIPCOVERS	X											X		X	
CUSHIONS	X											X		X	
PILLOWS	X											X		X	

A- When an RSC style carton is used for the master carton, corrugated pads are required, top & bottom.

41.4. PRODUCT SPECIFIC PACKAGING MATERIAL & DESIGN REQUIREMENTS

41.4.1. Sofas / Sleepers / Love seats



- Cushions / Slipcovers / Pillows – Included w/ Furniture Products
  - Wrap all cushions, slipcovers or pillows with a non-woven material and/or bag and secure them, to prevent shifting and unnecessary compression during transport.
    - WARNING: Do not use cushions, slipcovers or pillows to cushion an upholstered furniture product.
- Surface Protection
  - Wrap ALL upholstered and leather furniture products with a non-woven material (PP, PET). The materials minimum weight should meet/exceed 2 ounces per square yard (70 Grams per square meter).





- End and Base Protection
  - Place the wrapped item in doublewall corrugated end caps/base tray, 275# Test (minimum), to support the item when placed on its end or base in the distribution environment and to help prevent punctures in the dust cover under the frame.
  - Two end caps should be applied to all products, in an effort to prevent impact and compression damage.
  - Die-cut handholes may be applied for ease of handling, when upright on end.
  - Over-boxing of the end caps & base tray is required for products with sensitive upholstered materials, including but not limited to the following materials: mohair, velvet, linen, leather, and a bulky weave. 275 psi doublewall carton required.

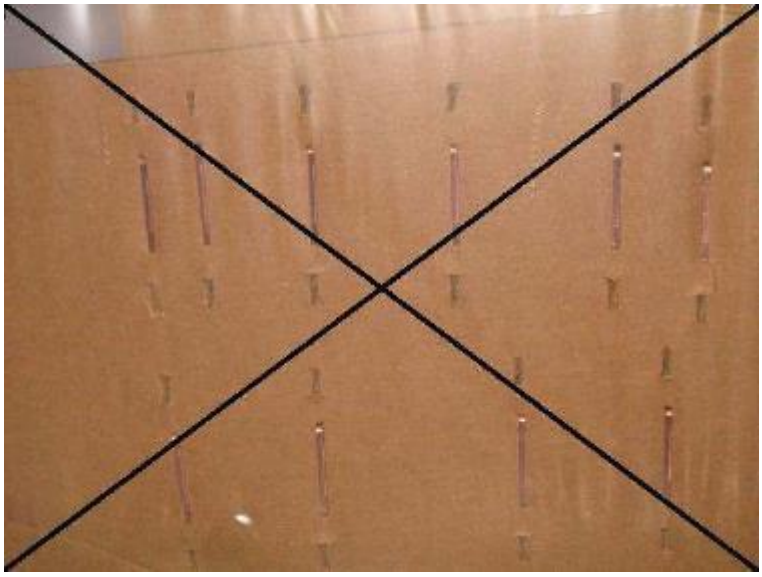


- Additional Base Protection (Not Illustrated)
  - Place an additional 275# Test (minimum) double wall corrugated sheet inside the corrugated tray for added strength and puncture resistance for heavy items, e.g. sofas, love-seats, and sleepers. Secure in place, to insure the die cut hand-hole alignment matches between the corrugated tray and sheet throughout distribution.
  - In an effort to prevent scratching/gouging of wooden feet, expanded polystyrene (EPS) foam blocks and inner base corrugated liners are recommended.

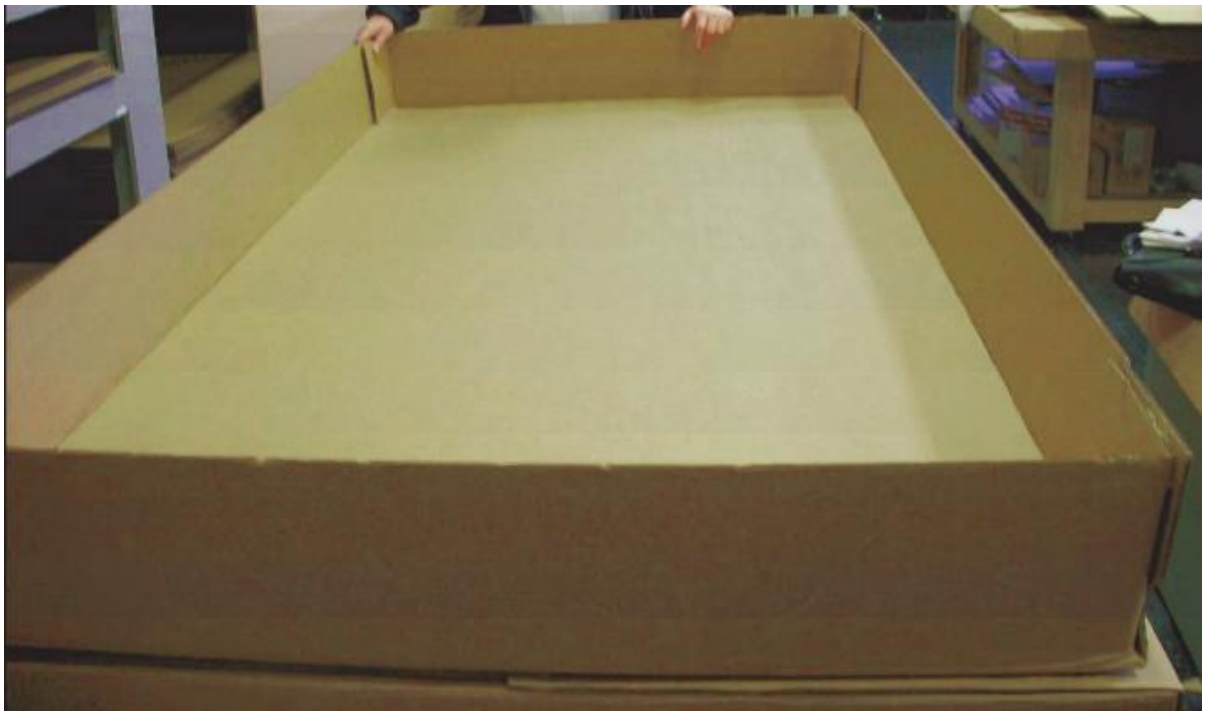


- Items with an exposed wooden base or feet require additional impact protection, such as high density polyethylene (PE) foam pads or cohesive poly foam sheets.

- Base Tray Construction
  - Staples are PROHIBITED by WSI to construct the base tray.



  - Pre-glued base trays are the recommended method of base construction for all upholstered and leather furniture.



- Shrink Wrapping Process
  Place a 6mil (minimum) shrink film over the entire wrapped/trayed item and heat- shrink the entire unit. This will help protect the item from puncture/abrasion, as well as, prevent shifting of the product/loose components in distribution.

41.4.2. Upholstered Chairs Dining Chairs (1-pack Master Carton)



- Master Carton
  FOL or RSC style corrugated carton. 275# (minimum) Double wall REQUIRED.
- Surface Protection
  Wrap ALL surfaces with a non-woven material (PP, PET). The materials minimum weight should meet/exceed 2 ounces per square yard (70 Grams per square meter).

- Leg Protection
  Two Corrugated trays lined with Expanded Polystyrene (EPS) foam blocks should be applied, to prevent product movement and increase master carton puncture resistance. This will also be a protective measure from abrasion/scratching.
- Chair Back Rest
  A corrugated tray, lined with Expanded Polystyrene (EPS) foam blocks, should be applied to offer protection from abrasion/scratching.




- Void Fill
  An empty Single wall Regular Slotted Container (RSC) is inserted on seat cushion.
- Carton Closure
  - Staples are PROHIBITED by WSI and are not allowed to be used to seal a carton or tray. Staples will damage the item during packing and unpacking of products. There is additional liability if customers or staff is injured while attempting to open/remove staples.
  - Secure with packing tape or plastic strapping, as detailed in the Corrugated Container Requirements.

41.4.3. Upholstered Chairs / Dining Chairs (2-pack Master Carton)




- Master Carton
  FOL or RSC style corrugated carton. 275# (minimum) Doublewall REQUIRED
- Surface Protection
  Wrap ALL surfaces with a non-woven material (PP, PET). The materials minimum weight should meet/exceed 2 ounces per square yard (70 Grams per square meter).
- Additional Leg & Chair Back Rest Protection
  Polyfoam is placed on the chair legs and backrest for added protection.

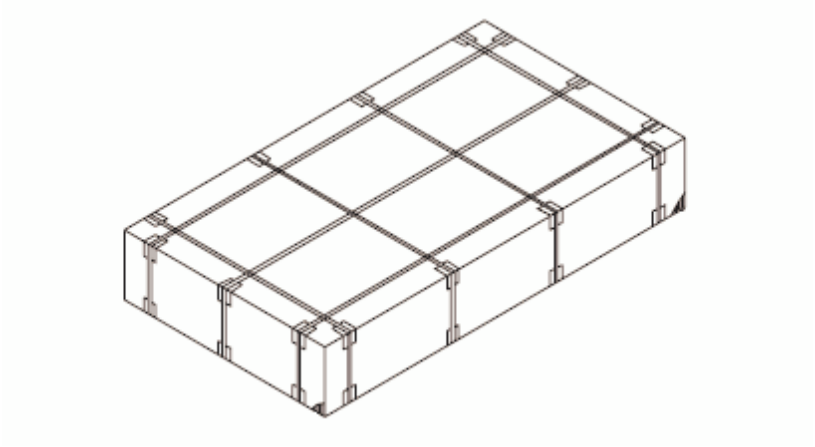
- Product Orientation/Separation
  Two chairs are placed in the same master carton, with one chair inverted. These chairs are separated by an empty Singlewall Regular Slotted Container (RSC), inserted on the seat cushion.
- Carton Closure
  - Staples are PROHIBITED by WSI and not allowed to be used to seal a carton or tray.
  - Secure with packing tape or plastic strapping, as detailed in the Corrugated Container Requirements.

41.4.4. Recliners /Chaises

- Surface Protection
  Wrap ALL upholstered and leather furniture products with a non-woven material (PP, PET). The materials minimum weight should meet/exceed 2 ounces per square yard (70 Grams per square meter).
- Base Protection
  - Place wrapped item in (minimum) 275# Test doublewall corrugated base), to support the item when placed on its end or base in the distribution environment and to help prevent punctures in the dust cover under the frame.
  - Over-boxing of the base tray is required for products with sensitive upholstered materials, including but not limited to the following materials: mohair, velvet, linen, leather, and a bulky weave. 275 psi doublewall carton required.
  - Die-cut handholes can be applied for ease of handling.
- Additional Base Protection
  - Place an additional (minimum) 275# Test doublewall corrugated sheet inside corrugated tray for added strength and puncture resistance for heavy items, e.g. recliners/chaises.
  - In an effort to prevent scratching/gouging of wooden feet, Expanded Polystyrene (EPS) foam blocks and inner base corrugated liners are recommended.
  - Note: Staples are PROHIBITED by WSI to construct the base tray.
  - Items with wooden feet require additional impact protection, such as high density Polyethylene (PE) foam pads or cohesive polyfoam sheets.
- Shrink Wrapping Process
  - Place a 6mil (minimum) shrink film over the entire wrapped/trayed item and heat- shrink the entire unit. This will help protect the item from puncture/abrasion, as well as, prevent shifting of the product in distribution.

41.4.5. Headboards / Footboards

- Master Carton
  Full Telescoping Container (FTC) - 275# (minimum) Doublewall REQUIRED.
- Closure Materials
  - Please use Signode® Tenax® polyester strapping or equivalent. The strapping should be 0.5 inch (12 mm) with a strength rating of 500 lb. (2220 N) at minimum. Secure strapping with a tension weld, do not use metal strapping seals275 psi Doublewall Corrugated - Full Telescoping Container (FTC) requested.
  - Strapping should be spaced approximately 6 inches (15 cm) from the edge of the cartons and spaced no more than 24 inches (61 cm) apart.
  - Rigid Plastic Edge Protectors - For all plastic strapping, use rigid edge protectors. Use Signode® P41 plastic edge protectors or equivalent.
  - Note: Steel Strapping is PROHIBITED.



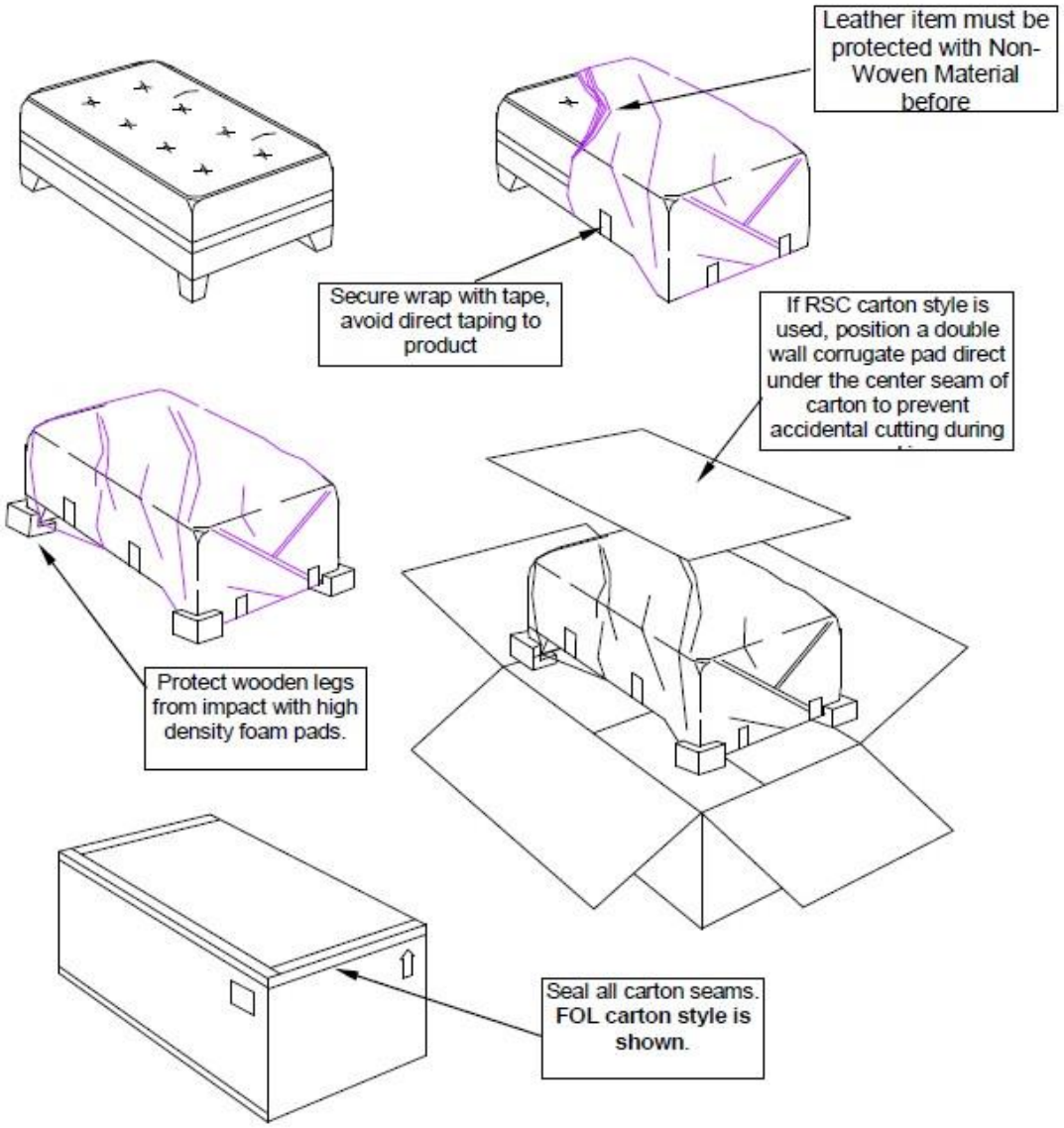
- Staples are PROHIBITED by WSI, as a means of closure for any packaging.

- Surface Protection
  Wrap ALL upholstered and leather furniture products with a non-woven material (PP, PET). The materials minimum weight should meet/exceed 2 ounces per square yard (70 Grams per square meter).



- Base Support & Leg Protection
  - A plywood/MDF plank, 0-3/8" (6mm) thick and spanning the length of the interior of the corrugated container, is required under the feet of the headboard. It's main purpose is to provide puncture resistance for the carton, and it will also add to the stability of the headboard during a corner drop/impact
  - The leg portions of the headboard should be wrapped and encased in packaging materials, to provide impact protection and prevent damage to the product during opening of the container. These include, but are not limited to EPS foam (pads or molded), PE foam, corrugated, and molded-pulp encasement.

41.4.6. Ottomans / Cushions / Slipcovers / Pillows



- Place the item in a poly bag (ottoman: 6 mils; others: 1.25 mils), seal it with packing tape, and place in a 275# (minimum) double wall FOL or RSC style carton.
- WARNING: RSC cartons must include top and bottom corrugated pads to protect product when opening carton with knife.
- Hand holes are PROHIBITED in ALL cartons that are being shipped via UPS or other small parcel carriers.

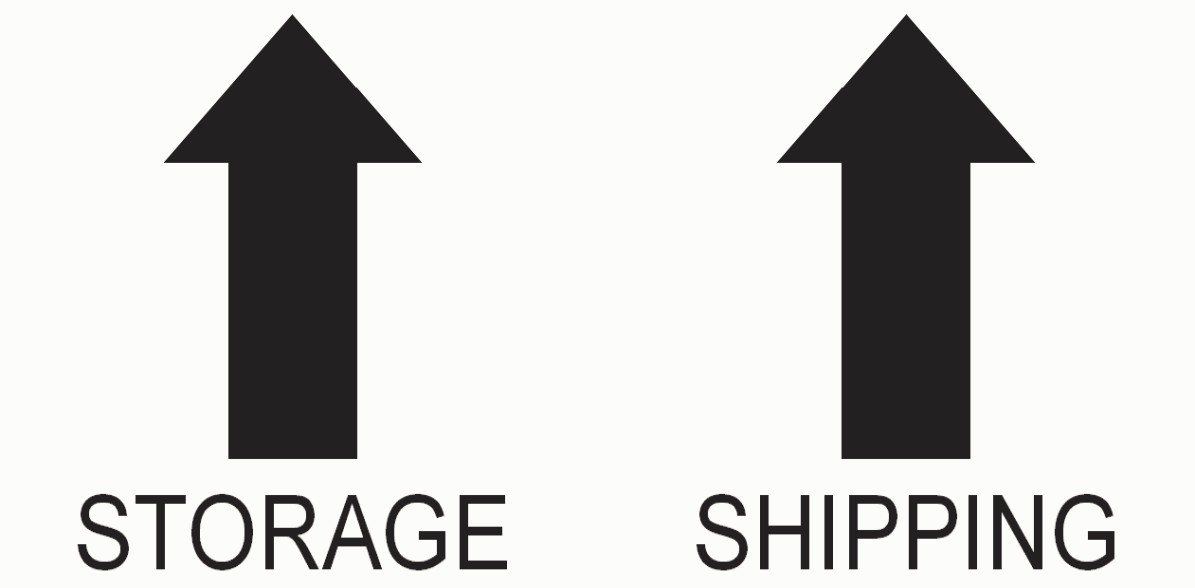
41.5. CARTON MARKINGS

41.5.1. General Requirements

- Shipping cartons must be preprinted or labeled with carton markings, as required.
- Please refer to the Specification for Carton Markings, 03-000071, for guidelines and examples of approved carton markings.
- Note: Corporate logos must be in compliance with WSI packaging standards.

41.5.2. Sofas/Sleepers/Love seats – Orientation Markings (Transit)

- Shipping cartons must be preprinted or labeled with carton markings, indicating both shipping direction and stack direction.



41.6. PRE-PRODUCTION, IN-HOUSE, LAB TRANSIT TESTING – UPHOLSTERED PACKAGING re-Production, In-House, Lab Transit Testing – Upholstered Packaging

41.6.1. Sample Selection

- A very important part of the testing process is identifying products which should be tested. The individual(s) who is responsible for this task must have a good understanding of the products and their structural fragility. Examples of fragile items which should be called out for testing include:
  - Products with sharps corners
  - Products with unique shapes or designs
  - Products with exposed wood legs or base
- A product's fabric choice, can also determine if a product's packaging design/materials are sufficient to protect it from damage in our transit environment.

Examples of sensitive fabrics/furniture coverings which are very sensitive and can be damaged easily, include:

- Mohair
- Velvet
- Linen
- Leather
- Bulky Weave

- When several similar items are being sold, only varying in size, it is important to select the largest product for testing. This product will best identify any potential areas of concern, which may result in in-transit damage, and ultimately lead to customer returns.

41.6.2. In-House Testing

- Having a good in-house test program is important for a manufacturer's understanding on how their packages will perform in lab testing, and is vital for their QA inspection process during/after manufacturing, to ensure they are shipping a product which is packaged well.
- Please refer to the table for the recommended number of samples that should be tested, as part of the in-house test procedure.

Purchase Order Quantity	Purchase Order Quantity
0 - 15	2
16 - 30	3
31 or More	5

- Refer to the specific Transit Test Protocol Document 03-000060 for the specific methods of Carton Panel Identification and determining the correct testing procedure that must be conducted.

41.6.3. Lab Transit Testing (Bureau Veritas/ICQ)

- Package Test Sample Preparation
  Refer to Package-Transit Testing Sample Preparation Document, 03-000067 in our Packaging Website Directory.
- Test Request Form and Lab Addresses/Contacts
  Refer to the WSI Vendor Policies and Procedure Manual, chapter 5B.

41.7. Applicable Documents

03-000060 Transit Test Protocol Document
03-000065 WSH Wood Furniture Abrasion Protection Requirements
03-000067 Package-Transit Testing Sample Preparation
03-000071 Specification for Carton Markings
03-000100 Corrugated Container Requirements

Top of chapter

42. UPS Label Requirements for Cartons over 70 lbs. 03-000068-0

42.1. PURPOSE

This document provides additional labeling requirements to be implemented by vendors for products that are shipped UPS and weigh over 70 lb (31.5 kg)

42.2. APPLICATION

All vendors, that provide products weighing over 70 lb (31.5 kg), that ship UPS to our customers or retail stores (those items that are tested per the WSI Parcel Protocol), require this additional labeling requirement.

42.3. LABEL REQUIREMENTS

UPS Label #011468 is required for items over 70 lb (31.5 kg). The following is an example of the label required:

Figure 1. UPS Heavy Label



42.4. LABEL PROCUREMENT

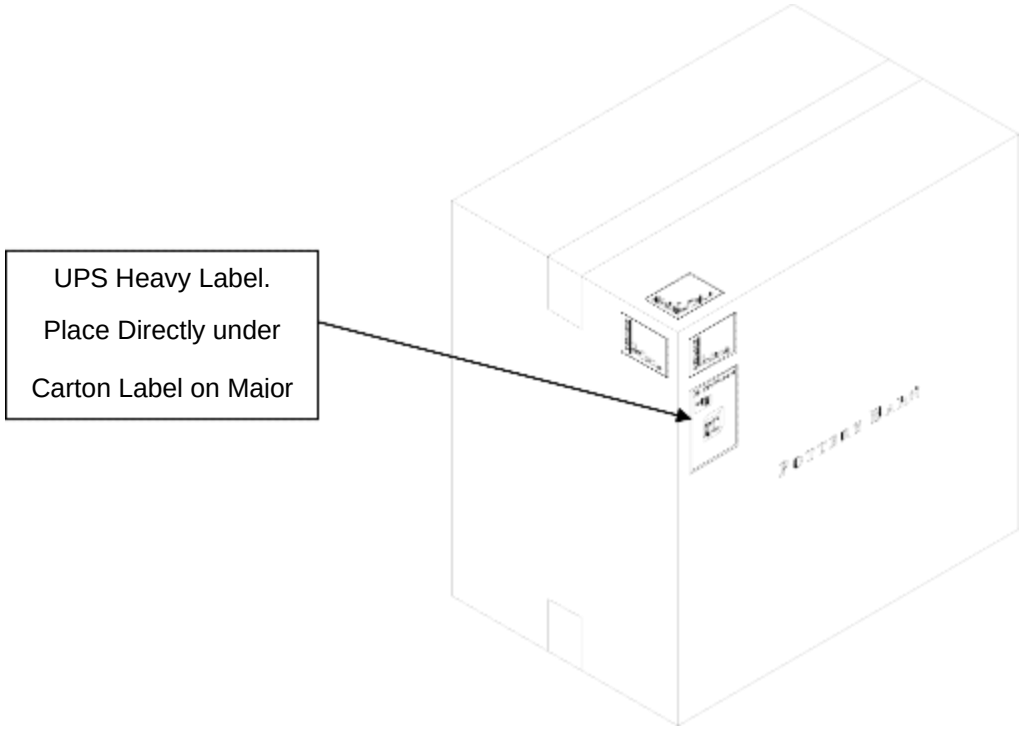
Call UPS at 800-PICK UPS (800-742-5877) to procure labels. This phone number is a U.S. number, but will work internationally. Labels are provided at no cost to the vendor; however, shipping costs are not covered, and must be paid by the vendor. You will need a UPS account to procure labels.

Another option is to print the labels on your own. The labels are 3 x 5 inches with black and yellow print over white stock. Use provided artwork to have labels manufactured. If there is an issue, please contact packaging engineering at Packaging@wsgc.com.

42.5. LABEL PLACEMENT

Labels shall be placed directly under the carton label on the major (largest) panel of the master carton. Note: The weight does not need to be written on the UPS Heavy Label. See Figure 2 for example of placement.

Figure 2. UPS Heavy Label Placement



42.6. REFERENCES

UPS Contacts: www.UPS.com

UPS Heavy Label Part Number: 011468

Top of chapter

43. Wood Furniture Abrasion Protection Requirements for WSH 03-000065-0

43.1. PURPOSE

This specification defines the surface abrasion protection requirements for Williams- Sonoma Home wood furniture products. Note: With the exception of High-Gloss products, all other brands use polyethylene (PE) foam sheeting as the primary wood furniture surface abrasion protection.

43.2. APPLICATION

This requirement applies to all wood based furniture products for Williams Sonoma Home

43.3. REQUIREMENTS

All wood furniture products for Williams-Sonoma Home must have all wood surfaces protected against abrasion from other packing materials with a Non-Woven material. The Non-Woven material must be a minimum of 30 grams per square meter (30g/m2). Heavier Non-Woven material may be required for specific applications. Testing will help determine if this is the case.

The Non-Woven material takes the place of PE foam sheeting up to 2 mm in thickness. However, for products that are currently using or require PE foam sheeting above 2 mm thick, PE foam sheeting must be used in addition to the Non-Woven material. The Non- Woven material will be in direct contact with the finish of the product in either case.

The Non-Woven material can be used in sheets or formed into a bag. Forming into a bag may provide cost savings so this method must be investigated. See photo examples:

Figure 1: Non-Woven Bag



Figure 2: Close-Up of Non-Woven Material



Top of chapter

44. Wood Packaging Material Requirements 03-000087-3

44.1. PURPOSE

The purpose of this specification is to set forth the requirements to be followed for the importation of solid wood packaging materials into the United States for all packaged products. This requirement covers wood materials used inside cartons, used for crates, pallets, dunnage, and blocking & bracing inside containers.

44.2. APPLICATION

Effective September 16, 2005, all solid wood products used for packaging, pallets, bracing in containers, dunnage etc… imported into the United States, MUST comply to the requirements outlined by the U. S. Department of Agriculture; Animal and Plant Health Inspection Service, CFR 7, Part 319. The requirements are fulfilled by the use of non-solid wood materials or solid wood that meets the Heat Treatment or Fumigation standard and a certification stamp that must be on the packaging, pallet or dunnage material. Product entering the United States after September 16, 2005, that is not in compliance is subject to be returned to the country of shipping origin.

44.3. COMPLIANCE DATE

In order to ensure compliance, all solid wood packaging materials imported into the United States, shall comply with these requirements no later than **JUNE 1, 2005**.

44.4. DEFINITIONS

APHIS – Animal and Plant Health Inspection Service USDA – United States Department of Agriculture
ISO – International Standard Organization
NPPO – National Plant Protection Organization IPPC – International Plant Protection Convention
WPM – Wood Packaging Material
HT – Heat Treated MB – Methyl Bromide

44.5. SOLID WOOD PACKAGING MATERIAL REQUIREMENTS

All solid Wood Packing Material (WPM) used in Crates, Pallets, Dunnage, Blocking, and Bracing must be Heat Treated or Fumigated prior to entry into the United States. In addition, the Wood Packing Material (WPM) must be clearly marked with an approved marking.

44.5.1. Exempt Materials

Solid wood veneers less than 6 mm in thickness are exempt from these requirements. Plywood, MDF, Particle Board and other processed wood materials are also exempt from these requirements.

44.5.2. Heat Treatment Requirements

To meet the Heat Treatment Requirements, Wood Packing Material (WPM) must be heated so that the core temperature of the wood is maintained at a minimum of 56 degrees Celsius for a minimum of 30 minutes. Such treatment may employ kiln-drying, chemical impregnation, or other treatments that achieve this specification through the use of steam, hot water, or dry heat.

44.5.3. Fumigation Requirements

Fumigation with Methyl Bromide in an enclosed environment for a minimum of 16 hours per the following schedule is the other option for compliance.

Note: Information is stated in terms of grams per cubic meter or pounds per 1000 cubic feet.

Figure 1. Methyl Bromide Schedule

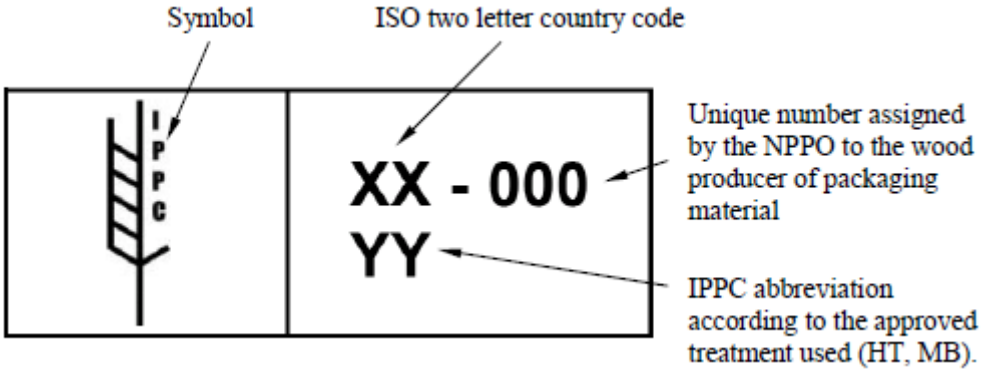
Minimum required concentration (g/m3 and lbs./1000 ft3) after:					
Temperature (◦C / ◦F)	**Initial Dose (g/m^3 and $lbs/1000ft^3$)**	**0.5 hrs**	**2 hrs.**	**4 hrs.**	**16 hrs.**
21/70 or above	48/3.0	36/2.25	24/1.5	17/1.06	14/0.875
16/61 or above	56/3.5	42/2.63	28/1.75	20/1.25	17/1.06
11/52 or above	64/4.0	48/3.0	32/2.0	22/1.38	19/1.9

44.5.4. Marking for Approved Treatment

The mark shown below is used to certify that the wood packaging material that bears the mark has been subjected to an approved treatment. The mark should be printed in black ink. The use of red or orange must be avoided since these colors are used to label dangerous goods. Marking shall be placed in a visible location, preferably on two opposite sides of the material.

Note: The National Plant Protection Organization of the exporting country assigns The Unique Number.

Figure 2. WPM Certification Stamp



44.6. REFERENCES

7 CFR Part 319 U.S. Code of Federal Regulations Title 7 Part 319 Department of Agriculture, Animal Plant and Health Inspection Service

APHIS (US Department of Agriculture; Animal Plant Health Inspection Service):
https://www.aphis.usda.gov/aphis/ourfocus/planthealth
International Standard for Phytosanitary Measures:
http://www.fao.org/DOCREP/004/Y3241E/Y3241E00.HTM
International Plant Protection Convention:
https://www.ippc.int/en/publications/640/

03-000072 Pallet Construction Requirements

45. AIR SHIPMENT PACKAGING REQUIREMENTS

45.1. PURPOSE

The purpose of this specification is to provide vendors with packaging requirements for air shipments to protect products from physical impacts and handling in the air terminal / cargo handling environment**.

45.2. APPLICATION

This specification is applied where necessary depending on the product's fragility, e.g. glass ware, ceramics, marble tops (but not limited to) that require air cargo shipments to meet brand timelines and/or business needs.

45.3. PACKING METHODS

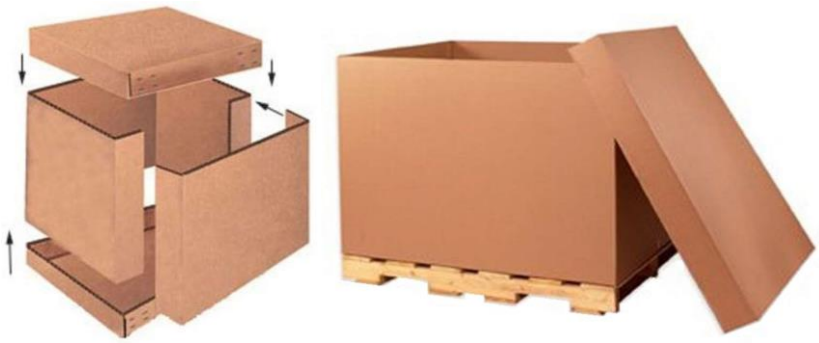
There are 2 main methods.

(A) By utilizing a gaylord box.

(B) By crating

45.4. GAYLORD BOX SPECIFICATIONS

45.4.1. Gaylord Box is a combination of a large pallet-sized, corrugated box with top and bottom covers on a wooden pallet.



45.4.2. This specification can be applied to Softline products e.g. carpets, duvets, duvet covers, pillow covers, shower curtains, bed skirts, curtains/roman window shades (but not limited to).

45.4.3. PACKING REQUIREMENTS

45.4.3.1. The gaylord box must sit securely on the wooden pallet.

45.4.3.2. All cartons and poly bags must be consolidated in the gaylord box.

45.4.3.3. Shipping labels on the cartons and poly bags must face upwards.

45.4.3.4. Reduce the height of gaylord box to secure the load as well as removing excess space.

45.4.3.5. Secure and stabilize gaylord by stretch wrapping and banding.

45.5. CRAFTING REQUIREMENTS

45.5.1. The crates must be constructed from the following materials:

SOLID WOOD (Heat treatment/Fumigation required)	PLYWOOD (9mm to 12mm thick)
	

45.5.2. All solid Wood Packing Material (WPM) used, must be heat treated or fumigated prior to entry into the United States. MUST comply to the requirements outlined by the U. S. Department of Agriculture; Animal and Plant Health Inspection Service, CFR 7, Part 319. A certification stamp must be clearly marked with an approved marking on the packaging, pallet or dunnage material. Reference the Wood Packaging Material Requirements 03-000087 for further Requirement

45.5.3. To meet the heat treatment Requirements, Wood Packing Material (WPM) must be heated so that the core temperature of the wood is maintained at a minimum of 56 degrees Celsius for a minimum of 30 minutes. Such treatment may employ kiln-drying, chemical impregnation, or other treatments that achieve this specification using steam, hot water, or dry heat.

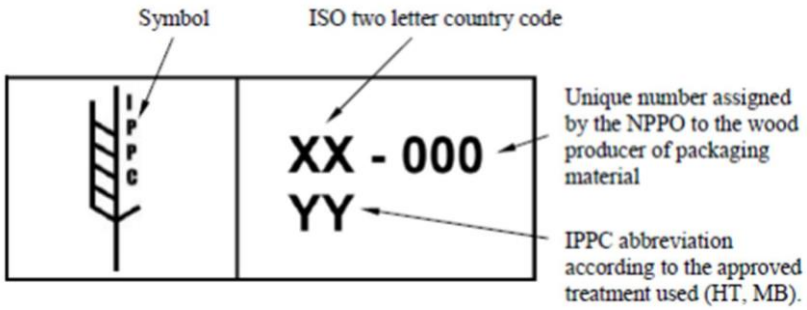
45.5.4. Fumigation Requirements Fumigation with Methyl Bromide in an enclosed environment for a minimum of 16 hours per the following schedule is the other option for compliance.

Minimum required concentration (g/m3 and lbs./1000 ft3) after:					
Temperature (◦C / ◦F)	Initial Dose (g/m^3 and $lbs/1000ft^3$)	0.5 hrs	2 hrs.	4 hrs.	16 hrs.
21/70 or above	48/3.0	36/2.25	24/1.5	17/1.06	14/0.875
16/61 or above	56/3.5	42/2.63	28/1.75	20/1.25	17/1.06
11/52 or above	64/4.0	48/3.0	32/2.0	22/1.38	19/1.9

45.5.5. Marking for Approved Treatment

The mark shown below is used to certify that the wood packaging material that bears the mark has been subjected to an approved treatment. The mark should be printed in black ink. The use of red or orange must be avoided since these colors are used to label dangerous goods. Marking shall be placed in a visible location, preferably on two opposite sides of the material. Note: The National Plant Protection Organization of the exporting country assigns The Unique Number.

WPM Certification Stamp



45.5.6. Exempt Materials Solid wood veneers less than 6 mm in thickness are exempt from these requirements. Plywood materials are also exempt from these requirements.

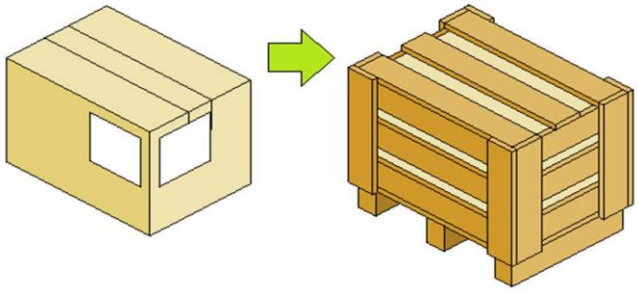
45.5.7. PACKAGING REQUIREMENTS

45.5.7.1. All products must be packed in their approved protective packaging / master cartons.

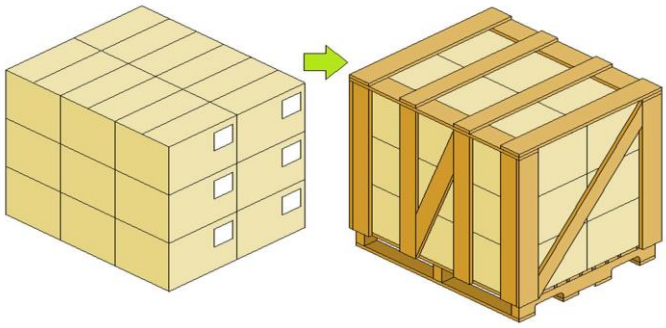
45.5.7.2. The master cartons must be placed in a wooden crate that has a pallet built into the bottom side of the crate or strap the crates to a pallet; both options are acceptable. The crate material must be secured with the required screws and/or nails.

Three crate options are acceptable:

1. Smaller cartons that are not big enough to fit on a standard 48”x40” pallet must be crated with a pallet built into the bottom of that crate; could be glassware, ceramics, lighting, or any other product type.



2. Multiple corrugated cartons can be stacked on a standard 48”x40” wooden pallet and then one large crate built around them; could be glassware, ceramics, lighting, or any other product type.

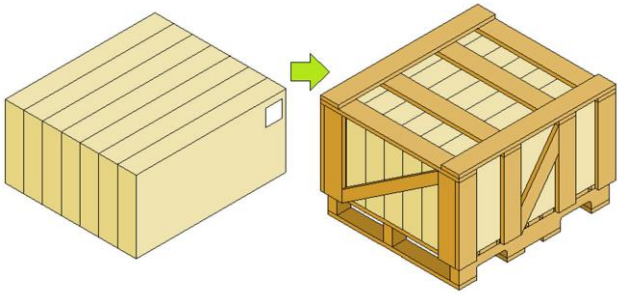


For these large pallets, a 4-way entry pallet design plus runners across the bottom of the pallet are required.



Standard 4-way entry pallet

3. Larger cartons like a Headboard package or dining table package that is tall and flat, must have multiple cartons stacked on a custom vendor wooden pallet and then one large crate built around them.



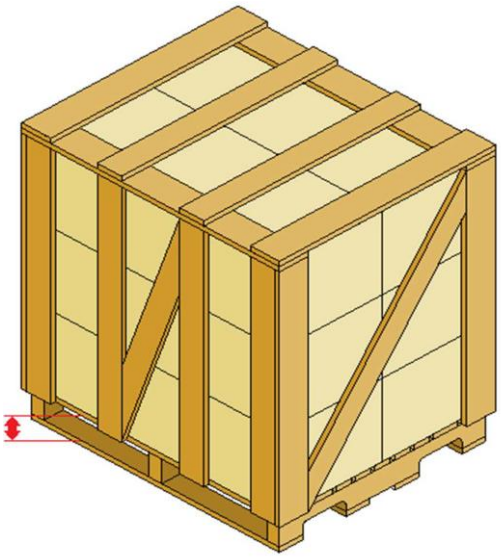
For these large pallets, a 4-way entry pallet design plus runners across the bottom of the pallet are required.



Standard 4-way entry pallet

45.5.7.3. The Crate/pallet opening must be at least 4” (102mm) for forklift’s and pallet jack’s access.

4” (102mm)

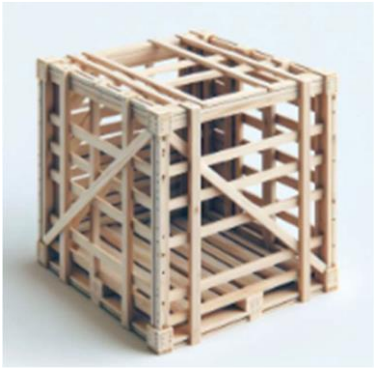


45.5.7.4. FIGURES AS EXAMPLES









** Air terminal / cargo handling environment.

Cargoes handled by forklifts 	Cargoes may be double stacked 
A heavy cargo net goes round the pallet 	

Top of chapter

CHAPTER 7B: HAZARDOUS MATERIALS

Overview

This section describes the specific requirements that must be taken by the vendor prior to shipping any products that are regulated as Hazardous Materials or Dangerous Goods by the US Department of Transportation (DOT), International Civil Aviation Organization (ICAO), International Air Transport Association (IATA), or the International Maritime Dangerous Goods (IMDG) Code. This includes all materials that have been classified or can be classified as a Consumer Commodity ORM-D material.

The Distribution Center only allows those products that can be classified as a Consumer Commodity ORM- D material into the DC's.

A. Summary of Requirements

Vendor must have written approval from the Vice President of Distribution Operations before shipping any Hazardous Material or Dangerous Goods to any of Williams-Sonoma Inc. Distribution Centers. Shipping Direct to Williams-Sonoma Inc. Retail Stores requires written approval from the specific Brands Director of Store Operations.

To gain approval to ship Hazardous Material to WSI DC's, the vendor must supply the following information to the VP of Distribution Operations, VP of Transportation, Director of Packaging Engineering and the Director of Store Operations (for Retail Channel products)

- Material Safety Data Sheet (MSDS)
- The classification of the product - Proper Shipping Name, UN ID Number, Hazard Class, and Packing Group as applicable.
- Detailed product description including photos indicating the size, weight, quantity of hazardous material per package.
- Detailed packaging description including photos indicating the packaging method, including all marking and labeling and package certifications as applicable.

The VP of Distribution Operations reserves the right to disallow shipment of specific Hazardous Materials into the Distribution Centers.

B. Typical Products Classified as Hazardous Materials

This list contains common products and categories of products that may be classified as hazardous materials (**This list is not intended to be comprehensive**). Also see common Hazardous Material Labels Below:

- Compressed Gases – Carbon Dioxide (CO_2) Cylinders, Nitrous Oxide (NO_2) Cylinders, Aerosol Sprays
- Flammable Gases – Butane Canisters, Torches, Lighters, Aerosol Sprays
- Flammable Liquids – Vanilla Extract, Almond Extract and other products containing alcohol. Lamp/Torch/Candle Oils, Lighters
- Matches
- Paint, including Touch-Up Paints
- Cleaning Compounds/Supplies
- Perfumes, Room Sprays, Deodorizers



C. Compliance Failure

Failure to receive written approval prior to shipping Hazardous Materials to WSI DC's may result in the Return of the Product at the vendor's expense, including claims for any and all freight related, DC Handling, and other Processing Costs associated with the initial shipment, receipt and return of the product.

CHAPTER 7C: PACKAGING TESTING

Overview

This section describes the general and specific packaging requirements for products purchased by WSSPL. Each package must conform to our packaging requirements or be subject to re-testing and modification at the Vendor's expense.

A. Contacts

To contact Packaging Engineering, access our Packaging Engineering web-link at:
http://www.williams-sonomainc.com/packaging/packaging-engineering.html
or email Protective Packaging at packaging@wsgc.com

B. Summary of Packaging Requirements

Vendor must adhere to packaging guidelines and the approved packaging per the Third Party Test Report or Vendor may incur charge-backs for non-compliant shipments. If a Vendor is unclear about packaging requirements after reviewing all packaging information, please contact Packaging Engineering at email address above.

Packaging should be:

- Designed with environmentally low impact materials and a minimal amount of packaging that meets requirements.
- Designed with a minimum number of packaging components.
- Designed with the smallest cubic volume to maximize the container/trailer cube utilization.
- Designed for easy segregation of packaging materials for easy recycling.
- Designed to be Packed, Unpacked, and Repacked by 1 person whenever possible. The packaging should not be destroyed during unpacking. This will allow for easy inspection, and returns by customers.
- Designed to tightly secure the product, the packaging and product components cannot be loose or become loose during shipment.

C. Package Quantity

All cartons for a given SKU must contain the same quantity. Order quantities that do not fill a carton must be labeled as "This carton is short".

D. DTC Packaging Requirements:

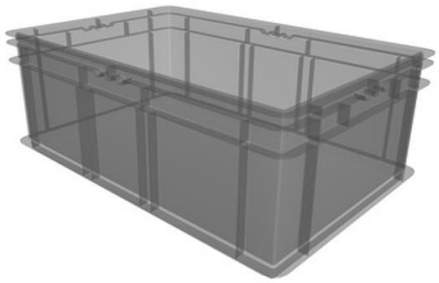
Each DTC Conveyable Mail Order (CMO) selling unit must be individually packaged to protect the product during tote transport with other items (other items can be up to 30 lb. (13.6 kg) in weight). This individual packaging can consist of a non- re-shippable plain corrugated carton, display box, poly bag, foam case, or other protective sleeve.

Note: Glass, Ceramics, Ornaments, Porcelain, Glass Packed Foods, and other fragile products; the selling unit must be individually boxed in a non-re-shippable brown corrugated box to survive tote transport.

Photos of the Conveyable Mail-Order Tote:

Tote Inner Dimensions: 27” x 18” x 12”

Maximum Weight Capacity: 30 lbs.



Please note the following for poly bagged DTC items:

Poly bagged items must be sealed and remain closed throughout the entire handling process. Poly bags can be sealed with clear tape, zip closures, heat sealing, twist ties, or a re-sealable adhesive strip. See the Plastic Bag Requirements specification, document number: 03-000073 in Chapter 7A (Packaging Specifications) for specific information.

Non-Conveyable DTC products must be individually packed in a re-shippable package. The only exception is Dining Chairs, which can be packed 2 per master carton, as long as the master carton can ship UPS.

E. Retail Packaging Requirements

For Retail, the Master Carton Quantity must be equal to the Distribution Lot Quantity (MC=DL). The only exception is for Distribution Lot Quantities that are identified for Split-Case (those that are too small or too light to ride the Retail DC Conveyors), or have been designated for Bulk Packaging. Refer to the Split-Case Definition for more information.

F. Packaging Matrix

4. General Packaging Specification
   The following matrix defines packaging requirements to be followed by Vendors.

	Furniture							Non-Furniture									
	Beds	Dining Tables	Dining Chairs	Case-Goods	Cribs	Upholstered	KD-SKD	Softlines	Rugs	Baskets	Glassware	Plates & Bowls	Lighting	Mirrors & Sheet Glass	Ornaments	Food	Other Hardlines	Comments
03-000058 Good Packaging Practices	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
03-000100 Corrugated Container Requirements	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
03-000102 In-House Manual Package Testing	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
03-000067 Package-Transit Testing Sample Preparation	X	X	X	X	X	X	X			X	X	X	X	X	X	X	X	
03-000060 Transit Test Protocols	X	X	X	X	X	X	X			X	X	X	X	X	X	X	X	
03-000073 Plastic Bag Requirements	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	If Plastic Bag is used
03-000069 Container and Trailer Loading and Bracing Requirements	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
03-000071 Specification for Carton Marking	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	
03-000068 Additional Labeling Requirements for UPS Items Over 70 lb.	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	X	If tested to ISTA-3A and over 70 lb.
03-000086 Foam Cushion Design Guide	X	X	X	X	X	X	X				X	X	X	X	X	X	X	If Foam is used for cushioning
03-000070 Packaging Requirements for Hardware	X	X	X	X	X	X	X						X	X			X	If Assembly/Mounting
03-000061 Protective Packaging Requirements for Display Packaging								X	X	X	X	X	X	X	X	X	X	If packed in Retail Display Packaging
03-000062 Product Description Label (PDL) Requirements for West Elm	x	x	x	x	x	x	x											
03-000064 High Gloss Product Abrasion Protection Requirements	X	X	X	X	X	X	X						X	X			X	

03-000065 WSH Wood Furniture Abrasion Protection Requirements	X	X	X	X	X	X	X											
03-000066 Component Packaging, Identification, and Placement Requirements	X	X	X	X	X	X	X						X	X			X	All Products that include Assembly Instructions
03-000076 Post-Test Display Carton Inspection								X	X	X	X	X	X	X	X	X	X	If Packed in Retail Display
03-000059 Protective Packaging Test Waiver Process	X	X	X	X	X	X	X			X	X	X	X	X	X	X	X	Exception process only
03-000072 Pallet Construction Requirements	X	X		X		X	X											If Palletized
03-000088 Product Palletization Requirements	X	X		X		X	X											
03-000101 Load Plan Development, Approval, and Use Process	X	X	X	X	X	X	X											For Vendor-loaded Furniture
03-000090 DC Package Testing Lab Process and Determination of Claims																		Vendor awareness

5. Product Specific Packaging Specifications:
   Vendor defines the packaging specification of each product types related in Chapter 7A (Packaging Specifications):
   1. Basket (Lightweight Item) Packaging 03-000080-1
   2. Beds & Bed Component Packaging 03-000051-3
   3. Brand (Retail) Packaging 03-000061-0
   4. Case-Goods Packaging 03-000053-5
   5. Chair Packaging 03-000055-2
   6. Crib Packaging 03-000057-0
   7. Food Packaging 03-000103-2
   8. Glassware Packaging 03-000079-2
   9. Knock Down & Semi KD Component Packaging 03-000054-1
   10. Lighting Packaging 03-000081-2
   11. Marble (Single) Top Packaging Requirements and Testing Protocol 03-000105-0
   12. Mirrors & Sheet Glass Packaging 03-000082-4
   13. Napkin Packaging Requirements
   14. Ornament Packaging 03-000074-1
   15. Pillow (Filled) Packaging Requirements
   16. Plate & Bowl Packaging 03-000084-3
   17. Polybag Printing & Construction Requirements 03-000073-7
   18. Rug Packaging Specification 03-000078-7
   19. Soft-line Packaging 03-000083-4
   20. Table Packaging 03-000052-1
   21. Wood Packaging Material Requirements 03-000087-3

G. Prohibited Packaging Materials

The following packaging materials are prohibited for use in production packaging:

- Printed newspaper (Unprinted Kraft paper is acceptable for dunnage use, but cannot be used for product securement or cushioning)
- Used packaging material of any type; no used boxes or used knocked down cartons
- Foam peanuts or loose-fill dunnage
- Sand or any natural materials used for weighting purposes
- Vendor shall not print their own logo nor any advertisement markings on the carton without express authorization from WSSPL
- Bubble Cushioning, Air-Pillows, Air Packaging, and Kraft Paper shall not be used as primary product cushioning. If you have a question, contact packaging engineering at packaging@wsgc.com.

PB Kids Toy packaging is prohibited from containing Desiccant (Silica desiccants are prohibited from WSI, Master Cartons and Primary Packaging must be replaced with Clay Desiccants)

H. Summary of Package Testing Requirements

1. All new hardline products must be package tested before the first shipment. Exceptions are given only with written authorization from a WSSPL Protective Packaging Engineer.
2. The Vendor must cover all testing costs, including the costs of samples and their delivery to an approved testing laboratory. Please note that West Elm requires vendors to quote FOB price of goods and test costs separately, which the brand will amortize across the total unit buy upon adoption.
3. A factory's Product and Packaging Quality will be actively assessed by Williams-Sonoma Global Operations.
4. Existing hardline packaging must be retested if it meets any of the below criteria:
    - High D&Q rate is identified in either channel
    - Resourced SKU; this becomes a new development at the new vendor and thus package testing is required
    - Product change; ex. size change, substrate change, hardware change, fully assembled changed to KD, etc.
    - Package material change to the product or package that warrants a retest; ex. foam changed to honeycomb or different density foam or new foam thickness, etc.
    - Corporate request due to store callouts; ex. damaged units during store deliveries
    - DC request due to findings in DC Operations; ex. damaged units identified upon opening a carton or when handling or deluxing an item, etc.
    - Finish change that warrants a retest; ex. Stained finish to a 70% high sheen lacquer finish
    - The manufacturing process changed
5. All package tests for hardline products must be performed by a WSSPL approved lab-testing partner. Where logistical and cost feasibility exists, WSSPL will direct the vendor to test packaging samples at one of our designated Domestic WSI Test Labs or at one of our International WSGO labs at no cost to the vendor. The vendor will still be responsible for sample costs, and all transportation costs to and from the test lab. Exceptions are noted in the reduced testing matrix, and include baskets, botanicals, fabric lamp shades, and others.
6. Softline products (textiles, rugs, bean bags, pillows, plush toys, etc.), do not require package testing third party testing, but must be packaged by the Vendor for damage-free shipments.

I. Package Testing Overview

1. Related SKU's
   For related SKU's, manufactured at the same factory, that are identical in design, construction, and packaging and only differ in color, flavor, or scent, only 1 SKU needs to be tested at the designated third party test lab. All Related SKU's must be noted on the Test Request Form (TRF). If initial SKU's are added after initial testing occurs, please send email with the new SKU's and the original test report SKU to packaging@wsgc.com.
2. Package Changes After Approval
   Packaging changes are acceptable after passing package testing with a re-test or written authorization by WSSPL Protective Packaging Engineering. All package changes must be captured in a Product Change Information sheet (PCIS) and signed by a WSI representative. Any unauthorized change in packaging may result in product rejection, charge-back, and/or repackaging at WSSPL's distribution center at the Vendor's expense.

J. Test Protocols

The following tables indicate which Transit Test Protocol must be used for testing a package. For DTC items only, Vendor must determine if item is Conveyable or Non-Conveyable. Refer to 03-000060-2 Transit Test Protocols in Chapter 7A (Packaging Specifications) for details of the testing methods. To calculate Length + Girth, see Note 4 at the end of this section.

For UPS shipped product we use a modified version of ISTA 3A as our only test method. For Home Delivered product and Conveyable Mail-Order (CMO) Only Product, we use ISTA 1A if less than 150 lb. (68 kg), ISTA 1B if over 150 lb. (68 kg), and the Palletized Test Protocol, if the item is individually palletized.

Package Test Protocols Matrix

Retail & DTC	**L + Girth ≤ 160", and Max. package length ≤ 108"**	**L + Girth > 160", or Max. package length > 108"**
Package Weight ≤150 lbs	ISTA 3A (UPS)	ISTA 1A (Exel)
Package Weight > 150 lbs	Palletized (Exel) – one unit per pallet	
Package Weight: 150 < GW< 200lbs (Flat Package)	ISTA 1B (Exel) – floor loading without pallet	
Package Weight: ≥ 200lbs (Flat Package)	ISTA 1B (Exel) – multiple units per pallet	

Note:

1. For Non Boxed, Bulk Packed items, please contact Packaging Engineering for direction.
2. Upholstery Items: for the purpose of testing, Upholstery Items are defined as items that are packaged in L- trays and shrink-wrap. Fully Boxed Upholstery Items shall be tested per the Non-Upholstery/Non- Palletized or Palletized column as applicable.
3. For some special cases, product may need to be packed with Crate outside or as L-shaped package; then special testing protocols will be applied for testing
4. To determine the Length + Girth of a box:

   Length + Girth = Longest Dimension of Box + [2 x (2nd Longest Dimension of Box + Shortest Dimension of the Box)]. Example:

   Box Size: 56 in. x 29 in. x 13 in. Length + Girth = 56 in. + [2(29 in. +13 in.)]
   56 in. + [2(42 in.)]
   56 in. + 84 in.
   140 in. Length + Girth

TESTING EXCEPTIONS

- Pottery Barn, select sizes of PB Kids / PB Teen Beds (generally, Full & Queen), & Williams- Sonoma Home Beds are not shipped UPS, therefore should be tested to ISTA 1A, ISTA 1B, or per the Palletized Test Protocol, as applicable.
- West Elm Beds and select sizes of PB Kids / PB Teen Beds (generally, Twin) are shipped UPS, therefore should be tested to ISTA 3A when under 150 lb. (68 kg) and under the UPS Length + Girth Requirements.
- Williams-Sonoma Home Furniture is not shipped UPS. Therefore, should be tested to ISTA 1A, ISTA 1B, or the Palletized Test Protocol.

K. Hardline In-House Drop Tests

In order to avoid shipping delays, package re-designs, and re-testing, vendors are required to conduct in- house Drop/Impact testing, per the appropriate Transit Test Protocol in Chapter 7A (Packaging Specifications), with passing results, before submitting an untested sample to a designated test lab. This will help minimize packaging failures at the during lab testing by assessing adequate package design prior to submitting a sample to WSSPL's designated test lab.

L. Package Test Sample Preparation

Refer to: 03-000067 Package-Transit Testing Sample Preparation specification in Chapter 7A (Packaging Specifications) for details on Sample Preparation for Testing.

M. Sample Submission to Testing Lab

1. Test Request Form
   A completed WSSPL Package Test Request Form (found in "Related document" link next to this manual) must accompany all sample submissions to the designated laboratory. The WSSPL negotiated testing rate will not apply unless this form is used. Testing is put on hold if the WSSPL Package Test Request Form is not received or is incomplete. Attach a completed Package Test Request Form to the outside of the over-packed sample.
2. Product v. Package Samples
   Most items require both product and package testing. See Chapter 5B: Product Testing. When both types of tests are required, separate samples in the specified numbers, must be submitted for each test. Test results may be invalid if a sample submitted for package testing is later subjected to product testing, and vice-versa.

   There are cases where the same product samples are used for Product Test after Transit Test. This is approved only if the following conditions are met:
   - Prior written approval from Product Testing Manager (WSSPL QA)
   - The product sample is not damaged after transit test.

   If qualified, a separate WSSPL Product Test Request Form must be applied directly onto product sample.
3. Approved Laboratories and Locations:

CHINA (Shanghai Lab)	• Drop • Vibration (Loose - Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services *(hardlines/toys/analytical)*** Add: No. 105, Guangzhong Road Zhuanqiao Town, Minhang Shanghai, China. Post Code: 201108 Tel: (86) 21-6489-3130 Fax: (86) 21-6489-1984
CHINA (Jiashan Lab)	• Drop • Vibration (Loose-Load & Random) • Burst • Foam Density	**Williams-Sonoma – Lacquer Craft Test Lab Partnership** Add: No.2 Taisheng Road, Wei Tang Town Jiashan County, ZheJiang Province China, Zip code: 314100 Tel: 86-0573-84801788 ext. 8157 86-0573-84251788 ext. 8157
CHINA (Shenzhen Lab)	• Drop • Vibration (Loose-Load & Random) • Burst • DW Compression	**Bureau Veritas Consumer Products Services *L (hardlines)*** Add: 4th Floor, B Building, Min Li Da Industrial Building Honghualing Industrial Park, Liu Xian Road Xili, Nanshan District, Shenzhen, Post Code 518955 Tel: (86) 755-8600-0151 Fax No.: (86) 755-8600-0157 Sample pickup: (86) 755-8600-0151 ext. 101 or 102

CHINA (Dongguan Lab)	• Drop • Vibration (Loose-Load & Random) • Burst • Foam Density	**Williams-Sonoma Technical Services (Dongguan) Company Limited** Add: Many Building C, 3rd East Road, Many Industrial Zone, Xialingbei, Liaobu Town, Dongguan City, Guangdong Province 523416, China Tel: (86) 0769-8239-2341
HONG KONG (Kwai Chung)	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services (H.K.) Ltd.** Add: Unit 19, 13/F, Vanta Industrial Centre, 21-33 Tai Lin Pai Road, Kwai Chung, N.T., Hong Kong Tel: 852-2418-1222 Fax: 852-24851125
INDIA (Noida Lab)	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services (India) Pvt. Ltd.** Add: F-5, Sector VIII, Noida 201 301 Guatam Buddnagar, Uttar Pradesh, India Tel: 00-91-120-2544661 Fax: 00-91-120-2544658
INDIA (Gurgaon Lab)	• Drop • Vibration (Loose-Load) • Burst • Foam Density	**Williams Sonoma India Private Ltd.** Add: Plot No.97, Sector-3, Manesar Gurgaon, Haryana-122050 India Tel: 0091-124-436-9221
INDONESIA (Jakarta Lab)	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**PT. Bureau Veritas Consumer Products Services Indonesia** Add: PPEI Building 3rd floor, Jl. S. Parman No. 112, Grogol, Jakarta 11440 Tel 021-634-8877 Fax: 021-634-8838
INDONESIA (Surabaya Lab)	• Drop • Vibration (Loose-Load) • Burst • Foam Density	**Williams - Sonoma Indonesia** Add: Grand Margomulyo Industrial Park D3 Jalan Raya Margomulyo 9,Surabaya 60186 Indonesia Tel: +62 31 7499600. Ext 1220
ITALY	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**UL-ICQ** Add: Via Europa N. 28, 22060 Cabiate (CO)taly Tel: 39-031-769-271 Fax: 39-031-756-106 email: info-icqglobal@ul.com UL INT'L (Furniture and Transit Testing) Add: Via Europa, 9I – 22060 Cabiate (Como), Italy Tel: 39-031-769-274-76 Fax: 39-031-756-106 Email: furnitureEU@ul.com
KOREA	• Drop • Vibration (Loose-Load) • Burst • DW Compression • Programmable Compression	**KEMTI** **(Korea Environment and Merchandise Testing Institute)** Add: 459-28, Gasan-Dong, Gumcheon-Gu, Seoul, Korea. Tel: 82-2102-2553 Fax: 82-2868- 6903

MEXICO	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Merchandise Testing Laboratories S.A. de C.V.** Add: Circuito del Sol #3905-1 Colonia, Nuevo Amanecer, Puebla, Pue. Mexico CP 72400 Tel: 52-222-266-0561 Fax: 52-222-266-0563
PHILIPPINES	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services (Philippines), Inc.** Add: 8439 South Superhighway, West Service Road Paranaque City, Philippines Tel: 632-824-2825 Fax: 632-824-1430
PORTUGAL		**INTERTEK PORTUGAL – UNIPESSOAL, Lda** Add: Rua Antero de Quental, 221 – sala 102 4455 – 586 Perafita (Matosinhos) Tel: +351 219998080 Fax: +351 219998081 Contact: Alice Lima (General Manager) alice.lima@intertek.com **CENCAL** Add: Rua Luís Caldas - Apartado 39 2509-909 Caldas da Rainha Portugal Tel: +351 262 840 110 Fax: +351 262 842 224
SINGAPORE	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services (Pte) Ltd. L** Add: 11 Ubi Road 1, Meiban Industrial Building #07-01 Singapore 408723 Tel: 65-6283-8366 Fax: 65-6283-8966
TAIWAN	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services (H.K.) Ltd., L** Add: 2F, No. 27, Chung Cheng E. Road, Sec. 2, Tam Shui Taipei Hsien 333 Taiwan (Hwa Ya Technology Park) Tel: (886) 2-8809-2200 Fax (886) 2-8809-3558
THAILAND	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services (Thailand) Ltd. L** Add: 170/5-6 First FL., Ocean Tower I Condominium Bldg. Sukhumvit 16, Radjadapisek St. Klong-toey, Bangkok 10110, Thailand Tel: 662-6618093 Fax: 662-6618091
TURKEY	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services** Add: Test Laboratuvarlari Ltd. Sti. L Mehmet Akif Mah, Express Cad Can Sok, No. 31, Kat: 3 Ikitelli, Istanbul, Turkey Tel: 90-212-4708200 Fax: 90-212-6966214
USA	• Drop • Vibration (Loose-Load) • Burst • DW Compression	**Bureau Veritas Consumer Products Services, Inc.** Add: 100 Northpointe Parkway Buffalo, New York 14228, USA Tel: 1-716-505-3300 Fax: 1-716-505-3301

USA (New Jersey Lab)	• Drop • Vibration (Loose-Load) • Burst	**Williams-Sonoma USA** Add: 340 Middlesex Center Boulevard South Brunswick, NJ 08831, USA Tel: 732-992-2183 Fax: 901-375-8745
VIETNAM (Ho Chi Minh Lab)	• Drop • Vibration (Loose-Load & Random) • Burst • DW Compression	**Bureau Veritas Consumer Products Services Vietnam Limited** Add: 934 D3, D Street, Thanh My Loi Ward Cat Lai Industrial Zone, District 2 Ho Chi Minh City, Vietnam Tel: 84-8-742-1605 Fax: 84-8-742-1603
VIETNAM (Ho Chi Minh Lab)	• Drop • Vibration (Loose-Load) • Burst • Foam Density	**Williams-Sonoma Vietnam LLC** Add: 7A Huu Nghi Avenue, Vietnam – Singapore Industrial Park, Thuan An Town, Binh Duong Province, Vietnam Tel: 84-0650-376-5480 Fax: 84-0650-376-5481

4. Passing Tests
   Prior to any production shipments to WSSPL, it is the Vendor's responsibility to make sure that all products have successfully passed the required package tests as outlined in this chapter. **The laboratory does NOT make the final determination on package acceptability. WSSPL Packaging Engineering may review and request** packaging modification as needed to ensure compliance with requirements and damage free delivery.
5. Testing Turn-around Time
   Reference the Test Request Form for the various test lab turn-around times.
6. Test Sample Returns
   It must be indicated on the Test Request Form if the sample is to be returned to the Vendor after testing, at Vendor's cost.

N. Summary of Package Inspection and Quality Requirements

It is the responsibility of the Vendor to meet all requirements and maintain those requirements during production. It is advised that Vendors test packaging materials upon receipt from their suppliers for conformance to requirements (size, weight, density, burst strength, etc.). Non-compliance issues found during production must be corrected immediately before shipment can occur.

O. Final Factory Hardline Package Inspection

As part of the final inspection procedure, all hardline items are required to pass an in-house drop test at the factory to assure production packaging is adequate and consistent with the passed packaged sample sent to the testing lab. The following table indicates the number of units required for drop testing. Each passing sample must be re-packed into un-tested packaging.

Purchase Order Quantity	Drop Test Sample Size
0-15 units	2 units
15-30 units	3 units
Above 30 units	5 units

In cases where damage is found after drop testing, the following steps must be taken:

- Vendor must perform corrective action on the packaging.
- Perform in-house drop testing on corrected samples, if this shows no damage, forward photos to WSSPL-Packaging Engineering and proceed to ship Purchase Order.
- Send new sample to an approved testing lab for re-testing.
- Implement packaging changes on all future Purchase Orders.

P. WSSPL Incoming Packaging Inspection

Vendors should be aware that WSSPL inspects and tests incoming packaging for consistency between the actual production packaging and the Third-Party Test Report at our Distribution Centers. All packaging inconsistencies found will be evaluated and corrective action may be taken to correct issues. Vendors may incur a charge-back for non-compliance/repackaging as detailed in Chapter 10: Vendor Non-Compliance.

Q. Forms

The below forms can be found in the “Related document” link next to this manual:

- Sample Test Grouping Form

Questions?
E-mail Package Engineering at packaging@wsgc.com

CHAPTER 7D: CARTON LABELING

OVERVIEW

All merchandise shipped to Williams-Sonoma, Inc. (WSI) distribution centers must be labeled or printed with appropriate carton markings. Carton labels are used by WSI's distribution centers to receive merchandise correctly and are essential in processing purchase order deliveries efficiently.

A. MASTER CARTON LABELLING PROCEDURE

Vendors may print master carton (MC) labels in-house or order them from Avery Dennison. Printed master carton labels must follow the following guidelines.

1. **Label size**: Approximately 4" x 6" (101 mm x 152 mm). Label sizes may be adjusted (smaller) if the carton panel is too small for the label.
    - Label sizes may be adjusted if the carton panel is too small but must not compromise the ability to print and scan the label
2. **Label location**: Locate on the end panel, in the upper right-hand corner of the carton with an identical label affixed to the adjacent side panel (with the carton in the normal shipping orientation). See diagram below.
    - Label can be wrapped around the edges of small master cartons as long as the barcode is adhered on a flat surface
    - Barcode must be adhered on a flat surface of the master carton to allow scanning
3. **Printed information**: The following information is to be printed legibly in English on all carton labels per the diagram below. Vendors should not stencil or pre-print carton label information on cartons.

Printed Information
• **SKU**: WSI SKU number • **FROM**: Ship from location listed as address • **TO**: Destination listed as address • **CHANNEL**: (RTL, DTC) • **DC**: Destination DC Number • **BRAND**: (PB, PK, PT, WS, WE, OT, MG) • **VENDOR NUMBER**: Vendor Number assigned by WSI • **SKU**: WSI SKU number • **DES**: WSI item description • **CASE QTY**: Total selling units included in the master carton. Note that a selling unit may be a set (i.e. set of 4 pieces). When the WSI purchase order details a set SKU as a quantity of 1, the carton label must also reference a set SKU as a quantity of 1 for proper receipt. • **MADE IN**: (Country of Origin) **For** (Concept): *Country of Origin and Concept must be printed* *Note: All cartons must be printed with San Francisco, CA 94109 (City/State/Zip). All concepts must have this Country/City/State/Zip, even if they are based in a different location.* • **WEIGHT IN LBS. & KGS**.: Approximate weight is sufficient • **PO#**: Official WSI PO number and concept code (e.g. 12345- PBR, 12345-WSM, etc.). Concept codes include the 2-digit concept initials (PB, PK, PT, WS, WE, OT, MG) plus the 1-digit channel initial ('R' for retail, 'M' for DTC). • **CASE:** Individual case number of total cases from PO (e.g. 2 of 108) • **SSCC NUMBER:** Auto generated GS1 compliant SSCC- 128 barcode number

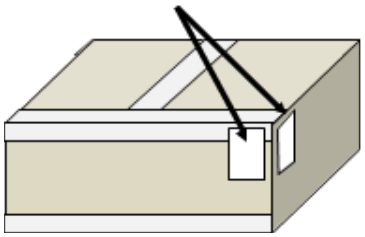
EXAMPLES of RETAIL & DTC LABELS





Address on Master Carton Label will be based on PO Destination	
USA & Canada	San Francisco CA 94109 (For all other brands) Portland, OR 97210 (For Rejuvenation)
Australia	Horsley Park, 2175
UK	Northants, NN18 8EY
Philippines	Singapore 539775
Alshaya	Singapore 539775
Liverpool	Singapore 539775
Korea	Singapore 539775
Reliance	Singapore 539775

Label Placement



For Mexico, the following text must be added.

Option 1 - print the text into the MC label	Option 2 – add a separate small label under the MC label
SKU: 6951555 DES: Downing Bronze Metal Floor Lamp PO: 1983854PBM QTY: 1 Made in China for Pottery Barn San Francisco, CA 94109 Weight: 15.982 Lbs. 7.24 Kgs. SEQ: of 746 **VÉASE INSTRUCTIVO ANEXO**	SKU: 6951555 DES: Downing Bronze Metal Floor Lamp PO: 1983854PBM QTY: 1 Made in China for Pottery Barn San Francisco, CA 94109 Weight: 15.982 Lbs. 7.24 Kgs. SEQ: of 746 **VÉASE INSTRUCTIVO ANEXO**

If the vendor is using the SBC label, then add a separate small label under the MC label



B. PRODUCT DESCRIPTION LABEL (PDL) REQUIREMENT

Vendors are required to print this product description label which include bar codes and apply it to all WSI master cartons for lighting and furniture. These labels more clearly communicate to the DCs and Retail Store Associates the contents of a master carton or polybag.

Purpose of the PDL Label

- reduce time required to receive, pick and ship product in the DCs in WSI's global supply chain.
- reduce picking times in the Retail store backrooms and more quickly close cash-in-carry sales in the stores
- reduce in-store returns due to errors in order picking from Retail Store inventory.
- improve efficiency of inventory cycle counts in the Retail stores.

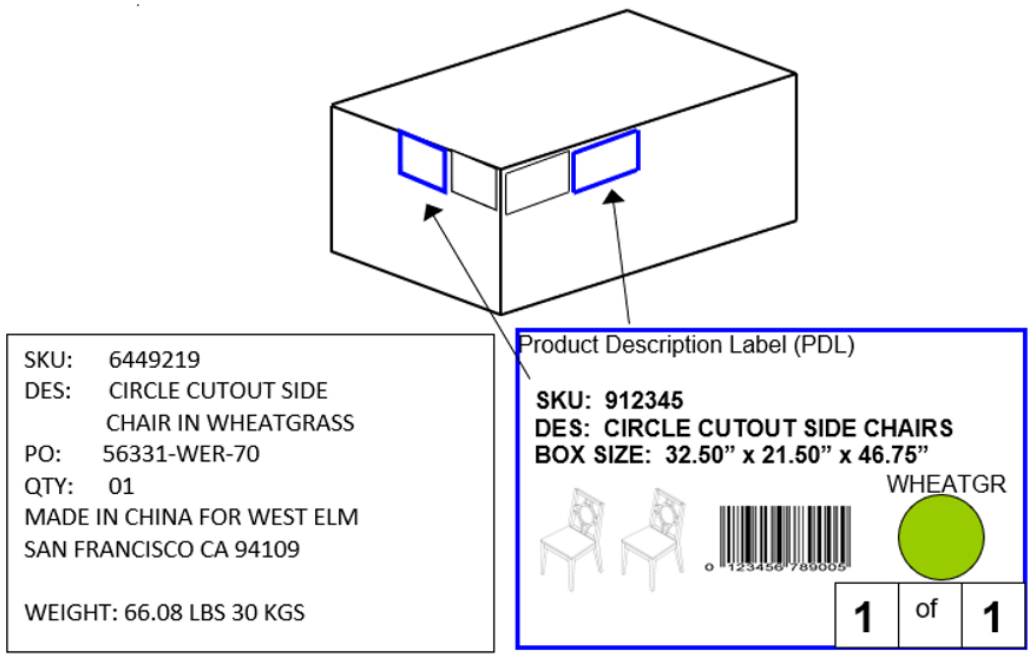
PDL Printing Requirements

1. **PDL size**: Approximately 4" x 3" (101 mm x 76 mm) to 4" x 6" (101 mm x 152 mm). Label sizes may be adjusted if the carton panel is too small for the label.
2. **PDL location**: under or to the side of the master carton label. See diagram below.

3. **PDL Printed information**: The following information is to be printed legibly in English on all carton labels per the diagram below.
    - Language: These labels, when required, must be printed in English only.
    - Font type: Arial or Helvetica
    - Text color: black printing on white labels
    - Color Dot: 1-inch diameter with approved color for item contained in master carton
    - Vendors should not stencil or pre-print carton label information on cartons.
    - Printing must be completely solid, clear, sharp-edged and free from smudge and ink runs.

PDL Label Placement on Master Cartons

- Label location: Locate on the end panel next to the standard master carton label, in the upper right hand corner of the carton with an identical label affixed to the adjacent side panel (with the carton in the normal shipping orientation).
- This label DOES NOT replace the WSI standard master carton label but instead used alongside the WSI standard master carton label. See diagram below.



PDL Placement / Location denoted in Blue

COMPLIANCE RESPONSIBILITIES

West Elm Merchants and Store Operations provide final approval of the PDL label. The individual components of the PDL are to be completed by the respective parties listed below:

- Product SKU: vendor responsibility to extract the approved SKU from PO or most current email from West Elm Merchants which specifies approved SKU
- Product Description: vendor responsibility to extract the approved product description from PO or most current email from West Elm Merchants which specifies approved Product Description
- Box Size: vendor responsibility to extract the approved box size from most current sku worksheet or approved package test report
- Product Image: vendor responsibility to extract the approved image from Retail.com or most current email from West Elm Design or West Elm Furniture Engineering which specifies approved image
- Bar Code: when scanned must contain sku number only; barcode printing specification is 128AB also referred to as Code 128AB

- Color Name: vendor responsibility to extract the approved color name from PO or most current email from West Elm Merchants which specifies approved color name
- Color Dot: vendor responsibility to extract the approved color from PO or most current email from West Elm Design which specifies approved color
- Box Number: vendor responsibility to extract the approved box number from email of Merchant team which specifies approved box number

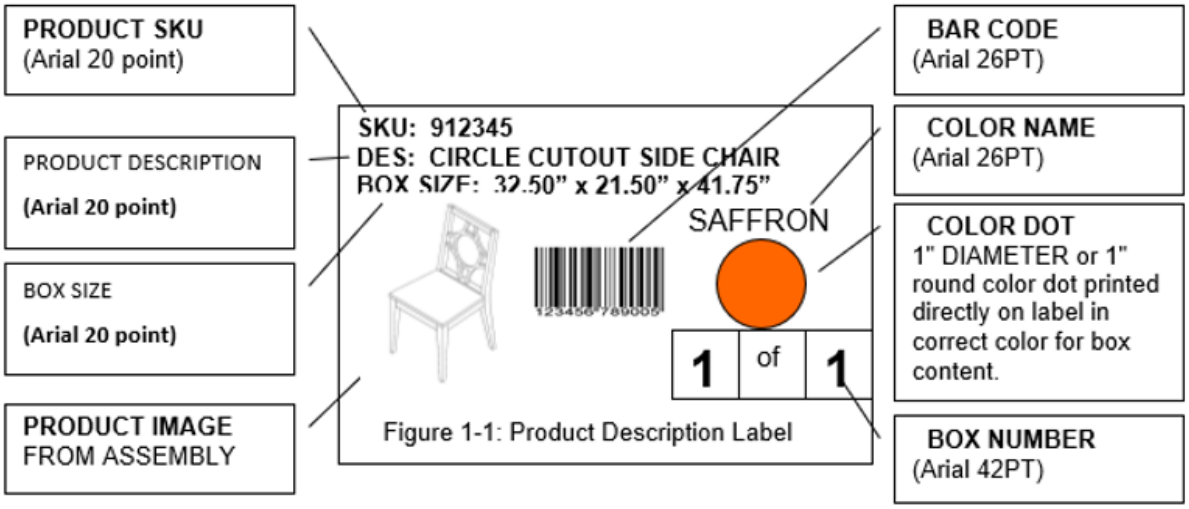
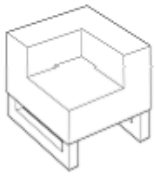


Figure 1-1: Product Description Label

LABEL EXAMPLES

SINGLE PACKAGES - All items shipped in one master carton.

SKU: 123456 DES: CUBE SECTIONAL CORNER BOX SIZE: 32.50" x 21.50" x 41.75"   Forest  1 of 1	PDL for Single Furniture Item.

MULTIPLE PACKAGES - Item shipped in two or more master cartons; different skus.

SKU: 222222 DES: LAMP SHADE BOX SIZE: 24.00" x 24.00" x 20.00"   Silver  1 of 2	PDL for Lamp **Shade**.
SKU: 222333 DES: LAMP BASE BOX SIZE: 14.50" x 14.50" x 21.75"   White  2 of 2	PDL for Lamp **Base**.

DINING CHAIR PACKAGES – MC1 single chairs, MC2 Singles, MC2 Sets

SKU: 777777 **DES: CIRCLE CUTOUT SIDE CHAIR** **BOX SIZE: 24.50" x 21.25" x 41.75"**   Sunflower  **1** of **1**	PDL for single chair
SKU: 888888 **DES: LAMP BASE** **BOX SIZE: 14.50" x 14.50" x 21.75"**  White  **QTY: 2**	PDL for MC2 chairs sold as Singles.
SKU: 999999 **DES: CIRCLE CUTOUT SIDE CHAIRS** **BOX SIZE: 32.50" x 21.50" x 46.75"**  Wheatgrass  **1/S2** of **1/S2**	PDL for MC2 chairs sold as a Set of 2.

LABEL PLACEMENT FOR DINING CHAIRS ONLY

For all dining chairs packed as multiples but sold as singles in RTL or DTC it is required that the PDL label be adhered in the upper right hand corner (denoted in blue) of the polybag with product in the normal user / shipping orientation). See diagram below.

Figure 1-8: Knock Down (KD) Dining Chair

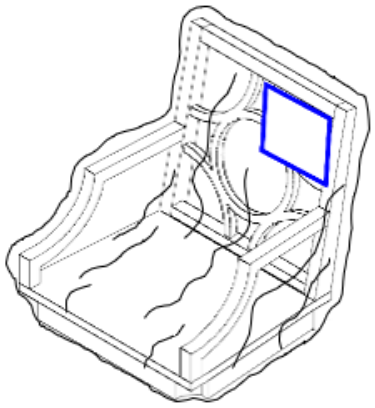
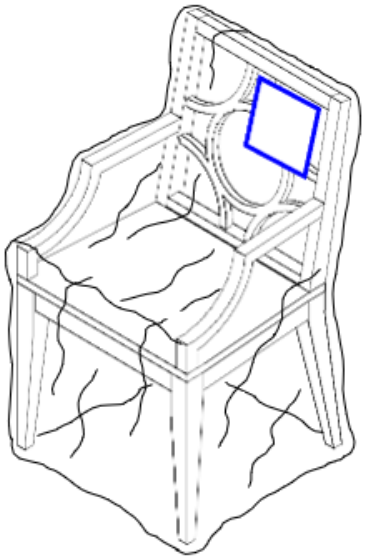


Figure 1-9: Fully Assembled Dining Chair



1. **Vendor carton labels**: Additional carton labels (i.e. UCC-128 labels, warehouse ship labels, etc.) may be placed on master cartons for shipping purposes, so long as these labels do not take the place of the WSI master carton labels detailed above. Please note that WSI does not process UCC-128 labels at its distribution centers.

C. Additional Master Carton Labeling

Master cartons for specific product may require additional labeling/marking. See examples below.

1. **Take to Receiving Department Labels (Pink)**: Required for POs of 11 cartons or less sent via UPS, FedEx or DHL. Apply to opposite vertical panels of each master carton. Labels printed by Vendor.
2. **Cold Storage Labels (Blue)**: Required for temperature-sensitive items. Apply to opposite vertical panel of each master carton. Labels printed by Vendor. Please check with the WSI Buyer/Sourcing Manager to determine if cold storage is necessary for specific product.



3. **Warning and Safety Labels**: Obligatory for products considered hazardous materials or needing warning verbiage. Apply appropriate warning verbiage to opposite vertical panels of each master carton.
4. **Special Handling Markings**: These markings must be used for any special handling instructions needed for shipping merchandise. Handling markings to be added to cartons by Vendor as needed (i.e. Fragile, Glass, Mirror, Handle with Care, etc.).
5. **This Carton Is Short Label**: Required for cartons not packed with the full carton SKU quantity. Apply on two opposite vertical panels for each master carton. Labels printed by Vendor.
6. **Graphics/Logos Marking and Labeling**: Contact WSI Brand Packaging or Agent for instructions regarding unique brand identity marking. This may be a requirement for specific products/concepts.
7. **International Handling Symbols**:



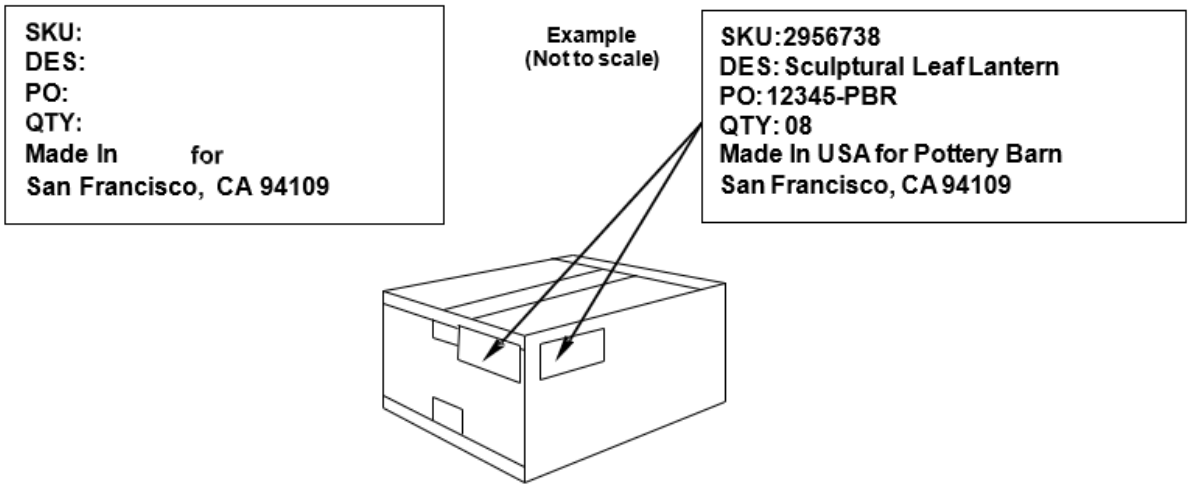
Examples only

- **Up Arrow**: Required on all product categories.
- **Fragile (Broken Champagne Glass)**: Required on all furniture, glass, and mirror products. It should NOT be used on unbreakable items such as pillows or soft foam cushion chairs.
- **Stacking**: Required for all multi-pack cartons, separate ship, and furniture cartons, which are prone to stacking (compression) damage. Vendor should determine the maximum allowable cartons on a uniformed straight column stack to a maximum height of 110 inches (279 cm). Number above rectangles indicates the number of allowable cartons to be stacked. The number “1” in this position indicates that no stacking is allowed. These must be positioned on the two smaller vertical panels of the carton. Center all applicable handling symbols on smaller carton panels, side to side (if panel size permits) or vertically (if panel is narrow):
- **Large**: 4 in x 6 in (10.2 cm x 15.25 cm) for cartons with major panel dimensions of 42 in x 42 (106 cm x 106 cm) or larger
- **Medium**: 3 in x 4 in (7.6 cm x 10.2 cm) for cartons with major panel dimensions between 25 in and 42 in (63.5 cm and 106 cm) high and wide
- **Small**: 2 in x 3 in (5.1 cm x 7.6 cm) for cartons with major panel dimensions between 10 in and 25 in (25 cm and 63.5 cm) high and wide
- **Symbol Spacing**: Each handling symbol must be 1 in (2.54 cm) apart for large size and 0.5 in (1.27 cm) apart for medium and small size symbols
- For additional carton marking specifications please refer to chapter 7A Packaging Specifications

D. Inner Carton Labeling Procedures

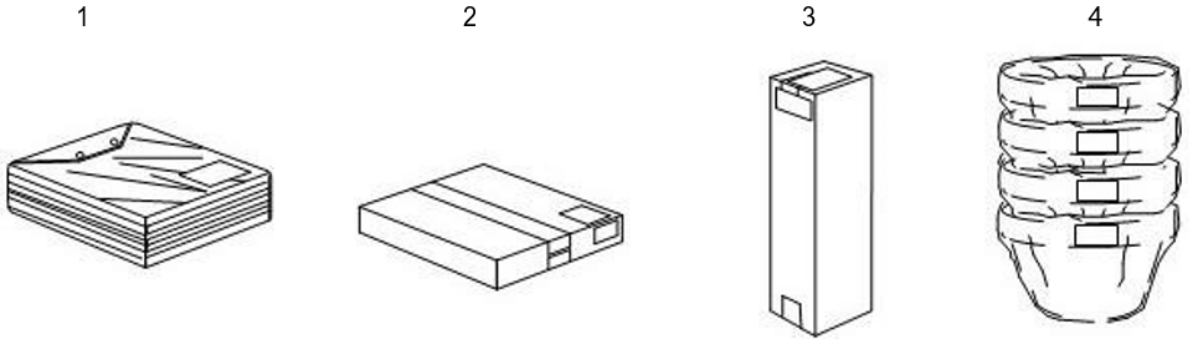
When the master carton (MC) quantity does not equal the distribution lot (DL) quantity, the DL quantity will require an inner carton label. Vendors are to print inner carton labels in-house. Printed inner carton labels must follow the following guidelines.

1. **Label size**: Approximately 1" x 2.25" (25 mm x 57 mm) to 4" x 2" (102 mm x 50 mm). Label sizes may be adjusted if the carton panel is too small for the label.
2. **Label location**: Same as master carton labels
3. **Printed information**: Same as master carton labels. Weight information not needed



E. Non-Standardized Label Position Guide

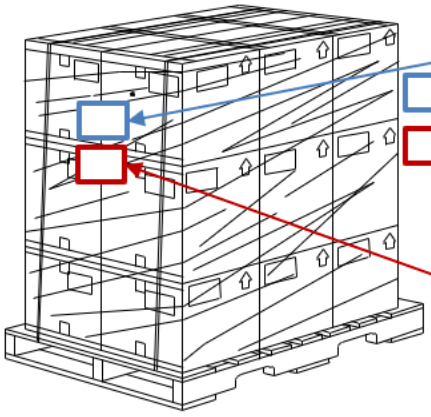
1. Poly bags or vinyl bag – Place one label on the back surface of the bag in the lower right-hand corner.
2. Flat Cartons – First label on end panel, upper right-hand corner of carton. Affix second identical label on the adjacent top panel that shares the same corner.
3. Long Cartons / Tubes / Rugs – First label on end panel, second identical label on vertical side panel.
4. Bulk/wrapped items – Place on the upper surface of outside wrapping



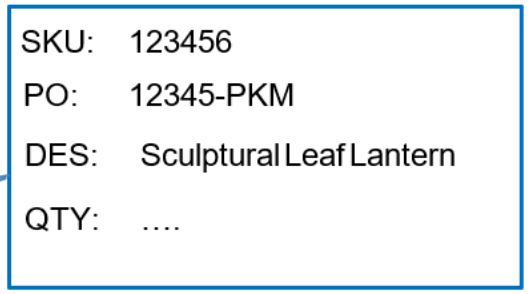
F. Palletized Marking Requirements

All pallet loads must be labeled as per following specifications. See label example below.
Label size: Approximately 8.5” x 11” (203 mm x 279 mm).
Label Location: Locate centered on a vertical side of the pallet load. An identical label must be place on the opposite vertical side. See diagram below.
Printed information: The following information is to be printed legibly in English on all pallet labels per the diagram below.

- SKU: WSI SKU number
- PO#: Official WSI PO number and concept code (e.g. 12345-PBR, 12345-WSM, etc.). Concept codes include the 2-digit concept initials (PB, PK, PT, WS, WE, WH, OT, MG, RJ) plus the 1-digit channel initial ('R' for retail, 'M' for DTC).
- DES: WSI item description
- QTY: Total selling units included in the pallet load. Note that a selling unit may be a set (i.e. set of 4 pieces)



Palletized Marking Diagram



Example of pallet label (not to scale)
8.5 inches x 11 inches minimum, x 2pcs



Example of pallet label (not to scale)
8.5 inches x 11 inches minimum, x 2pcs

Pallet with Mixed load: If more than one SKU or PO, must be loaded on the same pallet, ensure such pallets are marked "Mixed Load".

- Label size: Approximately 5.8 x 8.3 inches (148mm x 210 mm)
- Label location: under palletized marking label, see diagram above

There is no requirement to list every sku or PO on the placard. The WSI DC teams will break down the mixed pallet and stage on empty pallets by sku/PO combinations.

Questions?
E-mail Supply Chains Operations at vendorcompliance@wsgc.com

CHAPTER 7E PALLETIZATION AND LOADING

Overview

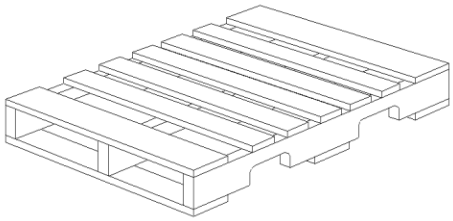
This chapter outlines Williams-Sonoma, Inc. (WSI) palletization, loading, and packing list requirements for domestic shipments. It is the Vendor's responsibility to ensure goods arrive at WSI distribution centers in sellable condition through proper palletization and/or loading. For any questions please contact Package Engineering at packaging@wsgc.com.

A. Domestic Palletization & Loading

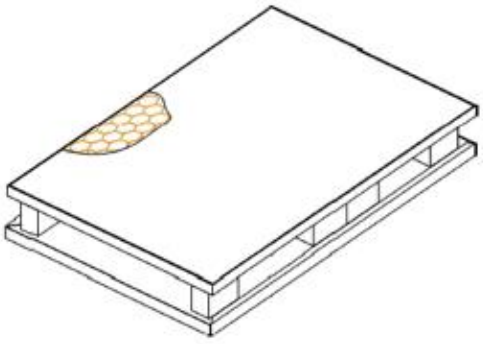
All domestic (North American) shipments must be palletized on WSI standard 4-way entry pallets as outlined below. Pallets must be in good usable condition with all appropriate boards intact. Large non- conveyable or oversized items that require custom pallets are exempt from the following requirements.

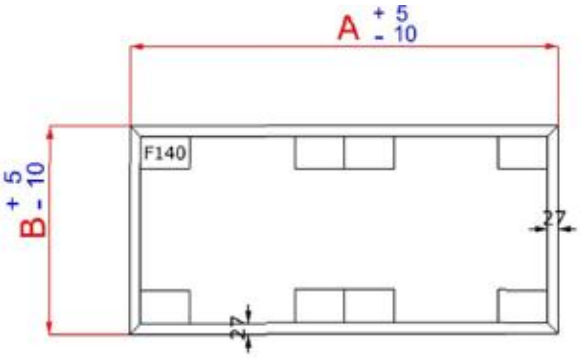
1. Palletized Unit Limitations
    - Dimensions: Standard 48" x 40" pallet (122 cm x 102 cm)
    - Maximum gross weight of pallet and load: 1500 pounds (682 kg)
    - Pallets must be 4-way entry type
    - Pallet load height / Trailer maximization: Vendor to determine based on carton and product quality, and safety of loading and unloading product. Vendors are asked to double stack pallets if stacking will not cause compression damage to cartons on lower pallets.

Four-way entry pallet



- Paper pallets need to be applied if the configuration is one unit per pallet.

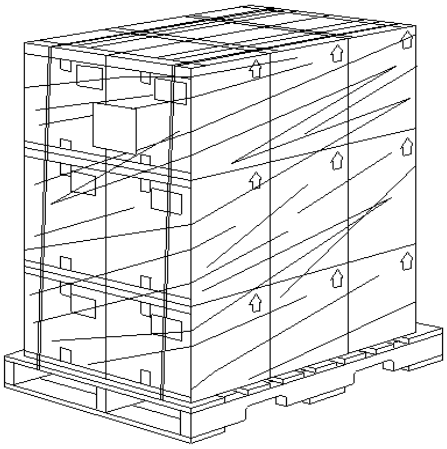




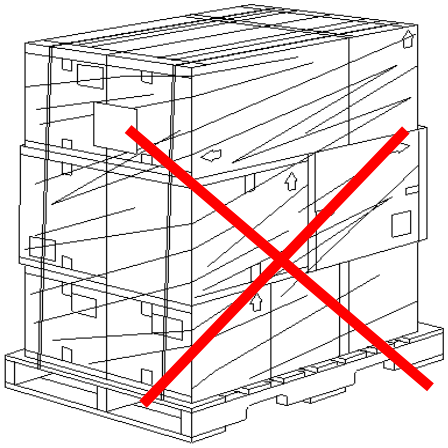
See more details on 03-000072 Pallet Construction Requirements in Chapter 7A (Packaging Specifications) for specific information.

2. Pallet Loading Requirements
   - Cartons are to be palletized via “This Side Up” arrows to ensure stacking strength.
   - Vertical/column stacking is recommended to achieve greatest stacking strength.

Straight Column stacking – Recommended



Interlock Stacking – Not recommended



   - A slip-sheet is recommended at the bottom of the load to prevent damage to the bottom layer of cartons.
   - Ship only one SKU/ one PO per pallet whenever possible. If more than one SKU or PO, must be loaded on the same pallet, ensure such pallets are marked “Mixed Load”.
   - Plastic strapping with corner/edge protectors are recommended. Metal strapping or any metal clasps are strictly prohibited.
   - Entire pallet surface must be wrapped in 3 layers of shrink wrap.
   - Leaning, bulging, unstable and/or overhanging loads are not acceptable.
   - Load by channel, loading mail order POs before retail POs when applicable.
   - Load by PO, placing items of the same PO group together in the same area of the container.
   - Load by SKU, placing items of the same SKU and PO group together in the same area of the container.
3. Additional Palletization & Loading Specifications
   WSI recommends Vendors review and implement the following pallet and loading specifications:
   03-000072 Pallet Construction Requirements
   03-000087 Wood and Composite Wood Panel Packaging Material Requirements
   03-000069 Container and Trailer Loading and Bracing Requirements
4. Furniture Container Load Plans
   All load plans for full, single product furniture containers should be pre-approved by Packaging Engineering. The standard software to create load plans is Maxload Pro by TOPS Engineering. Load Plans should be submitted per the 03-000101 Container Load Development, Use, and Approval Process

B. Container Floor Loading Instructions

For unique product categories, domestic shipments may also be floor loaded to maximize container space where necessary. Please follow the instructions below when floor loading product shipments.

- Cartons are to be loaded via “This Side Up” arrows to ensure stacking strength.
- Vertical/column stacking is recommended to achieve greatest stacking strength.
- Ship only one SKU/ one PO per pallet whenever possible. If more than one SKU or PO must be loaded, ensure such pallets are marked “Mixed Load”. There is no requirement to list every sku or PO on the placard. The WSI DC teams will break down the mixed pallet and stage on empty pallets by sku/PO combinations.

- WSI allows loading of the top layer of cartons to be laid horizontal, with the “This Side Up” arrows sideways to help maximize trailer space.
- Load by channel; loading mail order POs before retail POs if applicable.
- Load by PO, placing items of the same PO group together in the same area of the container.
- Load by SKU, placing items of the same SKU and PO group together in the same area of the container.
- Floor loaded trailers must be properly braced to minimize shifting during transit. Disposable load bars, air-filled plastic padding or wood stabilizers are recommended to secure loads. Bracing devices will not be returned to the Vendor.

C. Pallet Testing Requirement

Pallet testing must be performed if the configuration is one unit per pallet. This will mostly apply to Furniture skus, large Mirrors and large Lights. The palletized unit must be tested per the WSI Palletized Test Procedure listed in the WSI Transit Test Protocol 03-000060.

D. Standard Packing List

One complete packing list is required with each shipment.

1. Packing lists must contain all of the following information:
   - PO number(s)
   - SKU number(s) specific to WSI, not the Vendor style number
   - Total number of selling units
   - Total carton count
2. If the shipment contains both Retail and DTC POs, indicate the quantity for each channel and both concept codes.
3. If total PO quantity results in the last carton containing a partial quantity, the carton number and quantity must be noted on the packing list and the carton.
4. Attach the packing list to the outside of the last pallet or carton that is loaded onto the trailer in a pressure sensitive plastic pouch. The packing list should be visible and easy to identify when the trailer doors are opened for receiving.

Questions?
E-mail Package Engineering at packaging@wsgc.com

CHAPTER 7F: TICKETING

Overview

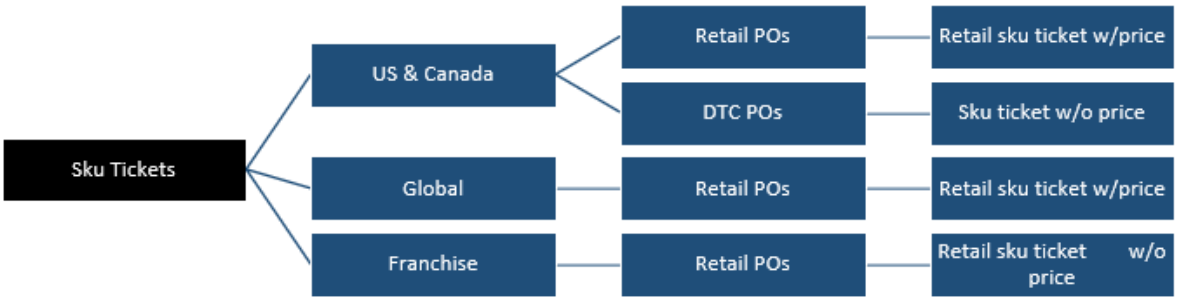
All merchandise must be correctly labeled with the appropriate barcode (SKU) ticket or hangtag prior to shipment. Tickets facilitate the transit and processing of goods through Williams-Sonoma Inc.'s (WSI) Distribution Centers (DCs) and stores. Retail and DTC (Direct to Customer) tickets must either be ordered through WSI/WSSPL's designated ticket provider, Avery Dennison, Fineline Technologies, or printed in-house. Reference WSI/WSSPL's official PO to determine if the SKU is for the retail or DTC channel (see Chapter 2: Purchase Orders).

Pending a Corporate general announcement, the transition to One Inventory SKU Tickets is on hold and the following requirements will apply:

For US & Canada all POs will be written separately for all categories. The Avery Dennison and Fineline system logic has been updated for RTL SKU tickets to print with pricing and DTC SKU tickets to print without pricing on them.

For Global, all POs for all categories are written as Retail POs and the Avery Dennison and Fineline system logic will remain unchanged pushing SKU tickets to print with pricing on them. Even if a vendor selects DTC in the Avery Dennison system, the AUS and UK tickets will still print with pricing information.

For Franchise, all POs will be written as Retail POs. The Avery Dennison and Fineline system logic has been updated for SKU tickets to print without the retail information/pricing. This applies to all categories.



Ordering Process

A. Option 1: Avery Online

1. Registration
   Vendor shall contact Avery Dennison (as contacts provided in C3), sending the "Customer Set Up Form" (billing), "Vendor registration Form" (online User), completed with vendor details and send a copy of their company letterhead. Forms are available online in the compliance manual, under "Related Documents" link next to this manual. They can also be obtained directly from Avery.
   In order to expedite the registration process, vendors should fill out the following forms – found within the "Related Documents" link next to this manual – and submit to Avery Dennison when initiating registration.
   - WSI Web Services Set Up
   - WSI WCS Ordering Manual
   - Account Opening Agreement

2. Avery Online System – User Name and Password
   Once vendor is registered with Avery, Avery provides vendor with a User name and Password, so that vendor can log in to Avery Custom Solutions (A.C.S - Avery website for ordering barcode labels), see their Williams Sonoma Inc./Williams Sonoma Singapore Ltd. POs and select them for online barcode label orders with Avery.

Note that **Rejuvenation's POs do not show up in the ACS system**, and, because of that, vendors are required to submit an Avery Manual Order Form, available in the "Related document" link next to this manual.
Also, in the "Related document" link next to this manual are the below order forms:

- Williams Sonoma Best Before Ticket Order Form
- Pottery Barn Home Furnishings Order Form
- West Elm Order Form
- WS Outlet Order Form
- Williams Sonoma Home Avery Order Form
- Avery Manual Order Form

3. Ordering Via Avery Website (A.C.S.)
   Vendor shall refer to WSI Avery WOS (Web Order Solution) User Guide, also available in "Related document" link next to this manual. For any doubts or if help is needed the first time vendor uses A.C.S., vendor shall contact Avery Dennison Customer Service contact (see below) for training and help.

   Things to note about the A.C.S. ticket ordering website:
   - WSI/WSSPL PO information is transmitted directly from WSI/WSSPL to Avery (for all non-Rejuvenation PO's).
   - Vendors select their ticket orders (i.e. "call out" orders) by WSI/WSSPL PO# in the system (for all non-Rejuvenation PO's).
   - Vendors are responsible for inputting the correct Barcode (SKU) Ticket Type and product Country of Origin to be printed on tickets. Appropriate Barcode (SKU) Ticket Types are listed in the Ticket Type and Placement Instructions section below by product category. Please contact your WSI/WSSPL Buyer if you have any questions on ticket type or placement. Vendor must use Country of Origin provided to them by WSI Customs department (if contacted by the WSI Customs team).
   - Ticket orders via A.C.S. automatically include a surplus 3% on PO quantity to compensate for any tickets lost or wasted during application. **Avery prints ITEM # in increments of 100.**
   - Vendors may track your ticket orders in A.C.S. using the Order Tracker feature.
   - When to order:
     - Avery's standard production lead-times are 5-7 working days. When ordering for the first time allow an extra 2-3 days to complete your registration (see above).
     - You will need to manage ordering your labels to ensure your delivery of confirmed POs within the agreed ship window. We ask you not to order labels earlier than 30 days before the ship window start date in case of retail prices changes (see below "About Retail Prices").
     - We also recommend you do not order at the very last minute as if there is a technical issue or Avery has busy production schedules, this may impact agreed delivery of your PO.
4. Additional Avery Information
   a. Cost of Labels
      Avery always adds 3% on top of ordered quantities free of charge.
   b. Payment Terms
      Avery Italy requires advance payment, requiring vendor to prepay, before the shipment of ticket orders. Processing of pre-payments may take up to 7 working days. Payment methods include check, wire, and credit card. Vendors with late payment record will be put on credit hold and tickets will not be sent to the Vendor until payment is received. Avery US and Hong Kong can provide Account Credit. Please refer to Avery Dennison Account Opening Agreement and Credit Application under "Related document" link next to this manual.
   c. Re-ordering labels
      If vendor needs to order SKU labels again from an already ordered label, POs do not need to be retrigger. Vendor can copy PO from Order Tracker and PO will be again available to order again. Please refer to Avery User Guide for steps on page 30.

d. Production Lead-Time

Avery has a production lead-time of 5-7 working days. However, vendors are required to order SKU labels within appropriated timeline to guarantee On Time Delivery of product (within confirmed ship window) Ordering labels at very last minute or on top of Avery production lead-time doesn't help in case of any technical issue and follow up is required.

Also, vendors that are ordering for first time need to go through registration process, which can increase lead time to 10 days, due to account setting purposes. Therefore, our suppliers are required to contact Avery on a proper timeline to ensure On Time delivery.

5. Avery Contacts Overview

Issue	Avery Contact	Contact
Registration, Nominated Production center	Mexico: Diana Ramirez, Email: diana.ramirez@averydennison.com Escalations: Ziuky Soto Email: ziuky.soto@averydennison.com Office: +52 504 - 574-9130 Ext1175 504- 9669-1141 mobile	
Credit Applications	Mexico: Diana Ramirez, Email: diana.ramirez@averydennison.com Escalations: Ziuky Soto Email: ziuky.soto@averydennison.com Office: +52 504 - 574-9130 Ext1175 504- 9669-1141 mobile	
Training or help with first SKUSKU label order in ACS, Escalations	WTSGSO.PlaceOrder@averydennison.com Escalations: santiago.camacho@averydennison.com	
ACS Support, D2COMM Support, Technical issues, POs not found in system	software.support@ap.averydennison.com	
Doubts on Ticket Type		WS Buyer contact
Doubts on where to place SKU label		WS Buyer contact

6. In-plant System

Avery is also able to provide in-plant printing by offering printers with a setup kit. For vendors that might be interested, please contact Avery's support team for details.

B. Option 2: Fineline Online

1. Registration

Vendor shall register with Fineline Technologies through the Log-In/Register button through the link on their website below. If you've ordered from Fineline previously, please skip to step #2.

https://www.finelinetech.com

Select New Company Registration to register for the first time with Fineline. Vendors can apply for billing terms through the registration process as well. Please add your Williams Sonoma vendor ID during the registration process.

2. FASTtrak Online System – (Please use Chrome browser to access)
   Once vendor is registered, vendor will login to FASTtrak using their username and password.

   Once registered, your company can begin ordering through the online ordering system, FASTtrak.
   - Select Submit your Order (Green Box on Left), then select Williams Sonoma under Retailer.
   - Select Purchase Order
   - Your PO's will auto populate if you've added your Williams Sonoma vendor ID during the registration process.
   - Select the PO's you would like to order by checking the box to the left of the PO, then select CONTINUE.
   - Select the ticket type you want from the drop-down box and then select UPDATE.
   - Change any additional fields that need to be updated and then select UPDATE.
   - Select CONTINUE to move to the next page. Please proceed through the next pages by filling in the requested information on the shipping and payment pages.

   Vendor shall refer to the Williams Sonoma FASTtrak User Guide for step-by-step instructions on how to place your order, available on the home page under FASTtrak User Guides. For any additional questions, please contact Fineline Customer Service through the contact information below.

   US Representatives:
   Wichuda Jimbhasut
   Email: wjimbhasut@finelinetech.com or support@finelinetech.com

   Cassie McCann
   Email: cmccann@finelinetech.com

3. Distributive Print System
   Fineline also offers the option for vendors to print tickets in-house through a downloadable template using its blank labels. Please contact Fineline's support team if interested.

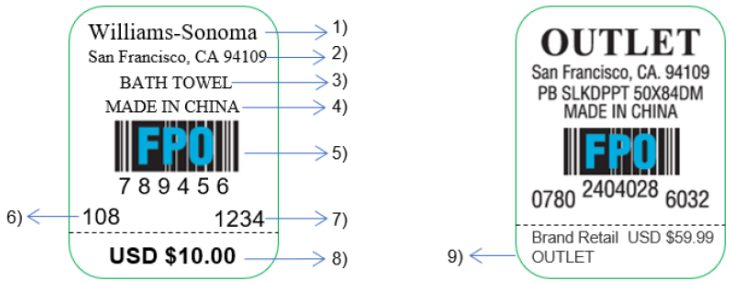
C. Option 3: Print in House

If you decide to print WSI barcodes, please reach out to your WSI contacts for barcode specifications. You will need to send an example in pdf for scan and layout approval from the WSI teams

Our typical in-house printing option requires vendors to send in physical samples of their labels for validation by the WSI QA team. Below are the key specifications for the label itself, as well as instructions on how to submit your files for approval for domestic US vendors.

Instructions for a US domestic vendor to send SKU ticket samples to the DC for approval is as follows:

1. The package containing the scannable ticket sample(s) should be addressed to the following:
   a. Tiffany Glover (Quality Manager)
2. Tracking numbers must be emailed at the time of shipment to the following DC points of contact:
   a. Tiffany Glover (tglover@wsgc.com)
   b. Holly Fisher (hmori@wsgc.com)
3. The delivery address for the package of proposed SKU tickets is as follows:
   a. If shipped via UPS, the shipping address to be used is 8199 Polk Lane; Olive Branch, MS 38654
   b. If shipped other than through UPS, the shipping address to be used is 7755 Polk Lane; Olive Branch, MS 38654
4. The proposed SKU tickets must include a note of reference for "Vendor SKU Ticket Validation Request"
5. The vendor's point(s) of contact along with relevant email addresses must be included with the ticket's samples
6. Do Not reference "Williams-Sonoma" on the package to be shipped
7. SKU ticket specifications are as follows:
   - For RTL PO tickets, please ensure the prefix "USD" is listed before the retail price.



Item	Content	Font Type & Size	Notes
1	Brand	8 points	Brand Logo artwork
2	WSI Corporate Address	Helvetica, 6 points	Always 'San Francisco, CA 94109'
3	Product Description	Helvetica, 6 points	Obtain from PO
4	Country of Origin	Helvetica, 6 points	Always 'MADE IN CHINA'
5	WSI SKU number barcode	Code 128 type C	Obtain from PO
6	WSI SKU Department	Helvetica, 8 points	Obtain from PO
7	Vendor Number	Helvetica, 8 points	Vendor code
8	Retail Price	Helvetica, 9 points bold	Obtain from PO, For Retail Only
9	Outlet (Price)	Helvetica, 9 points	Obtain from WSGO Merchants

Adhesive Requirements: WSI requires that ticket adhesive be strong enough to remain on the product during transit and shelf-time at our stores & Distribution Centers. However, tickets must be easy to remove from product without leaving ticket residue on product or ruining product surface (as most items sold in our stores are 'gifted' items). WSI reserves the right to revert approval of vendor-produced tickets if tickets prove unable to meet these standards.

D. Additional Ticketing Information

1. Ticket Type

   When ordering through the ticket suppliers., vendors are required to select ticket type. Please refer to below directions on ticket type. When in doubt, please contact:

   - Domestic Vendors or Foreign No Agent Vendor – Brand Buyer Contact
   - Foreign vendor – Agent Contact
   - WS Europe Vendor – Q.A. or Merchandise Contacts

   Normally:

   - All the items cover all the DTC, Retailer, Australia, UK and Outlet scenarios. The old items 3807, 160164, 160165, 3806, 3809 and 131953, are replaced under the item WSI-0912.
   - Non-Sellable units do not require SKU tickets.
   - Summary of ticket numbers below.

	Item Codes	
Ticket Description	**Removable Adhesive**	**Permanent Adhesive**
UPC Sticker 0.9375" x 1.25"	WSI-0912	WSI-0912PER
Barbell Ticket 3" x 0.5"	WSI-3050	WSI-3050PER
UPC Ring Ticket 2.5" x 0.5"	WSI-2505	WSI-2505PER
UPC Sticker 1.375" x 1.375"	WSI-1313	WSI-1313PER
UPC Hangtag 1.25" X 1.25"	WSI-1212	No available
Retail - 1x3cm Small Ticket (3314)	3314	No available
UPC Sticker 1.5" x 0.75"	WSI-1507	WSI-1507PER
Sewn-In Ticket 1.625"x1.25"	WSI-1612	No available
Best Before Label	11642	No available

However, ticket type also differs according to type of product; therefore, please verify ticket type based on below directions:

a. Direct-to-Customer (DTC) Ticketing Requirements
For DTC products, the ticket will include SKU number with corresponding barcode, concept name, and country of origin. DTC SKU tickets will not have retail pricing information.

i. DTC SKU Ticket Examples

Image	Item code	Description
	WSI-0912 or WSI-0912PER	UPC Sticker 0.9375" x 1.25"
	WSI-3050 or WSI-3050PER	Barbell Ticket 3" x 0.5"
	WSI-2505 or WSI-2505PER	UPC Ring Ticket 2.5" x 0.5"
	WSI-1313 or WSI-1313PER	UPC Sticker 1.375" x 1.375"
	WSI-1212 or WSI-1212PER	UPC Hangtag 1.25" X 1.25"
	WSI-1507 or WSI-1507PER	UPC Sticker 1.5" x 0.75"

** Permanent adhesive ticket is product-specific & may affect product quality if used incorrectly.

ii. Ticket Type & Placement Instructions – DTC

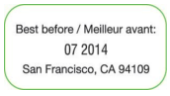
- For conveyable product (see Glossary of Terms), SKU tickets should be placed on each individual selling unit on the outside of the packaging. The ticket needs to be visible to the DC for picking and shipping to the customer. For specific placement by product type, please refer to the chart below.
- For non-conveyable product (packed individually in a re-shippable carton) the barcode SKU ticket can be placed on the individual selling unit within the carton so long as the carton label (with SKU) is visible to the DC on the outside of the package.
- Vendors should ticket the outside of the brown corrugated carton in situations when display box comes inside outer carton

General Description	Ticket Type	Where to Place DTC SKU Ticket	Examples of Merchandise
Individually packaged, conveyable selling units	UPC Sticker 0.9375" x 1.25" WSI-0912 WSI-0912PER	Place ticket on bottom or back of the display box (brand packaging), in the bottom-right Corner, 1" from edge	Merchandise packaged in plain corrugated cartons, display boxes, protective sleeves, EPS (foam) cases
Individually poly bagged, conveyable selling units	UPC Sticker 0.9375" x 1.25" WSI-0912 WSI-0912PER	On the outside of each poly bag on the front, center of the poly bag	Books, cooks' tools, some food items, textiles, bowls, etc.
Furniture **(except chair sets)**	None needed, except chair sets require WSI-0912 or WSI-0912PER	Place the ticket on the bottom/ underside of chairs	Chair sets, stool sets
PBT & PBK hanging lights	UPS Sticker 0.9375" x 1.25" WSI-0912 WSI-0912PER	Place on top of Master Carton	Hanging Lights
Pre-wrapped items	UPC Sticker 0.9375" x 1.25" WSI-0912 WSI-0912PER	Back or bottom of item, bottom right corner	Holiday gift items

b. Retail Ticketing Requirements

For Retail products, the ticket will include SKU number with corresponding barcode, concept name, country of origin and price. Retail tickets may not always include printed price (please review Ticket Type and Placement Instructions table below for retail items without price).

i. Retail Price Ticket Examples

Image	Item code	Description
	WSI-0912 or WSI-0912PER	UPC Sticker 0.9375" x 1.25"
	WSI-3050 or WSI-3050PER	Barbell Ticket 3" x 0.5"
	WSI-2505 or WSI-2505PER	UPC Ring Ticket 2.5" x 0.5"
	WSI-1313 or WSI-1313PER	UPC Sticker 1.375" x 1.375"
	WSI-1212	UPC Hangtag 1.25" X 1.25"
	3314	Retail - 1x3cm Small Ticket (3314)
	WSI-1507 or WSI-1507PER	UPC Sticker 1.5" x 0.75"
	WSI-1612	Sewn-In Ticket 1.625"x1.25"
	11642	Best Before Label

** Permanent adhesive & Textile tickets are product-specific & may affect product quality if used incorrectly.

ii. Ticket Type & Placement Instructions - Retail

See below for ticket placement guidelines. Tickets are to be placed on the merchandise based on how the product is displayed on the store floor. The intent is for the ticket to be visible on the outside of the product so a customer can locate retail price. WSI store employees must also be able to scan the barcode on the ticket at the store cash register. It is at the Buyer's discretion to change ticket placement or type depending on how the merchandise will be displayed on the store floor. US Customs requires that Country of Origin be conspicuous so customer can easily find before purchase. If the Vendor/Agent is unsure of where to place the ticket, they must verify with the Buyer. For PB items with branded hangtags the barcode should be placed on the back of the hangtag in the space designated.

General Description	Ticket Type	Where to Place Ticket	Examples Of Merchandise
Display boxed items	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Place ticket on bottom or back of the display box, in the bottom-right corner, 1" from edge	Boxed tools, cookware, phones, curtain rods, boxed furniture items such as shelving, private label boxes
Round items, unboxed	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Bottom of item, center	Dinnerware, glassware, wood bowls, cake pans, plate savers, pencil cups, soap dishes, wastebaskets, bottles
Rectangular, square unboxed items	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Bottom of item, top right 1" from corner	Cake pans, wood cutting boards, drawer organizers, storage boxes
2-piece product	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Bottom of top piece of item (teapot lid, cup, casserole lid)	Cups & saucers, ceramic tea pots, covered casseroles
Unboxed cook's tools with handles	3314 Small Item Ticket	End of handle, back of product	Wood spoons, tongs, strainers, zesters, hangers with flat surfaces
Carded small items, items with header cards and insert cards	UPC Sticker 0.9375" x 1.25" WSI-0912/WSI-0912PER or 3314 Small Item Ticket, depending on size of item	Back of product, top right corner	Thermometers, Zyliss boxed items, carded hooks, cedar accessories, wire accessories, cord controls
Pillows	Use hangtag artwork provided by Brand Packaging affix UPC Sticker 0.9375" x 1.25" WSI-0912/WSI-0912PER to back of hangtag	Attach branded hangtag with ticket to corner of pillow cover or through zipper pull.	Chenille pillows, velvet pillows
One-piece items with a flat base	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Bottom, centered.	All canisters, colanders, mixing bowls, decorative items like candles, candlesticks, makeup mirrors
One-piece items that have a flat back, no flat base	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Back of item, top right corner	Unboxed picture frames, clocks
PBT & PBK Hanging Lights	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	On the Hangtag placed on Metal Washer	Hanging Lights
Pottery Barn Kids Retail Bath Towels	WSI-1612 Sewn-In Ticket 1.625"x1.25" or paper tear-away label	Side to Pottery Barn Kids Logo Label	Only Pottery Barn Kids bath towels
One-piece items that have no base, no flat surfaces	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Inside, bottom edge	Tissue boxes
Books	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Back of book or boxed set, bottom right	All books
Banded linens	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Back of product, centered on paper band	All banded towels, banded tablecloths

*****Textiles packaged in plastic/vinyl bags	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Back of product, on plastic, right corner	Bed linens, drapes, laundry bags, clothing protection
Unbanded, unpackaged linens	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Inside or back of folded linen, near care instructions	Dinner napkins, cocktail napkins, placemats
Rugs	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER Without Price	Back of rug 1" from edge near care label	Rugs, floor coverings
Napkin rings	UPC Ring Ticket 2.5" x 0.5" WSI-250/WSI-2505PER, Barbell Ticket 3" x 0.5" WSI-3050/WSI-3050PER or 3314 Small Item Ticket, depending on size of item	Back of product if possible; for thin napkin rings, use Napkin Ring Ticket and form a loop around napkin ring	Napkin rings
Awkward items with handles but no flat surfaces	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	On top or right handle	Rattan baskets with handles, Cinni fan, wire/ metal organizers with no flat surface, leather organizers
Small awkward item with flat surface	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER or 3314 Small Item Ticket, depending on size of item	Below hook, on flat surface	Hangers with flat surfaces
Decorative items which are heavy or difficult to pick up	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER	Back of item, top right corner	Chests, mini cabinets, furniture
Faux flowers	UPC Ring Sticker 2.5" x 0.5" WSI-250/WSI-2505PER	5" below blossom	Flowers
Christmas ornaments	Barbell Ticket 3" x 0.5" WSI 3050/WSI-3050PER	Attach to hanging loop of ornament	Christmas ornaments
Furniture (except chair sets)	None needed, except chair sets require UPC Sticker 0.9375" x 1.25" WSI-0912/ WSI-0912PER Without Price	Place the ticket on the bottom/underside of chairs	Chair sets, stool sets
Electrics / Cookware	UPC Sticker 0.9375" x 1.25" WSI-0912/WSI-0912PER Without Price	Back or bottom or item, bottom right corner	Food processors, coffee machines, toasters, pots,
Pre-wrapped items	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER with and Without Price	Ticket with retail price on bottom right corner on outside of gift wrap. Ticket w/o retail price on back or bottom of item.	Holiday gift items
Pottery Barn Retail Mirrors/Wall Art/Ledges/Shelves	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER Without Price	Place ticket on bottom or back of the display box (brand packaging), in the bottom-right corner, 1" from edge mirrors, wall art, ledges and shelves	Mirrors/ Wall Art/ Ledges/ Shelves
Food or shelf- sensitive Items	UPC Sticker 0.9375" x 1.25" WSI-0912 / WSI-0912PER and 11642 Best Before Ticket	Back or side of the item	Food product (see Food Vendor Requirements in Chapter 4)

** Use WSI-1313/WSI1313PER in place of WSI0912/WSI 0912PER for exceptions where longer COO prefixes like "Made in Pakistan cut and sewn in China" to accommodate the longer COO wording*

iii. Ticket Placement - Furniture
   a. A Vendor production sticker should be attached to all Retail and DTC furniture. This printed sticker should include the production date, Country of Origin, and PO number and needs to be printed by the Vendor (not provided by the ticket suppliers).
   b. Production sticker placement is on the underside or back of the furniture item, away from the customer's view.

iv. Floor Set Samples Sent Directly to Stores
SKU tickets are no longer required for floor set samples sent directly to store locations. However, all floor set samples must have a country-of-origin sticker on each unit. This sticker must state the Country of Origin as determined by WSI Customs team. Country of Origin sticker should be in English and can be printed in-house by the Vendor. The format is up to the discretion of the Vendor but should not exceed 1.5" x 1" in size.

v. Pottery Barn Kids Retail Sew-In Label or Paper Tear-away Label for Bath Towels
Vendor can also print Sew-In Label for Pottery Barn Kids Retail Bath Towels (please review Ticket Type and Placement Instructions table).

vi. Non-sellable Units placed under a Retail PO
Non-sellable units placed under a Retail PO do not show Retail Price or have a Retail price shown as 0.01. Non-sellable Retail PO data will not be fed to Avery system. Avery will not be able to print these SKU labels and vendors will not be able to order these SKUs under Retail PO in A.C.S.

If this same SKU is placed under a DTC PO, vendor can order SKU labels, by increasing ordered units under DTC PO or ordering SKU labels manually (in this case providing all SKU information to Avery).

If this same SKU does not exist for DTC, then only option is to ship goods without SKU ticket, for it to be re-ticketed at DC, Vendor must inform their WSI Agent office (or Brand contact directly) so that Brand & DC can be alerted. (Direct vendors shall contact Brand and DC directly).

2. Additional Details on Ticketing Procedures
   a. Cost of Labels
   All expenses for the cost of tickets, their transport and application are to be paid by the Vendor. For information on costs, please contact the ticket suppliers directly.
   b. Retail Price
   In rare cases, retail prices may change, which will be automatically updated from WSI to the ticket suppliers' systems and reflected accurately.
   If tickets have already been ordered and the retail price change was made less than 30 days prior to the ship window start date, vendors are not responsible for any re-ordering costs, in case they are requested to re-order the tickets. However, if tickets are ordered earlier than 30 days prior to the ship window start date, vendors will be required to re-order and re-ticket.
   c. COO, Retail Price and Ordered Quantities
   The vendor is responsible for checking the correctness of the tickets with reference to SKU, price (for Retail only), and quantity against the official WSI PO. The ticket supplier is responsible for accuracy of all other information on the tickets.
   The ticket suppliers' systems allow vendors to override Country of Origin, Retail Price and Ordered Quantities as needed.
   d. Franchise Shipments
   Vendors shall order ticket type WSI-9021/WSI-912PER **without Price** for any Retail PO shipping to franchise markets.

Questions?
E-mail Supply Chain Operations at vendorcompliance@wsgc.com

CHAPTER 8: BRAND PACKAGING

A. Pottery Barn

Please click on the links below for details:

I. Pottery Barn Main Brand Packaging Guidelines

B. Pottery Barn Kids

Please click on the links below for details:

I. Pottery Barn Kids Brand Packaging Guidelines
II. Pottery Barn Kids Bath Packaging Manual
III. Pottery Barn Kids Bedding Packaging Manual
IV. Pottery Barn Kids Window Packaging Manual
V. Pottery Barn Kids Rug Packaging Manual
VI. Pottery Barn Modern Baby+Kids Hardlines Packaging Guidelines
VII. Pottery Barn Modern Baby+Kids Softlines Packaging Guidelines
VIII. Pottery Barn Kids Bedding Law Label Standards
IX. Pottery Barn Kids Window Law Label Standards
X. Pottery Barn Kids Beach Packaging Manual
XI. Pottery Barn Kids Sleepwear Manual

C. Pottery Barn Teen

Please click on the links below for details:

I. Pottery Barn Teen Brand Packaging Process
II. Pottery Barn Teen Brand Packaging Guidelines
III. Pottery Barn Dorm Brand Packaging Guidelines

D. West Elm

Please click on the links below for details:

I. West Elm Production Standards
II. West Elm Material Reference
III. Secondary Packaging Cartons
IV. Backstamps
V. Warning Labels (Round)
VI. Warning Labels (Square)
VII. Curtain Stickers

E. Williams Sonoma

I. Williams Sonoma Vendor Manual
II. Williams Sonoma Textile Instruction

CHAPTER 9: DOMESTIC TRANSPORTATION ROUTING GUIDE

Overview

This chapter outlines the WSI Transportation requirements for shipments from Vendors within the US and Canada.

<table>
<tr><td>Prepaid Vendor (Vendor pays Freight)</td><td colspan="4">Contact: ob4dispatch@wsgc.com or call: 901-547-7231 for delivery appointment</td></tr>
<tr><td rowspan="6">Collect Vendor (WSI pays freight)</td><td rowspan="3">Shipments over 150 lbs (68 kilos)</td><td>Inbound to DC</td><td>Vendor creates routing in Manhattan Portal</td><td>Review Sections A-D</td></tr>
<tr><td>Drop Ship to Store</td><td>Shipping instructions on hard copy PO</td><td>Review Section E</td></tr>
<tr><td>Direct Ship to Customer</td><td>Shipping instructions on WSInterlink PO</td><td>Review Section E
Vendor Guide WSInterlink</td></tr>
<tr><td rowspan="3">Shipment 150 lbs (68 kilos) or less</td><td>Inbound to DC</td><td>Ship via UPS</td><td>Review Section F</td></tr>
<tr><td>Drop Ship to Store</td><td>Ship via UPS</td><td>Review Section F</td></tr>
<tr><td>Direct Ship to Customer</td><td>Ship via UPS*</td><td>Review Section F</td></tr>
</table>

Note: Vendor must adhere to all WSI compliance requirements. Please review Chapter 10: Vendor Non-Compliance, section E, for specific transportation related non-compliance fees.

A. Domestic Transportation Routing Guide (*Instructions for Manhattan Portal*)

WSI REQUIRES that all domestic collect PO's are routed through the Manhattan Portal. The only exception is when the PO's are under 150 lbs and ship via UPS ground. In the Manhattan Portal, our Domestic Transportation team will assign a WSI contracted carrier to haul the orders from our Vendors to our DCs. WSI requires all Vendors to create and manage their own shipment schedules in this system. Please refer to the link under "Related document" link next to this manual for detailed instructions on how to use this system. There is a training power point presentation, a training video, and a manual.

B. Best Shipping Practices for Domestic Vendors

1. Anticipate up to 48 hours for the Domestic Logistics (DL) team to secure carrier capacity once the Distribution Order (D.O) has been entered into TMS. The DL team also reserves the right to utilize the entire ship window to move a load. The shipping window typically ends on the P.O. cancel date. This allows for potential consolidation opportunities which can reduce transit time and cost.
   a. If there is urgency for a customer specific P.O. to ship please send an email to the domesticlogistics@WSGC.com inbox advising P.O.(s) has been routed with the needed pickup date.
2. When possible, please combine multiple POs with similar ship windows to build full truckload quantities. Smaller DO's/shipments that cannot be combined will ship via LTL through our TMS system or via UPS as directed in our vendor manual.
   a. FTL = 26-30 pallets / up to 44,000 lbs. / 3,000-3,200 cubic feet.
   b. LTL = Up to 9 pallets and 540 cubic feet.
   c. Less than 150lbs – Ships UPS as instructed in the vendor manual (outside the TMS system)

- Some P.O.(s) may not equal to a FTL but please route as much as possible and the DL team will assign the best option.
- Please advise DL if pallets can be double stacked or if your freight requires temperature control (i.e., chilled, frozen or heated).

3. When routing, the weight, volume, cartons and pallet sizes MUST be completed per the DO (Delivery Order).
   a. Without the information above, the DO will be cancelled, and P.O.(s) sent back to be replanned with the weight, volume, cartons and pallet sizes.
4. P.O.(s) should only be routed when the freight is ready or confirmed to be ready on the pickup end date. As noted in our vendor manual, a vendor debit will be issued in addition to the truck order not used fees.
5. If a vendor is an SPS vendor, ASNs (advance shipping notifications) must be submitted when the P.O.(s) is routed or planned on a carrier.
   d. Entering the ASN into SPS absolutely CANNOT be done after the load has delivered or the destination DC will not be able to receive the POs being delivered in PKMS (DC software system).
   e. Failure to submit timely ASN's into SPS will result in vendor debit fees
6. Vendors are responsible for loading the correct P.O.(s) on the correct RT# when a carrier arrives for pick up. The RT number represents the BOL number for WSI shipments. P.O.(s) that are not on our RT number cannot be added to a load unless approved by the DL team. Additionally, P.O.(s) cannot be switched at the time of loading either unless confirmed by the DL team.

C. Standard Packing List

All Vendor shipments must include a packing list.

1. One packing list is required with each shipment as it specifies the contents of the shipment received. Packing lists must contain all of the following information:
   a. PO number(s)
   b. SKU number(s) specific to Williams-Sonoma (NOT the Vendor's style number)
   c. Total # of selling units & total carton count
2. Shipments containing both Retail and DTC PO's must reference the qty for each and indicate the proper concept codes.
3. The quantity per inner carton and per master carton must be standardized. If total PO quantity results in the last carton containing a partial quantity, the carton number and quantity must be noted on the packing list and the carton. Contact the buyer to verify the PO quantity and carton count before goods are shipped.
4. Attach the packing list to the outside of the last pallet or carton (if floor loaded) that is loaded onto the trailer in a pressure sensitive plastic pouch. When the trailer doors are opened for receiving the packing list should be visible and easy to identify.

SHIPMENTS THAT DO NOT INCLUDE A PACKING LIST MAY BE REFUSED AND VENDOR NON-COMPLIANCE FEES WILL BE ASSESSED

D. Bill Of Lading (BOL)

All shipments inbound to WSI distribution centers, WSI store locations, and Direct to Customer orders must include a bill of lading. The Bill of Lading can be found on the Manhattan portal that the vendor is responsible for downloading and providing the driver (see page 13 of the Vendor routing manual).

1. **NOTE**: Williams-Sonoma will assign a single BOL number per shipment inbound to the DC through the Manhattan Portal. There may be multiple PO's that share the same BOL number. Vendors are responsible for loading the correct P.O.(s) on the correct BOL reference number (ex: RT000xxxxxxx) when a carrier arrives for pick up. The RT number represents the BOL number for WSI shipments. P.O.(s) that are not on our RT number cannot be added to a load unless approved by the DL team. Additionally, P.O.(s) cannot be switched at the time of loading either unless confirmed by the DL team.

All BOLs **must** contain the following:

a. Williams-Sonoma BOL number assigned in the Manhattan Portal.
b. Shipper's info: company name, address and zip code
c. Consignee info: Williams-Sonoma Distribution Center/Store and address
d. Carrier name
e. Carrier SCAC code
f. Freight terms: All shipments inbound to a Williams-Sonoma Distribution Center should be marked as third party freight terms. If your shipment has a different destination (store, customer home or any other address) please contact the inbound planner for correct freight terms and billing address.
g. Number of Cartons
h. Weight: Total weight of the shipment including pallet weight
i. Handling unit quantity & type
j. Item description
k. WSI Purchase Order Number(s) and Customer Order # (if applicable for direct ship orders)
l. Seal number: Seal number is not required on Less than truckload shipments.
m. Trailer loaded and counted indicator: Should always be marked as shipper load and count
n. Shipper signature
o. Carrier signature
p. Delivery Order number
q. PRO number (LTL shipments only)
r. FOB point
s. Pallet / Slip (Y/N)

E. Sealing the Trailer/Pickup Requirements

1. Sealing the trailer full truckloads:
   a. All collect shipments are shipper load and count. Once all freight is loaded, counted and the packing list is attached you are required to seal the trailer immediately. The seal number must be notated on the BOL. All furniture vendors must seal trailers with a high security bolt seal that meets custom security standards (C- TPAT).
2. Sealing the trailer full truckloads (Multi stop):
   a. If your stop is the first pickup of a 2 pickup load you must load, and count your freight, attach the packing list and seal the trailer immediately. The seal # must be notated on the BOL.
   b. If your stop is the second pickup of a 2 pickup load you must break the seal from the first pickup and notate the seal number that was broken on your BOL. Once the freight is loaded, counted and the packing list is attached the trailer must be re-sealed immediately. The new seal number must then be notated on the BOL.
3. No seal required for less than full truckload (LTL) shipments
4. Pickup requirements
   a. Actual piece count must match the count notated on the Bill of Lading.
   b. All shipments must be loaded according to the requirements outlined in Chapter 7E: Palletization and Loading. Vendor must properly load, lock and brace shipments.
   c. All POs indicated on the BOL should BE loaded on the trailer or a vendor debit can be charged. (Please review Chapter 10: Vendor Non-Compliance, section E, for specific transportation related non-compliance fees)

F. Expedited Furniture Shipments from Drop Ship Vendors

1. Carrier Routing
   a. For any expedited routing issues or questions, please contact a WSI Furniture Logistics Coordinator directly at domesticlogistic@wsgc.com.

2. Pick-Up Notification
   a. At time of appointment scheduling, Vendor must be prepared to tender a complete shipping manifest covering order level shipment content. This will enable the carrier to check their system for verification of status. The manifest must contain the following:
      - WSI Customer Order# or WSI Store Order#
      - WSI PO#
      - Complete Customer or Store ship-to information including the full address, contact information, and phone numbers
      - WSI SKU#
      - WSI SKU description
      - Total # of cartons shipped per Master SKU
      - Complete manifest of all orders included on a shipment. The manifest should accurately reflect those orders that are physically loaded on the trailer that is tendered to the carrier.
      - Total # of manifested cartons
      - Total manifest weight
   b. Cancellation of pickup appointments must come 24 hours in advance of scheduled pickup appointment or the vendor will be liable for carrier cancellation charges via a debit.
   c. The Vendor must have the necessary shipping paperwork ready and product staged or pre-loaded by the requested time of pick up to ensure timeliness. Any incurred wait time of driver will be charged back to the Vendor. The Vendor is responsible for loading and counting the shipment and reflecting the same on the tendered Bill of Lading. The vendor is responsible for insuring the accuracy of all paperwork tendered to the carrier upon shipment of the product.
3. Duplicate Orders or Wrong Orders Shipped
   If the Vendor discovers they shipped an order in error, they must contact WSI Domestic Logistics immediately to coordinate retrieval. If the duplicate or wrong order is not discovered until after the order has shipped to the customer or store, the Vendor will be charged back for non-compliance. A transportation debit will be issued for any carriage or handling incurred by WSI regardless of Vendor retrieval of the order.

G. Inbound Parcel Routing Guide

1. Vendor to DC or Store - shipments inbound to WSI distribution centers or WSI stores
   a. If your purchase order is 150 lbs or less and that is the only order that you are shipping that week then the order **must** ship UPS ground collect. If you have multiple orders under 150 lbs and the total combined weight of these orders exceeds 150 lbs, you **must** route the order in the *Manhattan Portal*. Note, if your order is to be shipped UPS it does not need to be entered into the *Manhattan Portal* but no Single package weight cannot exceed 150 lbs, exceed 165 inches length and girth or 108 inches in length.
   b. To obtain our UPS account # please contact domesticlogistics@wsgc.com
   c. The service level utilized should always be UPS Ground.
   d. The Destination address of the DC or store should be the physical address shipped to with two exceptions:
      - DTC orders shipping via UPS for OB2 should be shipped to 8305 Polk Lane, Olive Branch, MS 38654
      - RTL orders, shipping via UPS, for OB1 should be shipped to 8199 Polk Lane, Olive Branch, MS 38654

2. Vendor Direct to Customer – shipments going directly to customers
    a. Single package weight cannot exceed 150 lbs, exceed 165 inches length and girth or 108 inches in length.
    b. Use the service level utilized will be defined by the WSIInterlink portal.
    c. Vendors must work with their WSI Buyer to set up a UPS account for Direct to Customer orders in WSInterlink. Accounts must be set up 4 weeks in advance of shipment
3. Sample orders to WSI - procedures are detailed in Chapter 5A: Product Samples.
4. International Merchandise to the DC and International Samples to San Francisco or New York
    a. Please refer to Chapter 9: International Transportation, Section E. UPS Shipping Requirements of the International Shipment Manual.

H. Questions and Contacts

Furniture Logistics Customer Service: Expedites Direct to Customer	Domestic Logistic	domesticlogistics@wsgc.com
Furniture Logistics Customer Service: Furniture Drop Ship Questions	Domestic Logistic	domesticlogistics@wsgc.com
Vendor Inbound Planners: Vendor Set-up and Training, Routing Questions	Domestic Logistic	domesticlogistics@wsgc.com
Furniture Escalation: Furniture Drop Ship, Expedites, Training and Routing Questions, Carrier Issues	Laura Davis, Transportation Manager	Ldavis5@wsgc.com
Furniture Escalation: Furniture Drop Ship, Expedites, Carrier Issues	Justin Houser, Transportation General Manager	JHOUSER1@WSGC.com
Parcel Customer Service: UPS Billing Account Code Requests (primary) (Direct to store / DC)	Domestic Logistic	domesticlogistics@wsgc.com
Parcel Transportation Escalation: UPS Billing Account Code Requests (secondary)	Brad Pope, Transportation General Manager	BPOPE2@WSGC.com
Parcel Transportation Escalation: UPS Billing Account Code Requests	Jonathan Taylor, Director Domestic Transportation	jtaylor@wsgc.com

CHAPTER 10: VENDOR NON-COMPLIANCE

Overview

Williams-Sonoma, Inc. (WSI) issues compliance chargebacks to vendors that do not follow its product or packaging requirements. These chargebacks recoup costs incurred by the WSI supply chain. WSI issues 2 types of chargebacks:

- Quality Claims when merchandise standards are not met. Today this includes both the WSI formal Quality Claims Process for large orders and DBR chargebacks for items (damaged beyond repair) found during carton inspections at loadout.

- Debit memos are issued when any purchase order fails to meet its packaging, labeling, loading, shipping, and/or routing requirements,

A. Quality Claims Process

1. DC Inspection
    - Level I inspections initiated by Distribution Center (DC) Receiving Department rejection or through Merchandising, Sourcing, or Quality Assurance (QA) request
    - Claims are initiated by MIL-105E Level I inspection failure
2. Preliminary Claim
    - Initiated by DC, and forwarded to QA for review
    - Serves as first notice of failed Level-I inspection (approximate 8% sampling)
    - DC automatically continues onto Level-II inspection (approximate 25% sampling)
    - **Important Note**: Due to DC space constraints, furniture inspections utilize Level-I double sampling plan (approximate 5% sampling)
    - Reviewed by Merchandising, Sourcing and QA
    - Once determined valid, Preliminary Claim is forwarded to Vendor/Agent for immediate review
3. Samples TRA
    - Samples of rejected units are forwarded from DC to QA at time of Preliminary Claim
    - Samples are reviewed by Merchandising, Sourcing, and QA
    - Once defects determined valid, QA will forward samples to Vendor/Agent upon request (freight charges will be added to final claim)
4. Corrective Action
    - Corrective action, if any, is determined by Buyer/Sourcing Manager
    - **Important Note**: WSI reserves the right to 100% inspect in DC at Vendor's expense when inventory is in urgent need (ex: backorders or initial store deliveries)
    - Vendor/Agent will be notified of charges prior to execution of such actions
5. Final Claim
    - Final Claim is issued by DC after all inspections and corrections have been completed, and then forwarded to QA
    - Buyer/Sourcing Manager forwards to Vendor/Agent
    - **Important Note**: Charges are not negotiable.
6. Disposition of Rejected Merchandise
    - Vendor has option of requesting return of rejected merchandise at their expense, only upon full payment of claim
    - QA must be notified of this request within 7 days of receiving defective sample/proof of claim. After this period, WSI will determine disposition without further notification.
    - Note that certain items or types of defects will not be offered for return and will be destroyed (i.e. high-risk juvenile items or products that pose product liability risk)

7. Payment
    - Payment of Final Claim is coordinated through Buyer/Sourcing Manager
    - Resolution and full payment are expected within 30 days of Final Claim date
    - Significant charges may be levied on outstanding claims aged over 30 days
    - Significant charges may be levied due to disposal of goods at DC after 30 days
8. Claim & Debit Payments
    - Vendors settling Quality Assurance Claims by check or wire transfer must reference the corresponding QA Claim Number(s) at the time of payment
    - Vendors settling ticketing, labeling or packaging non-compliance debit memos or DC rework debit memos must also reference the debit memo number(s) at the time of payment by check or wire transfer
    - If the check or wire payment is made as a lump sum payment to cover a variety of claims or debits, an invoice detailing amount paid for each claim number must be included with check or payment remittance

B. DC Debit Memo Process

1. DC Inspection
    - All purchase orders are inspected upon arrival at the DC
2. Debit Memo Issued
    - The DC receiving and QA departments issue a debit memo for ticketing, labeling, master case/ distribution lot mismatches, package or loading non-compliance
3. Collection
    - Domestic Vendors: AP automatically deducts a debit memo from the Vendor's next payment. A copy of the debit memo is mailed to the Vendor.
    - Foreign Vendors paid by wire: AP automatically deducts the debit memo from the Vendor's next payment. A copy of the debit memo is faxed to the Agent/Vendor.
    - For foreign Vendors paid by L/C: The Agent (or WSI) contacts the Vendor for collection. A copy of the debit memo is provided by the Agent (or WSI).
4. Repeat Offenders
    - WSI reserves the right to increase charge-back fees for individual offenders that do not take corrective action on repeated non-compliance issues

C. Corporate Debit Memo Process

1. Debit Memo Issued
    - Buyer, Sourcing, Transportation or AP associate issues a debit memo for other compliance issues. Examples include domestic short shipments, missing shipments, PO cost variations, agreed upon markdowns, RTVs / RTV allowances, Vendor re-imbursements, etc.
2. Collection
    - Domestic Vendors: AP automatically deducts a debit memo from the Vendor's next payment. A copy of the debit memo is mailed to the Vendor.
    - Foreign Vendors paid by wire: AP automatically deducts the debit memo from the Vendor's next payment. A copy of the debit memo is faxed to the Agent/Vendor.
    - For foreign Vendors paid by L/C: The Agent (or WSI) contacts the Vendor for collection. A copy of the debit memo is provided by the Agent/WSI.

D. General Non-Compliance Fees

NON-COMPLIANCE ISSUE	WSI CHARGE-BACK
Product Quality	$500 + inspection fees + cost of rejected units + corrective action
Ticketing Errors • No/incorrect SKU ticket on DTC selling unit • No/incorrect price ticket on Retail selling unit	$500 + $2/unit
Inner Carton Label Errors • Stenciling (no carton label) • Incorrect/insufficient info on label	$500 + $2/carton
Loading of Containers • Containers must be loaded by PO and skus must be in sequence. If the DC must sort and segregate cartons, additional fees will apply	$500 + $0.50/carton
• If trailers / containers are not braced properly and cartons have fallen over, a non-compliance fee will be accessed plus any QA claims due to damaged product.	$500 + claim of damaged units
• Manufacturer's Pallets not meeting WSI's specification, a non-compliance fee will be accessed plus any rework necessary due to unusable pallets.	$500 + pallet rework cost
• Orientation Arrows facing the wrong direction, a non-compliance fee will be accessed per shipment.	$2000 for up arrow non-compliance
• Incorrect destination warehouse, a non-compliance fee will be accessed per shipment.	$500 + $2/carton
• Overage, shortage and damage, a non-compliance fee will be accessed per shipment.	1. $500 + cost of goods 2. Overages can be RTV'd at the vendor's expense as an option under the PO Terms section in Chapter 2.
Master Carton Label Errors • Stenciling (no carton label) • Incorrect/insufficient info on label	$500 + $2/carton
Packaging Errors (poly bagging) • No poly bags • Poly bag not sealed	$500 + $2/unit
Packaging Errors (cartons) • Mixed cartons	$500 + re-packing costs

Packaging Errors (re-boxing) • Cartons not re-shippable per packaging guidelines • Packed incorrectly • Retail MC/DL quantity incorrect • Vendor logo printed on carton	$500 + cost to re-box
Packaging Errors (Palletization) • All MP products will require proper corrugation strengths international stacking symbols, proper strapping, and palletization for master cartons at/or over 150 lbs.	• $250 per pallet for current LTL drop shipments • $250 per pallet for full trailer drop shipments after Oct 1st 2024
Packaging Errors (Carton Overhang) • All MP products will require cartons to fit onto pallets without overhang. Vendors must either order custom pallets or re-orient the cartons to fit on the pallet without compromising product protection. The vendor owns this assessment and must ensure the product is delivered in first quality without damage.	• $500 per pallet for current LTL drop shipments • $250 per pallet for full trailer drop shipments after May 1st 2025
Improper Carton Closure • Metals straps on individual cartons • Metal clamps on both metal or plastic straps • Metal or plastic tension buckles	$500 + $2/carton
No top/bottom pads (slash guards) for textiles	$500 + $2/carton
Carton Size Discrepancies	$500 + $2/carton
Package Tests (not textiles or food) • No package test result on file • Product packaging does not match test on file	$1000 + rework costs (if applicable)
No current quality test on file	$1000 + lab test costs
Late Purchase Orders • Late Shipments (if not aired for on-time receipt in DC at Vendor's expense). This applies to all WSI PO types: US stock, US dropship, Global stock, and Global MTO. • Subject to change at WSI's discretion.	Transportation costs to DC (air, expedite, etc.) at Vendor expense OR: • 8 to 21 days late = 3% of cost of goods • 21+ days late = 5% of cost of goods
PO lines arriving across multiple shipments • Initial shipment will be marks short against full PO line quantity. • Future shipments against PO line will be refused.	$500 per shipment
PO shipped against cancelled PO lines • Shipment(s) will be refused	$500 per shipment
Product Information Errors (Information provided by Vendors for care cards or product instructions) • Incorrect product dimensions • Incorrect product specs/composition	Williams-Sonoma, Inc. reserves the right to assess fees as appropriate upon notice to Vendor.

Restricted Items • Knives, knife blades or box cutters packaged with merchandise	$5,000 1st offense, $10,000 for subsequent offenses
Warehousing Charge (Non-conforming & RTV merchandise)	1% of merchandise cost per month
Additional Agreements • Additional agreements entered by WSI and Vendor (e.g. debits for lost sales, other fees, etc.)	As agreed, upon by WSI and Vendor

E. Domestic Transportation Non-Compliance Fees

NON-COMPLIANCE ISSUE	WSI CHARGE-BACK
Routing: Vendor not following Routing instructions from Manhattan Vendor Portal • Not releasing the freight to the carrier on the date specified in Manhattan Vendor Portal • Releasing additional PO's not assigned to the Manhattan Vendor Portal BOL # • Not releasing all of the PO's assigned to the Manhattan Vendor Portal BOL # • Not using the carrier specified in Manhattan Vendor Portal	$500 + carrier accessorial fee(s) or any additional transportation related costs
Routing: Manhattan Vendor Portal Data entry • Vendor fails to edit the planned qty field when shipping a PO short or when PO is too large for one shipment and requires multiple shipments • Inaccurate or missing data in the Delivery Order properties (weight, pallet count, volume or case count) • Vendor uses incorrect origin ID • Incorrect early available date	$500 + carrier accessorial fee(s) or any additional transportation related costs
Bill of Lading (BOL): • Vendor fails to reference the Manhattan Vendor Portal assigned BOL number, purchase order # & delivery order # on the BOL • Vendor fails to mark the correct freight terms on the BOL • Vendor fails to reference the seal number on the BOL • Vendor uses multiple BOL's for a single shipment where one BOL number was assigned in Manhattan Vendor Portal	$500 + carrier accessorial fee(s) or any additional transportation related costs
Shipment: • Non approved expedites	$500 + carrier accessorial fee(s) or any additional transportation related costs
Packing List (P/L) • Packing list not attached to the last pallet or carton (if floor loaded) that is loaded onto the trailer. When the trailer doors are opened for receiving the packing list should be visible and easy to identify. • Missing, incorrect or illegible information on the packing list	$500 If the packing list is missing and the vendor cannot provide a packing list via fax, then Williams-Sonoma will return the trailer to the vendor at the vendor's expense.

Sealing the trailer: • Failure to seal the trailer and reference seal #on BOL	$500 If the seal is not on the trailer and the seal # is not referenced on the BOL the trailer will be returned to the vendor at the vendor's expense.
Pick Up Cancellation • Failure to cancel the pick-up with the inbound planner at least 24 prior to the scheduled pickup date from Manhattan Vendor Portal	$500 + carrier accessorial fee(s) or any additional transportation related costs
Parcel Shipment: • Vendor fails to ship a parcel PO shipment via UPS • Vendor ships a PO over 150lbs (68 kilos) via UPS • Vendor ships a UPS shipment to the incorrect OB1 or OB2 address	**$**500
Early Purchase Order Stock POs arriving to the DCs prior to the PO ship date.	• 1-7 days prior to PO Ship Date – 3% of cost of goods. • 8 – 21 days prior to PO Ship Date – 5% of cost of goods. >21 days prior to PO Ship Date – 10% of cost of goods.

Prepaid vendor's carriers are required to schedule DC delivery appointments at least 48 hours in advance of delivery and they must arrive within scheduled window. Failure to do so will result in refusal of delivery.

Container Utilization Requirements				
Equipment Size/Type	**Non-Furniture**		**Furniture**	
	Minimum CBM	**Goal CBM**	**Minimum CBM**	**Goal CBM**
20' Dry	20 cbm	28 cbm	20 cbm	28 cbm
40' Dry	50 cbm	57 cbm	45 cbm	52 cbm
40' High Cube	60 cbm	66 cbm	55 cbm	62 cbm
45' High	70 cbm	75 cbm	65 cbm	72 cbm
40' High Reefer	50 cbm	57 cbm	Not applicable	Not applicable

If Vendor negotiates based on FCL price, they must meet WSSPL stuffing goals as stated in the Standard Operating Procedures (SOP), unless the carton dimensions are such that they cannot meet WSSPL goals (see below Awkward Carton Dimensions) or the goods exceed the maximum weight allowance. If the Vendor cannot meet WSSPL stuffing goals, Vendor has two choices:

1) Turn the goods over for consolidation, or
2) Pay for the unused space in the container

- The vendor may NOT ask the buyer to increase the order size in order to meet the stuffing guideline. The cost of the unused space will be found per the following formula.

  (Goal CBM (CBM) – Actual volume (CBM)) x (cost/CBM) = Amount to be charged back

  Example: Origin HK, 1x40'HQ stuffed to 61CMBs, final destination West Coast $33.72.
  The charge back is: (66CBM – 61 CBM) x $33.72 /CBM=$168.60

Special Case: Awkward Carton Dimensions

If the Vendor claims that the carton dimensions are such that it is not possible to meet WSSPL target stuffing goals, the Vendor must provide the carton dimensions of the SKUs booked for the container to the consolidator/forwarder. The consolidation/forwarder will provide this information to the WSSPL Area Logistics Manager and wait for overnight approval. If the Logistics Manager finds that the carton dimensions are such that it is impossible to meet WSSPL stuffing guidelines, the charge back will be waived for the light-loaded container.

F. EDI non-compliance fees

NON-COMPLIANCE ISSUE	WSI CHARGE-BACK
Advanced Shipping Notice (ASN) • Vendor does not submit ASN • Submitted ASN fails to transmit due to vendor error • Vendor transmits ASN after PO has delivered to WSI warehouse • ASN does not conform to WSI specifications ○ Incorrect BOL #; BOL # in incorrect format; missing/incorrect WSI sku #; incorrect warehouse ID; etc • Serial Shipping Container Code (SSCC) does not conform to WSI specifications	$250 per PO
UCC128 (master carton label) • Vendor does not apply UCC128 onto each master carton • UCC128 does not conform to WSI specifications • Serial Shipping Container Code (SSCC) does not conform to WSI specifications	$2/carton

G. Drop Ship non-compliance fees

NON-COMPLIANCE ISSUE	WSI CHARGE-BACK
Advanced Shipping Notice (ASN) • Vendor does not submit ASN • Vendor submits ASN late for FF transmission or DC consumption • Submitted ASN fails to transmit due to vendor error • Vendor does not provide unique carton # for each SKU and each quantity in LTL shipment	$50 per PO (*WSI reserves the right to assess a higher fee for repeat offenders as appropriate.)
Shipping Label (UPS / UCC-128) • Vendor does not apply the appropriate label on each master carton • Label does not conform to WSI specifications • Label is not scannable • Label is not matched to the ASN	$2 per master carton
Label Format • For vendors whose label does not conform to WSI specifications and label format	$15 per PO
UPS Billing Account • For vendors misusing our UPS billing account for non-WSI shipments, debit notes will be issued to the vendor for the shipping cost	$15 per PO
Inventory Advice Document(846) • Vendor does not submit Inventory Advice • Vendor submit Inventory Advice frequency does not match requirements	$150 per week

Questions?
E-mail Quality Claim Questions to Deon Flie at: dflie@wsgc.com
E-mail DC and Corporate Debit Memo questions to Accounts Payable at: rmichel@wsgc.com

CHAPTER 11: ACCOUNTS PAYABLE

Overview

This chapter will assist domestic and foreign Vendors with understanding Williams-Sonoma, Inc. (WSI) invoice requirements and aid the Merchandise Payables group with the timely processing of Vendor invoices.

A. Payment Addresses:

1. For Invoices Sent by Mail:

Williams-Sonoma, Inc.
Attn: Accounts Payables
P.O. Box 1337
Olive Branch,
MS 38654-1337

2. For Invoices Sent by Courier:

Williams-Sonoma, Inc.
DELIVER TO FRONT OFFICE
Attn: Accounts Payables
8005 Polk Lane
Olive Branch, MS 38654 USA

3. For Foreign Payables

Email Invoice to:
WSSPL@wsgc.com

4. For Domestic Payables

Email invoice to:
MerchandisePayables@wsgc.com

Invoices must be presented to WSI at one of the addresses above or to the agent or bank appointed by WSI within 30 days of shipment. Invoices not received within 90 days will not be considered for payment.

B. Payment Requirements

It is the policy of WSI to process all invoices for payment in a timely manner. Following the payment requirements below will ensure Vendors avoid delays in receiving payment from WSI.

1. Domestic Vendors on Collect, Prepaid or FOB freight terms:
    - Payment terms: WSI will pay for merchandise within 30 days from invoice date, so long as (i) merchandise has been received at WSI's distribution center or (ii) proof of delivery for direct ship merchandise is provided with invoice submission.
    - Payment method: WSI will pay electronically via an ACH (Automated Clearing House) payment method.
    - Required documents for Domestic shipments only. (For Foreign shipments, refer to Section 2 below under "Required Documents" bullet): Vendors must submit the following documents in the form of 1 set of originals: Commercial Invoice(s), Bill of Lading (B/L) or Proof of Delivery (i.e. POD or delivery confirmation), Packing List, and a copy of the purchase order if available. All documents must be complete, legible and accurate to avoid payment delays.
    - Invoice Submissions: Send documents to the address listed in Section A above. Invoices sent via fax may not be accepted as applications for payment
2. Foreign Vendors on FOB freight terms:
    - Payment terms: WSI will pay for merchandise within 45 days from invoice date or FCR (Freight Cargo Receipt) authorization date, whichever is later, so long as proof of delivery is provided with invoice submission.
    - Payment method: WSI will pay electronically via a Wire Transfer or an ACH (Advance Clearing House) payment method.
    - Required Documents: To apply for payment, Vendors must submit the following documents in the form of 1 set of complete originals: Commercial Invoice(s), Freight Cargo Receipt (FCR), Packing List, Inspection certificate (if there is an Agent), and a copy of the purchase order if available. All documents must be complete, legible and accurate to avoid payment delays.
    - Invoice Submissions: Send documents to the address listed in Section A #3 above. Invoices sent via fax may not be accepted as applications for payment. Invoices received through the FTP Website will be accepted as applications for payment. For payment by Letter of Credit (L/C), follow instructions in Section C below.

C. Letter of Credit Payments

- Drawing against multiple L/C's for one shipment is acceptable. The invoice must show a subtotal for each PO and L/C number.
- Any amendment due to beneficiary non-compliance will be charged to the beneficiary.
- Any beneficiary bank charges will be charged to the beneficiary's account.
- Documents must be presented within 30 days after shipment
- Instructions to the negotiating bank: All drafts, shipper's invoices, and other negotiable documents must be forwarded to the opening bank in one packet for easy matching by the applicant.

D. Invoicing Requirements

The guidelines listed below pertain to any items shipped to our Distribution Centers (DCs), our stores, or any 3rd party. Items must be invoiced at the same unit of measure as given on the purchase order. There should be no freight charges on invoices that are paid by Letter of Credit or Wire Transfer. Invoices must be mailed to the appropriate address listed in Section A - Payment Address.

1. Invoices must be in legible English and contain the following information:
    - Seller/shipper's name and address
    - Manufacturer's name and address
    - Consignee's name and address, including Purchaser/Buyer's name
    - Lading Port / Ship Point
    - Ship to location
    - Terms of Sale (e.g. FOB China, Collect Sacramento-CA, etc.) PO number(s)
    - Concept code (see chart in Section 2)
    - WSI SKU number(s)
    - SKU description on PO (Customs Invoice Desc. as provided by WSI Customs if foreign shipment
    - Quantity of each SKU
    - Purchase price of each unit in currency of sale
    - Total purchase price
    - A detailed statement describing deductions if for a discount, claim allowance or air-sea freight difference
    - Type of currency (e.g. Euro, US Dollars, etc.)
    - Destination Port (if foreign shipment)
    - Weight of each item by Gross Weight, Net Weight (if foreign shipment)
    - Customs tariff number as provided by WSI (if foreign shipment)
    - Country of Origin as provided by WSI Customs (if foreign shipment)
    - Sample statement and Market/Mutilated statement for Customs (if foreign shipment)
    - Monthly Statements are required. Each statement must reference the invoice and related PO number.
    - Invoice should indicate the number of cartons and quantity per carton.
    - Direct Ship invoices to the WSI Retail Stores must bill (1) invoice per location and each invoice must include the ship to address and store number.

For an example of an ideal invoice, please reference this link for a sample Commercial Invoice Form.

2. WSI Concept Codes for Invoicing:

WSI Concept Codes			
Williams Sonoma Direct to Customer	WSM	Pottery Barn Teen Direct to Customer	PTM
Williams Sonoma Retail	WSR	West Elm Direct to Customer	WEM
Pottery Barn Direct to Customer	PBM	West Elm Retail	WER
Pottery Barn Retail	PBR	WS Home Direct to Customer	WHM
Pottery Barn Kids Direct to Customer	PKM	WS Home Retail	WHR
Pottery Barn Kids Retail	PKR	WS Outlet Retail	OTR
Rejuvenation Retail	RJR	Rejuvenation Direct to Customer	RJM

E. Assists

See Chapter 10: Customs Requirements, Section D 10 of the International Shipment Manual, for information on Assists.

F. Payments for Sample Merchandise

WSI prefers that all sample costs are included in the cost of goods. WSI Buyers / Sourcing Associates may agree to pay for samples separately if final product cost would be impacted significantly. If WSI pays for samples separately, the Vendor **must** either:

- Receive an official WSI purchase order so samples invoices can be reconciled and paid by WSI, or
- Send samples invoices directly to the WSI Buyer / Sourcing Associate so they can be properly approved, coded and submitted to WSI Accounts Payables.

G. Deductions

- Deductions are taken for quality claims, non-compliance chargeback's, returns agreements, domestic short shipments, missing shipments, PO cost variations, agreed upon markdowns, WSI re-imbursements, and other discounts as agreed upon by WSI and Vendor. See Chapter 10 for more details.
- Debit memos are deducted from Vendor wire transfer and ACH (Advance Clearing House) payments.
- Vendors on L/C payment terms are required to reimburse WSI via check, wire transfer or invoice discount.
- Please note that WSI will not pay over shipments (shipments in excess of the quantity authorized by the PO) related to domestic vendors or over shipments out of tolerance for foreign vendors.
- Vendors must dispute debit memos in writing within 45 days in order for them to be reviewed by WSI. If not disputed in writing within 45 days, the debit memo will stand.

H. Merchandise Payables Contacts

Williams-Sonoma, Inc

For questions about outstanding invoices, please contact the accounts payable representative handling your account.

You may also e-mail:	Or contact:	
Domestic Merchandise Payables MerchandisePayables@wsgc.com	Lin Lin Manager, Accounts Payable (662) 892-5318 Phone linlin@wsgc.com	Raymond Michel Director, Accounts Payable (662) 892-5380 Phone RMichel@wsgc.com
Foreign Merchandise Payables WSSPL@wsgc.com	Jan Koh Direct, Finance & Acct, GLB Jkoh1@wsgc.com	
PO generated via Dax (raw parts to Nicolai) AccountsPayable2@WSGC.com		

WSI strives to pay Vendor invoices in a timely manner. However, it becomes difficult to process invoices when invoices are incomplete or incorrect. Please update your billing records to reflect our invoice requirements. **Failure to comply with invoice, shipping and packaging requirements will result in payment delay and/or charges for non-compliance.**

To facilitate better customer service to WSI Vendors, monthly account statements or a current monthly account aging are required for all accounts.

Questions?
E-mail Accounts Payables:
Domestic Merchandise Payables MerchandisePayables@wsgc.com

CHAPTER 12A: AUSTRALIA

A. Purchase Orders – Australia

Purchase orders ("POs") are written by WSSPL via manual entry into Netsuite, Netsuite Sourcing UI (for Franchise only, fed by data from Online Order Portal), or Relex transmission to Netsuite (demand planning software, for company owned only).

- Separate POs will be written for each destination WSI ships globally, to include Australia – Company Owned & Wholesale
- POs will be distributed via GT Nexus/POC as is the case with USA POs.
- Vendors are required to approve orders in GTN once confirmed.
- Any PO negotiations are to be communicated to your local WSI office via POC or emails. In the case of US based suppliers, no WSGO office exists, suppliers are US merchant managed.
- Vendors are to ensure to ship approved orders on time. Notify your local WSI office in advance if vendors see potential delay to avoid penalty costs.
- Vendors will be able to identify POs for international destinations by the "Ship to" address indicated on the order.
- Vendors are encouraged to consolidate shipments across POs with similar ship windows to reduce transportation and documentation costs. **As these are still small businesses WSI asks for your flexibility in moving ship dates around slightly in order to consolidate POs.**
- Vendors are encouraged to communicate special needs in terms of MOQ (Minimum Order Quantity) or MOV (Minimum Order Value) to the relevant contact in your local WSI office.
- Delivery terms are FOB for all International shipments.

B. Performance Standards and Testing Procedures Manual – Australia Softlines

1. **Down and Feather Hygiene Requirements:**
   Filling Materials of down and feather need to meet cleanliness requirements as specified in EN 12935:2001 Feather and Down – Hygiene and Cleanliness requirements. It calls out required tests methods for turbidity of water extract, oxygen number and microbiological state (Bioburden) if the oxygen number is 20 and above. WSI requires products to meet the oxygen number required by Australia (AS 4823.2) and the US (USA-2000) which are much stricter than the EN requirement (EN 1162). The maximum allowable requirements are as follows:
   - Turbidity of water extract (EN 1164): > 300 mm
   - Oxygen number: (AZ 4823.2): 10, maximum; <4.8 if hypoallergenic claims are made.
   - Microbiological State (EN 1884): Conduct test only if oxygen number exceeds 20 as per test method EN 1162. If the oxygen number is greater than 20, the feather and/or down is considered unfit for use and no further testing needs to be performed. The results are compared against EN 12935 impurity indicators which are as follows:
     - Mesophil aerobic bacteria count: less than 106 CFU/g
     - Faecal streptococci count: less than 102 CFU/g
     - Sulphite reducing clostridium count: less than 102 CFU/g
     - Presence of salmonella: absent in 20 g feathers

2. **Australian Sleepwear Requirements:**
   Children's sleepwear in Australia are tested and labeled according to 4 products categories. These categories and the associated test results determine whether or not a sleepwear product should bear a Low Fire Danger or Keep Away from Fire warning label. Certain infant sleepwear requires tog ratings on the label which describe the garment's extent of thermal insulation.

Please access the requirements using the following link:
http://www.productsafety.gov.au/standards/nightwear-for-children

- **Thermal Labeling: Optional unless required by WSI Concepts**
  In the United Kingdom and Australia, it is normal practice for duvets, infant bedding, sleep sacks and domestic oven gloves to indicate thermal performance known as a tog value or tog rating. Insufficient thermal performance compared to the claimed value in adult and children's products may lead to vulnerable age groups being too cold or too warm when sleeping.

  Overheating of infants while sleeping can be avoided by adhering to tog value requirements.
  - Tog ratings for infants are determined through BS 8510:2009 Child Use and Care articles – Safety of Children's Sleep Bags –Safety requirements and test methods. The following tog ratings are recommended:
  - For the UK: Infant bedding and sleep sacks: 3.5 togs recommended, 4.0 togs, maximum For Australia: Infant sleep sacks: 0.5 – 2.5 togs

3. **Product Labeling:**
All products labels need to comply with the requirements of each country where WSI intends to sell their products. Additional requirements are published each time WSI expands to international markets. At the current time, there are supplemental test protocols that include requirements for Australia and the United Kingdom which should be used in conjunction with the original test protocols intended for the United States and Canada only. These test protocols can be accessed from our approved third-party laboratories.

Information on labels should remain clear and legible throughout the natural life of the product. Labels should be attached in a secure and conspicuous manner and durable enough to remain attached to the product throughout distribution, sale, resale and until sold and delivered to the ultimate customer.

Labels should be permanently sewn on the product unless: The product is reversible wearing apparel without pockets, If sewing on the label harms the appearance or usefulness of the product. If a label cannot be permanently sewn on the product, the information can instead be printed on a hangtag, package or adhesive sticker that can be attached in some other conspicuous place so that the consumer will be able to see the information before buying the product.

4. **Global Label:**
WSI requires using one label, referred to as the Global label; which can currently satisfy the mandatory requirements of Australia, Canada, Mexico, the United Kingdom, the United States, Chile, South Korea, Philippines, Kuwait, UAE, Bahrain, Qatar, Lebanon and KSA. **Please see Supplement H: Global Label for mandatory labeling information.**

- The Concepts have the option of adding their company logo to the same label or, in a separate label placed adjacent to the global label. Please contact the Brand Packaging offices for specific directions.
- Labels must withstand repeated laundering cycles and remain legible throughout the product's expected use life. A minimum height of 1/8 for lowercase letters is recommended.
- Please note that labeling requirements can vary by country as in the following examples:
- WSI requires using one label, referred to as the Global label; which can currently satisfy the mandatory requirements of Australia, Canada, Mexico, the United Kingdom, the United States, Chile, South Korea, Philippines, Kuwait, UAE, Bahrain, Qatar, Lebanon and KSA. The Concepts have the option of adding their company logo to the same label or, in a separate label placed adjacent to the global label. Please contact the Brand Packaging offices for specific directions.
- Labels must withstand repeated laundering cycles and remain legible throughout the product's expected use life. A minimum height of 1/8 for lowercase letters is recommended.

Williams-Sonoma, Inc

- Please note that the guideline does not replace the need for other required labels such as those added to sleepwear, law labels for filled products etc. These labels will continue to be used where currently advised.
- Upon adding the availability of these labels, we have partnered with Avery Dennison to supply these globally. Avery Dennison has implemented an IT solution for online ordering. In addition, Avery Dennison will provide customer service to help each vendor with their orders so that you can receive your orders in a timely fashion. If you have questions, please reach out to the customer service team listed below.

First	Last	Title	City	State/ Country	Telephone	Email
Moe	Li	Customer Services Supervisor	Kowloon Bay	HK	852.3146.8490	Moe.Li@ap.averydennison.com
Kennis	Yip	Customer Service Manager	Kowloon Bay	HK	852.3146.8263	kennis.yip@ap.averydennison.com
Johnny	He	Customer Service Officer WSI E-Q customers	Guangzhou	China	86.20.3900.3097	johnny.he@ap.averydennison.com
Jessica	Zhou	Customer Service Officer WSI A-D customers	Guangzhou	China	86.20.3930.6566	JessicaY.Zhou@ap.averydennison.com
Jessie	Du	Assistant Customer Service Officer WSI U-Z customers	Guangzhou	China	86.20.39991.8346	Jessie.Du@ap.averydennison.com
Lisa	Yang	Assistant Customer Service Officer WSI R-T customers	Guangzhou	China	86.20.3930.6279	Lisa.Yang@ap.averydennison.com
Sammy	Luo	Customer Service Supervisor	Guangzhou	China	86.20.3930.6422	sammy.luo@ap.averydennison.com
Eric	Yuan	Customer Service Manager	Guangzhou	China	86 20 3930 6220	eric.yuan@ap.averydennison.com
Emanuela	Valianti	Customer Service	Ancarano TE	Italy	39 0861 870080	emanuela.valianti@eu.averydennison.com
Debora	Lupini	Customer Service	Ancarano TE	Italy	39 861 8131	debora.lupini@eu.averydennison.com
Eda	Tuncali	Customer Service Representative	Istanbul	Turkey	90 (212) 4674176	eda.tuncali@eu.averydennison.com
Ravi	Venkategowda	Senior Customer Service Executive	Bangalore	India	0091 (0)80 67744745	Ravi.Venkategowda@ap.averydennison.com
Cindy	Anderson	Customer Service	Greensboro	NC	336.808.7155	cindy.anderson@averydennison.com
Ally	Chen	Customer Service	Taipei	Taiwan	TEL:886-2-8512-7732	ally.chen@ap.averydennison.com
Susy	Bakara	Customer Service Supervisor	Jawa Barat	Indonesia	62 21-89901550 Ext: 318	Susy.Bakara@ap.averydennison.com
Yana	Noviana	Customer Service Manager	Jawa Barat	Indonesia	62-21-89901550 Ext.280	Yana.Noviana@ap.averydennison.com
Jurapin	Sinlaparodjanapanich	Customer Service	Bang Sao Thong	Thailand	02-740-4755-60 ext.779	jurapin.s@ap.averydennison.com
Supannee	Chanachai	Customer Service	Bang Sao Thong	Thailand	02-740-4755-60 ext.787	supannee.chanachai@ap.averydennison.com
Yaymak	Wandee	Customer Service Supervisor	Bang Sao Thong	Thailand		wandee.yaymak@ap.averydennison.com
Tuong Vi	Dang	Customer Service Executive	Binh Duong	Vietnam	84 837763205	vi.dang@ap.averydennison.com
Sophie	Nguyen (Uyen)	Customer Service Manager	Binh Duong	Vietnam	(084) 650-3784022 Ext# 313	sophie.nguyen@ap.averydennison.com

- Instructions for using the order form and for ordering the labels are on order form. The order form also has completed images of the artwork for the labels you will be ordering.
- When orders are sent to the customer service contacts listed above, if they are sent in the same email to be processed at the same time, they will count together towards the Minimum Order Quantity (MOQ).

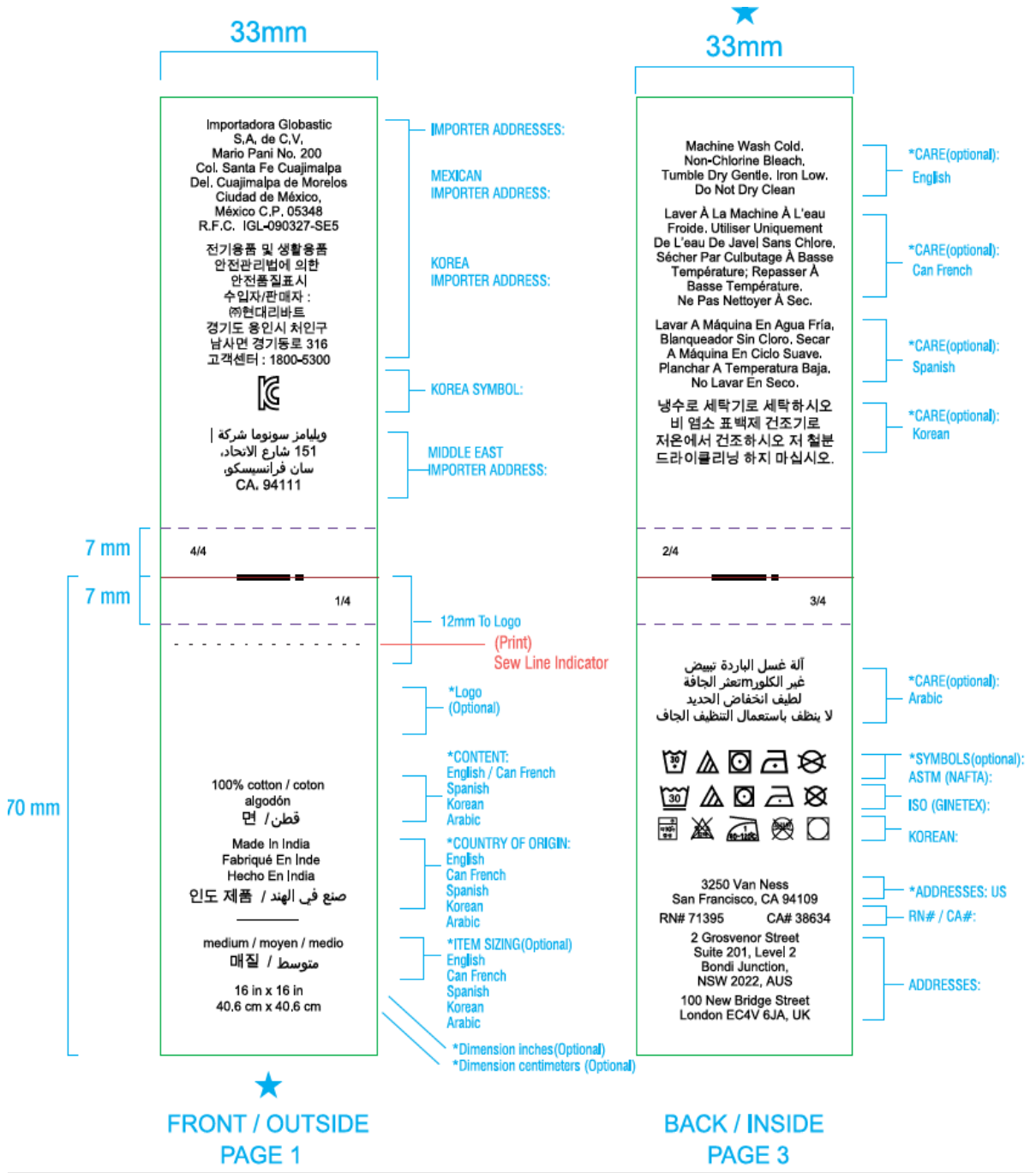
Pottery Barn Kids,
Shanghai, China,
1/2014
Lot 2014, Batch 05
SKU Number

---

5. Additional Product Tracking Label:

All Softlines products (Adult and Children) need to have an additional Product Tracking Label with the brand name, city and country of manufacture, the date of manufacture, some tracking number (example Lot #, Batch #, etc.), and SKU number. Product tracking labels must be sewn on the product. If the label cannot be sewn on the product, the required information must be added in a hangtag or to the packaging **Note: It is not mandatory to order product tracking labels from Avery: Vendor's can print these on their own**.

The illustration of global care label on the next page is not true to scale. It shows the mandatory information in the correct order and placement only.


33mm
33mm
Importadora Globastic
S.A. de C.V.
Mario Pani No. 200
Col. Santa Fe Cuajimalpa
Del. Cuajimalpa de Morelos
Ciudad de México,
México C.P. 05348
R.F.C. IGL-090327-SE5
전기용품 및 생활용품
안전관리법에 의한
안전품질표시
수입자/판매자 :
㈜현대리바트
경기도 용인시 처인구
남사면 경기동로 316
고객센터 : 1800-5300
ويليامز سونوما شركة
151 شارع الاتحاد،
سان فرانسيسكو،
CA, 94111
IMPORTER ADDRESSES:
MEXICAN
IMPORTER ADDRESS:
KOREA
IMPORTER ADDRESS:
KOREA SYMBOL:
MIDDLE EAST
IMPORTER ADDRESS:
7 mm
7 mm
70 mm
4/4
1/4
12mm To Logo
(Print)
Sew Line Indicator
*Logo
(Optional)
100% cotton / coton
algodón
면 /قطن
Made In India
Fabriqué En Inde
Hecho En India
인도 제품 / صنع في الهند
medium / moyen / medio
매질 / متوسط
16 in x 16 in
40.6 cm x 40.6 cm
*CONTENT:
English / Can French
Spanish
Korean
Arabic
*COUNTRY OF ORIGIN:
English
Can French
Spanish
Korean
Arabic
*ITEM SIZING(Optional)
English
Can French
Spanish
Korean
Arabic
*Dimension inches(Optional)
*Dimension centimeters (Optional)
FRONT / OUTSIDE
PAGE 1
Machine Wash Cold.
Non-Chlorine Bleach.
Tumble Dry Gentle. Iron Low.
Do Not Dry Clean
Laver À La Machine À L'eau
Froide. Utiliser Uniquement
De L'eau De Javel Sans Chlore.
Sécher Par Culbutage À Basse
Température; Repasser À
Basse Température.
Ne Pas Nettoyer À Sec.
Lavar A Máquina En Agua Fría.
Blanqueador Sin Cloro. Secar
A Máquina En Ciclo Suave.
Planchar A Temperatura Baja.
No Lavar En Seco.
냉수로 세탁기로 세탁하시오
비 염소 표백제 건조기로
저온에서 건조하시오 저 철분
드라이클리닝 하지 마십시오.
آلة غسل الباردة تبييض
غير الكلورmتعثر الجافة
لطيف انخفاض الحديد
لا ينظف باستعمال التنظيف الجاف
3250 Van Ness
San Francisco, CA 94109
RN# 71395 CA# 38634
2 Grosvenor Street
Suite 201, Level 2
Bondi Junction,
NSW 2022, AUS
100 New Bridge Street
London EC4V 6JA, UK
*CARE(optional):
English
*CARE(optional):
Can French
*CARE(optional):
Spanish
*CARE(optional):
Korean
*CARE(optional):
Arabic
*SYMBOLS(optional):
ASTM (NAFTA):
ISO (GINETEX):
KOREAN:
*ADDRESSES: US
RN# / CA#:
ADDRESSES:
2/4
3/4
BACK / INSIDE
PAGE 3

6. Children's Sleepwear Flammability Test for Australia:

The mandatory standard for children's nightwear is based on Australian/New Zealand Standard AS/NZS 1249:2003 Children's Nightwear and Limited Daywear having reduced fire hazard, with variations and additions made by the Trade Practices (Consumer Product Safety Standards (Children's Nightwear and Paper Patterns for Children's Nightwear) Regulations 2007. Note that the scope of the regulation applies to nightwear and limited daywear. The full standard can be accessed at:

http://www.productsafety.gov.au/standards/nightwear-for-children

https://law.resource.org/pub/nz/ibr/as-nzs.1249.2003.pdf

The Regulation specifies the design, performance and labeling requirements for four categories of children's nightwear, together with some garments commonly worn for day and night. It also covers requirements for the labeling of paper patterns for these garments.

- The following garments need to comply with the standard:
  - pajamas
  - pajama-style over-garments
  - nightdresses
  - nightshirts
  - dressing gowns
  - bathrobes
  - infant sleep bags with sleeves or arm openings. Note: Infant sleep bags may fall into either Category 1 or 4 garments. Flammability tests and labeling requirements differ between categories.
  - other items styled and recognized as nightwear
  - knitted all-in-ones, sizes 00–2, of any style, made from fabrics with a mass less than 280 g/m2
  - knitted all-in-ones, sizes 2 and over, of a style which identifies them as nightwear
  - woven all-in-ones, of a style which identifies them as nightwear and
  - loose boxer shorts

- The following garments are excluded from the standard:
  - leggings
  - t-shirts
  - close-fitting boxer shorts (underwear)
  - headwear (beanies, hats, headbands)
  - footwear (slippers, bed socks)
  - handwear (gloves, mittens)
  - swimwear

- Trims: The following trims are covered by the standard and, need to meet the specified burning behavior criteria and satisfy size limits:
  - piping
  - patch Pockets
  - ribbon
  - overlays
  - lace
  - frills
  - inserts

- motifs
- appliqués
- edge trims

- Trims excluded from the standard include:
  - attachments at the neck opening of a garment
  - belt loops
  - belts and cords at the waist
  - elastic
  - embroidery and ribbed fabric used in the neck, waist or cuff hem of garments
  - fabric covered buttons
  - detachable bibs
  - hanger loops
  - appliqués, motifs, pockets, overlays, frill and inserts made from the same fabric but not necessarily of the same color as the base fabric of the garment
  - Basque: a continuous band of knitted ribbing elasticized fabric or elastic on the neck, waist or cuff hems of garments, designed to fit the body.

- Garment Categories: The mandatory standard requires children's sleepwear in sizes ranging from 00-14, to be tested and classified into one of four categories:
  a. **Category 1**: Garments made from fabric and trims that pass low flammability tests. This includes some wool, some synthetics and some heavy cotton fabrics. Test method: ISO 6941 with time of flame spread at 12 seconds or greater in the length and widthwise directions, not one specimen exhibiting a burn time of <10 seconds of flame spread; before and after washing as per the test method's procedure. Fabrics with a pile or nap are tested to ISO 10047 with a burning time of 10 seconds or greater after washing as per the test procedure. Trim in these garments should also comply with the flammability requirement when tested in combination with the fabric.
     - Trim: Fabric and trim combinations are subject to the same test methods as the garment's fabrics. If the combination of fabric and trims conforms to the flame spread and surface burning time limits, no limitations apply to the use of such trims. Other trims shall meet the following requirements:
       - Edge trims on any edge of the garment other than the neck opening shall not have a free edge wider than 1.5 cm.
       - Trims other than the edge trims with a free edge shall have a sum total width of free edge of not more than 5 cm.
       - Trims shall not have loose portions or attachments wider than 1.5 cm or extend more than 10 cm from the point of attachment to the garment, or beyond the hem or cuffs of the garment.
       - Appliqués, motifs and overlays shall be limited to the total amount of area for the range of garment sizes listed as follows:

Garment Size	Total area, cm^2
00-3	90
4-7	135
8-14	180

       - Corded trim or piping in any material in any orientation can be added provided that these do not have free ends.
       - Inserts used above the waistline or above the elbow on the sleeve can be used without restrictions. However, when used below these areas, the amount of trim need to be limited according to the garment's size. Details are provided in the Standard.

- Attachments at the Neck Opening (Excluding Basques): If the combination of garment fabrics and attachments at the neck opening conform to the flame spread and surface burning time limits for the fabric, no limitations are applied to their use. Either the width or length of the attachments to the neck opening, when measured from the neck seam; shall not be wider or longer than the distance given in the following table:

Sizes 00 to 9	**Sizes 10-14**
10 cm	15 cm

b. **Category 2**: Garments made from fabrics which are more flammable than the fabrics used for Category 1 garments. Category 2 garments are styled to reduce fire hazard. These include close-fitting nightwear such as pyjamas and sleep suits. Maximum length and width dimensions are specified for each size.

- Test method: ISO 10047 for fabrics with a pile or nap. Fabrics shall have a surface burning time of 10 seconds or greater after washing to the required test procedure.
- Maximum Dimensions for Garments in Category 2 (measurements in centimeters):

Size	Top-length	Top width at hem (1/2 circumference)	Top-sleeve width (1/2 circumference)	Pants-leg width (1/2 circumference)
00	34	35	14	21.5
0	37	36	14	21.5
1	40	38	15	22
2	43	40	15.5	23
3	46	41	16	23.5
4	48	42	16	24.5
5	50	46	16.5	25
6	53	48	17	26
7	54	49	17.5	27
8	56	52	18	28
9	58	53	18.5	29
10	60	54	19	30
11	62	56	19.5	31
12	64	58	20	32
14	68	62	21	34

- The dimensions of the garment shall conform to the limits set out in the table above and the following:
  - One piece garments which do not have a jacket do not have to be measured for a width measurement
  - The width given for the sleeve and pants leg shall be the maximum width for the entire sleeve or pants leg below the point of measurement
  - The pants-leg width at the ankle shall not be greater than that at the knee
  - For sleeves and pant legs which are drawn in by elastic or by a basque, the measurement shall be taken with the garment in its finished state, i.e. with elastic in its relaxed state.
  - When the garment has shoulder straps consisting of loose end ties, the length of the garment plus the length of the loose tie shall not exceed the allowable top length by more than 25 cm.
  - Where garments are marked with a range of size (ex. 4-6), the garments shall meet the dimensional requirements of the smaller size.
- Trims: Trims shall meet the same guidelines as in category 1 and points 3-6. Except for patch pockets that do not have edge trim on the pocket opening, trim shall not have a free edge wider than 1.5 cm.

- Attachments at the Neck Opening (Excluding Basques): If the combination of garment fabrics and attachments at the neck opening conform to the flame spread and surface burning time limits for the fabric, no limitations are applied to their use. Either the width or length of the attachments to the neck opening, when measured from the neck seam; shall not be wider or longer than the distance given in the following table:

Sizes 00 to 9	Sizes 10-14
10 cm	15 cm

- Fastenings: Garments fastened down the length of the top shall have a secure closure within 15 cm of the lower hem.
- Slits: Garment slits shall not extend more than 15 cm from the lower hem.

c. **Category 3**: Garments which include babies' all in-ones such as onesies, shortalls, blanket sleepers, jumpsuits, coveralls, overalls, gro-suits and rompers, in sizes 00-2. All-in-ones are single piece garments designed to be joined at the crotch or permanently joined at the crotch, which cover the torso from at least the crotch to the chest and which may include sleeves and legs. These garments have their own category because there is little difference between daywear and nightwear. This category applies to garments made mostly from knitted fabrics weighing less than 280 g/m2 and, where the surface area of the close-fitting portion of the garment is more than 80% of the total surface area of the garment.

- Test method: ISO 10047 for fabrics with a pile or nap. Fabrics shall have a burning time of 10 seconds or greater after washing to the required test procedure.
- Trim: If the garment contains a trim with a pile or nap, the trim shall not exceed the following areas:

Garment Size	Total area, cm^2
00-3	90
4-7	135
8-14	180

- Trim that exceed the above measurements should pass the surface burn requirements stated for the fabric. If a Category 3 garment forms part of a set with a garment that is not nightwear, the following information should be provided in the garment's sewn in label, adhesive label, swing tag or printed on the packaging:

"Only the all-in-one garment has been assessed for fire hazard."

d. **Category 4**: Garments that do not fall in compliance with the requirements of categories 1, 2 or 3 are Category 4 garments. This category includes looser fitting garments, infant sleep bags and garments with quilted fabrics

- Specific Surface Burning Behavior Requirements: Category 4 garments shall comply with specific burning behavior requirements. When tested to ISO 10047, fabrics with a pile or nap shall have a surface burning time of 10 seconds or greater after washing to the required test procedure. If a garment contains a fabric with a pile or nap on the inside which does not comply with the surface burning time requirement, there shall be either:
  - A fabric without a pile or nap or,
  - A fabric with a pile or nap which meets the surface burn requirements and extends for at least 2.5 centimeters on the inside of the garment, including sleeves of any length, and all openings below the waistline, including leg openings.
- Restricted Fabrics: If made with base fabrics of cellulosic, acetate or acrylic fibers, or mixtures of 50% or more of these fibers; such fabrics shall weigh less than 130 grams per square meter.
- Maximum Garment Length Requirement: Garments using restricted fabrics described above are also subject to Maximum garment length requirements as follows:

- Maximum Garment Length for Restricted Fabrics in Category 4 for Girls and Boys (Measurement in centimeters):

Size	Maximum length single piece garment or jacket	Maximum length of pyjama trouser
00	38	23
0	44	26
1	48	29
2	52	31
3	55	33
4	60	36
5	64	39
6	68	41
7	70	44
8	73	47
9	76	49
10	79	51
11	82	54
12	86	56
14	92	60

  - Where the garment has shoulder straps consisting of loose end ties, the length of the garment plus the length of the loose tie shall not exceed the allowable length stated by more than 25 centimeters. Where garments are marked with a range of sizes, e.g. 4-6, the garment shall meet the dimensional requirements of the smaller size.

- Quilted Garments: Quilted garments that do not comply with the burning behavior requirements for Category 1 garments shall have a total content of cellulosic, acetate or acrylic fiber, or mixtures of these; of less than 50%. The outer layer of such fabrics shall also contain cellulosic, acetate or acrylic fibers or mixtures; of less than 50%.
- Infant Sleep bags:
  - Sleep bags designed to be opened at the bottom: Infant sleep bags that have sleeves or arm openings, with or without a front or back opening, and which are designed to be opened across or around the bottom by means of buttons, a zipper, a drawstring, elastic, or any other reclosable fastening; shall comply with the requirements of Category 4 garments unless they comply with the requirements of Category 1.
  - Sleep bags which are permanently closed at the bottom: Infant sleep bags that have sleeves or arm openings, with or without a front or back opening, but are permanently closed at the bottom (either by design or be a seam); are not required to comply with restrictions on cellulosic, acetate or acrylic fibers nor quilted fabrics. These however, should carry the Category 4 label unless it complies with the requirements of Category 1.
- Garments that are not made of pile nor nap fabrics, do not use restricted fabrics, are not quilted nor sleep bags are not subject to any restrictions under this category, i.e. they comply with the Standard and are regarded as Category 4 garments.
- Labeling: In addition to categorization, nightwear needs to be permanently marked with the following information on the garment and in packaging if the package obscures the information affixed to the garment:
  - Name or trademark of the manufacturer or supplier (Pottery Barn Kids)
  - Numerical garment size. Sizes specific to the Australian and New Zealand markets are detailed in AS1182:1997 Size Coding Scheme for Infants' and Children's Clothing – Underwear and Outerwear.
  - Gender if for sizes larger than infants

- Height, chest and/or waist dimensions in centimeters. See example below showing required information in points 2 through 4. All fields including the phrase “To Fit” is required. Upper garments require height and chest measurements while lower garments require the height and waist measurements.

  7 Girls
  To Fit Height 125 cm Chest 66 cm
  Waist 66 cm 5.
- Weight in kilograms if the sleepwear is intended for infants. Infant sizes also require the height measurement in centimeters.
- Cleaning instructions suitable for preserving the flame retardant treatment applied to the fabric to reduce the risk of burning
- Bear a permanently affixed, fire hazard information label. The fire hazard label shall be located inside the back neck of a top or one-piece garment. In pants, the label shall be located at the waist or waistband or at the top of the center back seam. The labels shall be as close as possible to the top and center of each piece as the design allows. Where there is more than one piece, each piece shall be labeled with the highest fire category of any piece in the garment.

- The fire hazard label for Categories 1, 2 and 3 should state “Low Fire Danger see below image:





- The label for categories 1, 2 and 3 may have other information on the label together with the fire hazard information. The words shall be black on a white ground. The words may appear on one line. The words shall be in upper case, monoline typeface of medium width characters not less than 2.5 millimeters high.
- The label for Category 4 garments should state: WARNING: HIGH FIRE DANGER KEEP AWAY FROM FIRE. Each statement shall commence on a separate line (see example below):



- The words and symbol shall be black on a red label. The red label color shall be R13 Signal Red as specifics in AZ 2700 or 537 Signal Red as specified in NZS 7702. The triangle shall not be less than 17 mm in height and not less than 33 mm length at the base. The words shall be in upper case, monocline typeface of medium width characters not less than 2.5 mm high. The word “WARNING” shall be in bold, upper case, typeface.
- Unlike the label for categories 1, 2 and 3; the fire hazard information label for category 4 garments shall not contain any information other than the fire hazard. Other required information such as garment size, fiber content, care instructions, country of origin,

name or trademark of the manufacturer or supplier, and the presence of chemical treatments added to reduce the risk of burning; need to be declared in a separate label that should not obscure the fire hazard label.

Example of garment Label:



7. Miscellaneous Items Labeling:

- Bean Bag and Bean Bag Covers

Australia Competition and Consumer Act 2010 / Consumer Protection Notice No.4 of 2015	Bean bags, bean bag covers and packages containing bean bag filling shall have fixed securely to, or stamped on it, a warning label stating: "WARNING: Children can suffocate if bean bag filling is swallowed or inhaled. Do not let children climb inside this bean bag. A bean bag is not a safe sleeping surface for an infant under 12 months of age" WSI Requirement - NO French translations required
Australia Competition and Consumer Act 2010 / Consumer Protection Notice No.4 of 2015	Bean bags and bean bag covers shall meet the child resistance requirements (e.g. child-resistant slide fastener, etc.) as specified in the standard.

- All products: If we include a Warranty for an item, it must meet the below guidelines:

* Warranty against defects	Australian Consumer Law	If any packaging or printed material inside of packaging declares or implies a warranty against defects, the packaging or printed material inside the packaging must meet these requirements: Required text on Packaging or printed material inside of packaging: "Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure."

		And also text on the warranty card or packaging must satisfy all of these requirements: -what you as the business (giving the warranty) must do if goods are faulty or defective – e.g. repair or replace the goods -what the consumer must do to entitle them to claim the warranty – e.g. cease using the goods when a fault arises or contact the supplier or manufacturer and point to the defect -the following information about the business giving the warranty: 1. name 2. business address 3. telephone number 4. email address (if any) -the warranty period—i.e. how long the warranty lasts for -what a consumer must do to claim under the warranty—i.e. how to contact you and where to send the claim -whether you or the consumer are responsible for expenses associated with a warranty claim and how the consumer can claim back any expenses incurred -that the benefits provided to the consumer by the warranty are in addition to other rights and remedies available to the consumer under the law. - The information must be consistent among the warranty documents & the product's packaging WSI Requirement - NO French translations required

- Electrical Products: For Australia, the recommended voltage, frequency and components specifications for portable and fixed luminaires is on below table.

  Electrical Specifications:

Voltage	230 V
Frequency	50 Hz
Plug	Type I
Wire	3 wires (Line, Neutral, Ground)
Lampholder	E14 or E27
Driver (if used)	220-240V 50-60 Hz, Class II

  Certifications & testing required:
  - Certificate from a JAS-ANZ recognized accredited testing body, including but not limited to SAA or Global-Mark. Validity is 5 years.
  - Safety testing to AS/NZS 60598-1, AS/NZS 60598-2-1 (Fixed Luminaires), AS/NZS 60598-2-4 (Portable Luminaires)
  - EMI testing to AS/NZS CISPR 15
  - MEPS testing for Incandescent lamp and Compact Fluorescent Lamp (CFL)
  - WS-EA501(AU) for portable luminaire, WS-EA502(AU) for fixed luminaire

  Marking required on product:
  - RCM mark
  - Rated Voltage (V) and Nominal Frequency (Hz)
  - Rated Wattage (W)
  - Model/Type reference number
  - Class 2 symbol (if apply)
  - Maximum ambient temperature (if other than 25 ^{o}C)
  - IP symbol

- Mark of Origin
- Brand
- Product Description
- International Efficiency Mark (for adapter/transformer)

- Decorative Accessories:

* Permanent ban on small high powered magnets	Australia Competition and Consumer Act 2010 / Consumer Protection Notice No. 5 of 2012 / AS/NZS ISO 8124.1: 2010	Permanent Ban on small, high powered magnets that are loose or separable (such as but not limited to BuckyBalls, Neocubes and Neodymium sphere magnets). This ban applies to magnetic that separable or loose magnetic objects that are supplied in multiples of two or more where: a) at least two of those magnetic objects are each separately able to fit entirely, in any orientation, into the small parts cylinder as provided by clause 5.2 and figure 15 of the Austranlian / New Zealand Standard, Safety of toy - Part 1: Safety aspects related to mechanical and physical properties (AS/NZS ISO 8124.1:2010) and b) at least two of those magnetic objects each separately have a magnetic flux index greater than 50 (KG^2) mm^2, determined as per clause 5.31 of AS/NZS 8124.1:2010 and c) the magnetic objects are marketed by the supplier as, or supplied for use as, i) a toy, game or puzzle (including but not limited to an adult desk toy, an educational toy or game, a toy, game or puzzle for mental stimulation or stress relief) ; or ii) a construction or modelling kit; or iii) jewellery to be worn in or around the mouth or nose

C. Furniture Product Testing Guidelines - Australia Hardlines

Introduction: The Hardlines Performance Standards and Testing Procedures Manual is published to ensure a uniform understanding and implementation of the Williams-Sonoma, Inc. Quality Assurance program by all offices, agents, vendors and testing laboratories. It is a supplement to WSI's Vendor Manual.

1. Adult & Furniture Product Test Guidelines

- Need to meet both applicable US&CN protocols + supplemental AUS protocol (WILS-GB-PTCL-13000-AUS-FURNITURE MANDATORY-V5).
- If the product has been tested and passed the US&CN protocols, then WSI can approve to test for supplemental AUS protocol only. For this case, vendor may only need to submit the sample picture + packaging labeling for review to supplemental protocol of AUS-13000. There are two scenarios as below:
  - Revise the original report (i.e, has been tested and issued report for US/CN) to add AUS supplemental protocol result: charge 44 USD
  - Issue a new report to review AUS supplemental protocol: minimum charge 50 USD

Labeling Requirements Under Wils Protocol 13000 Aus

** Packaging and Labeling Regulations	Australian Commerce (Trade Descriptions) Act, 1905, Commerce (Imports) Regulations, 1940	-	Manufacturer, Packer, or Distributor's Name & Address - Shall be provided and written in English. The marking must be readily visible and legible; and appropriate to enable the person to be identified and located. Product Identification - Shall be provided and written in English. Shall not be misleading or deceptive. Net quantity - The contents shall be expressed in terms of weight or mass, measure, numerical count, or combination so as to give accurate information to facilitate consumer comparison (U.S. and metric units). Shall be provided and written in English.
** Country of Origin Marking	Australian Commerce (Trade Descriptions) Act, 1905, Commerce (Imports) Regulations, 1940	-	Shall indicate country of origin legibly, permanently, and in comparable size and close proximity to any mention of country other than country in which the article was manufactured or produced. Must be visible at point of purchase. Shall be provided and written in English.

Labeling Requirements for Upholstered Furniture Products:

** Fiber Content Labeling	AS/NZS 2622: 1996, Textile Products - Fiber Content Labeling And: Textile products for New South Wales and Western Australia:, AS/NZS 2392:1999, Textiles - Labelling of Clothing, Household Textiles and Furnishings. To verify Content: refer to AATCC 20 / 20A	1	[If applicable] - Report actual - Verify that fiber content declaration is present and generic fiber names - Fiber content shall be designated by either of the following two methods: Method A : list in descending order of dominance by mass, the generic name of each fiber preceded by its percentage of total mass of the textile product Method B : list in descending order of dominance by mass, the generic name of each fiber - Information must be presented in English. - Permanent label: The wording must be in English of clear legible medium width lettering of which no individual letter shall be less than 1.5 millimeter (0.06 inch) height. Labels shall be attached to articles so that they are accessible for examination by the consumer. - If a fiber content declaration is not visible through packaging, it must be repeated on packaging.
** Labeling - size	CPSD-HL-01057-MTHD AS/NZS 2392:1999, Textiles - Labelling of Clothing, Household Textiles and Furnishings	1	Must be permanently attached.
** Care Labeling	Textiles - Care Labelling And: Textile products for New South Wales and Western Australia: AS/NZS 2392:1999, Textiles - Labelling of Clothing, Household Textiles and Furnishings/ Ginetex Care Labelling Code / ISO 3758 Industry Best Practice	1	[If applicable] Report Actual (Care Labeling Rule) Must be Sewn in Permanently and Must Comply to Regulations for terminology. If label is not visible through packaging, care must be repeated on packaging. Note: To determine the proper care instructions, please refer to testing results of care related tests per CN/US report or perform related tests for confirmation of the proper care. If the lab analysis does not match the affixed or proposed label, then the label will fail. - Wording/symbols as per the regulation

- No additional Analytical test for AUS
- Sample size:
  - Both US&CN and AUS: 01 full product + additional samples (if needed) + packaging labeling.
  - AUS only: product photos for review + packaging labeling.
  - Filling the TRF: please put a remark on the TFR if the submitted sample will be tested for both US&CN and AUS OR only test for AUS.
  - Testing TAT:
  - Both US&CN and AUS: as normal (5~7 working days).
  - AUS only: within 3 working days

2. For Juvenile Products:

- Need to test and meet specific AUS protocol for Cots (Cribs), Bunk Beds/ Loft Beds and Toddler Beds, which includes:
  - General AUS requirements from AUS supplemental protocols (WILS-TY-PTCL-18000-AUS CHILDREN PRODUCT TOYS AND NON TOYS MANDATORY-V8).
  - Surface coating will test to EN 71-3 which is required in BS 8509 or ISO 8124.3 for migration (which is equivalent with EN 71-3)
  - Construction, Safety and Performance testing requirements from below standards:
    - Cots (Cribs) - AS/NZS 2172
    - Bunk Beds/ Loft Beds - AS/NZS 4220
    - Children's Beds for domestic use (including Cot Beds, Toddler Beds and Junior Beds) - BS 8509

DEHP Content Requirement:

Evaluation	Citation / Method	No. of Samples	Criteria
* DEHP content in children's product	Australia Competition and Consumer Act 2010, Consumer Protection Notice No. 11 of 2011/ CPSD-AN-00095-MTHD/ CPSD-AN-00143-MTHD	-	All accessible plastics on children's toys, childcare articles and eating utensils, in the as received state, shall not contain concentrations of more than 1% (10000 mg/kg) DEHP. For the purpose of this ban: "Children's toys" means toys made from plastic or with a plastic component intended for children up to and including 36 months. "Childcare articles" means product made from plastic or with a plastic component intended for children up to and including 36 months if age can readily suck and/or chew. "Eating vessel" means vessels and utensils made from plastic or with a plastic component that are intended for feeding infants up to and including 36 months of age. In case of insufficient material for testing found on number of samples specified in the protocol, vendor needs to provide components/parts for testing. Report actual results or include data table within report. Composite up to 3 materials. Note: The following products are exempted: - single use (disposable) plastic cutlery, - large toys such as cubby houses, slides and swings, - Childcare article with restraints to hold the child such as change table, prams and car seats, - clothing and footwear, - sporting goods, - floatation aids and aquatic toys for specific purpose of assisting a supervised child to float or swim in water.

Labeling Requirements Under Wils Protocol 18000 Aus Toys And Non Toy Product:

Packaging and Labeling Regulations	Australian Commerce (Trade Descriptions) Act, 1905, Commerce (Imports) Regulations, 1940	-	Manufacturer, Packer, or Distributor's Name & Address - Shall be provided and written in English. The marking must be readily visible and legible; and appropriate to enable the person to be identified and located. Product Identification - Shall be provided and written in English. Shall not be misleading or deceptive. Net quantity - The contents shall be expressed in terms of weight or mass, measure, numerical count, or combination so as to give accurate information to facilitate consumer comparison (U.S. and metric units). Shall be provided and written in English.
Country of Origin Marking	Australian Commerce (Trade Descriptions) Act, 1905, Commerce (Imports) Regulations, 1940	-	Shall indicate country of origin legibly, permanently, and in comparable size and close proximity to any mention of country other than country in which the article was manufactured or produced. Must be visible at point of purchase. Shall be provided and written in English.

- **Sample size**:
  - Both US&CN and AUS: 01 full product + additional samples (if needed) + packaging labeling.
  - AUS only: 01 full product + additional samples (if needed) + packaging labeling.
  - **Filling in the online TRF**: please put a remark on the TFR if the submitted sample will be tested for both US&CN and AUS **OR** only test for AUS.
  - **Testing TAT**:
  - Both US&CN and AUS: need longer TAT to complete both standards, 7~10 working days
  - AUS only: as normal (5~7 working days)

3. Responsibilities of Vendor and In Country Sourcing Offices

To be knowledgeable and familiar with the Williams-Sonoma, Inc. Hardline Furniture Performance Standards and Testing Procedures. Each product has an assigned test protocol which includes the list of tests required. Test protocols can be accessed online from WSI's approved third-party testing laboratories. **See Supplement A for instructions to access these test protocols.**

To acknowledge their understanding of all Williams-Sonoma, Inc. test procedures; including, payment of testing fees, sample submission requirements, and performance standards.

To submit to a WSI-approved laboratory, required materials, components and full products for specified testing or evaluation. Each submission should include a fully completed Williams-Sonoma's Test Request Form (TRF). Vendor should contact approved 3rd party lab to get William Sonoma's Test Request Form.

D. Australia Shipping Section

For shipments from Outside Australia, continue to follow guidelines in Chapter 9: International Transportation. Vendors are required to ship the orders according to PO details. Any revision they are to reach their respective country sourcing team for revision. A reminder to vendors to comply with Chapter 7D on carton labeling for outer and inner cartons.

- Local Australian Vendors: For Booking delivery of shipments from Australia vendors to Australia DC the Shipping Address is:

Williams-Sonoma Australia Pty Ltd
2A Johnston Crescent,
Horsley Park, NSW 2175
Australia

- Our warehouse is operated by DHL. Prior to any product arriving AU DC need a pre-advice communication 48 hours prior; Pre-advice email needs to be sent to: Audc@wsgc.com and Eva.keniz@dhl.com

- Pre-advice email must include:
  - Delivery date (Mon to Fri)
  - Delivery time; Delivery is to be between 8 am and 1pm local time
  - PO /SKU number
  - Exact shipment details if different from the PO

E. Customs Requirements-Australia

1. Document Check List
2. Document Turnover
3. Commercial Invoices
4. Packing List
5. Packing Declaration
6. Non-Preferential Certificate of Origin OR Preferential Certificate of Origin for ASEAN Country of Origin shipments if eligible for AANZFTA (ASEAN-Australia Free Trade Agreement)
7. Fumigation Certifications, Kiln Drying Certificates, Non-Fumigation Certificate
8. Manufacturer's Declaration
   a. Manufacturer Declarations for Botanical Products
   b. Manufacturer Declarations for Food Products
9. Storage Declarations
10. Phytosanitary Certificates
11. Health Certificates
12. Restricted Product Requirements
    a. Botanical Products
    b. Food Products
    c. Brown Marmorated Stink Bug Risk (BMSB)
13. Fumigation/Treatment Guidelines for Manufactured Articles that Contain Wood
14. AQIS Fumigation Guidelines – Wooden Articles, Bamboo, Rattan, Cane, Willow, Wicker
15. References

Contacts

WSI Customs – Customs_Audit@wsgc.com

Michael Mitchell

Director, Global Customs Compliance - MMITCHELL1@WSGC.com

Manager Global Customs Compliance Matthew Noe - mnoe@wsgc.com

1. Document Check List

The following documents are required for all shipments to Australia unless otherwise noted. Specific requirements for the documents are provided in later sections.

- Commercial invoice.
- Packing List.
- Bill of lading or Airway Bill (provided to the Customs broker by the freight forwarder)
- Packing Declaration (ocean only)
    - Completed by the vendor if they packed the container
    - Completed by the freight forwarder if the shipment is LCL or the shipment was delivered to the ITC in Malaysia
    - Certificate of Origin issued by Chamber of Commerce at Country of Origin
    - Preferential Certificate of Origin for ASEAN Country of Origin shipments if eligible for AANZFTA (ASEAN-Australia Free Trade Agreement) - Certificate of Origin will not be required if Preferential Certificate of Origin is provided
- Fumigation Certificate, Kiln Drying Certificates or a Non-Fumigation Declaration.
- Other Documents as required which might include the following:
    - Manufacturer's Declaration.
    - Storage Declarations.
    - Phytosanitary Certificates.
    - Health Certificates.

2. Document Turnover

To ensure timely Customs clearance in Australia it is important that all required documents are turned over on time.

No.	Document Title	Required	Turn over	Provide Documents to:
1	Shipping Documents (Commercial invoices, packing lists, other documents)	Always	Ocean: no later than two days after departure Air: Two days prior to departure	Freight Forwarder
2	Fumigation or Kiln Drying Certificates	If product and/or shipment has been fumigated or if product has been kiln dried	Ocean: no later than two days after departure Air: Two days prior to departure	Freight Forwarder
3	Non-Fumigation Declaration	Only if the vendor did not fumigate or kiln dry the shipment	Provide to DAMCO within 24 hours after cargo exits factory	Freight Forwarder
4	Packing Declaration	Vendor must complete a Packing Declaration if the vendor packed the container.	Ocean: no later than two days after departure Air: Two days prior to departure	Freight Forwarder

5.	Certificate of Origin issued by Chamber of Commerce at Country of Origin	Required if shipment is not eligible for for AANZFTA (ASEAN-Australia Free Trade Agreement)	Ocean: no later than two days after departure Air: Two days prior to departure	Freight Forwarder
6.	Preferential Certificate of Origin for ASEAN Country of Origin shipments	Required if shipment is eligible for AANZFTA (ASEAN-Australia Free Trade Agreement) - Certificate of Origin will not be required if Preferential Certificate of Origin is provided	Ocean: no later than two days after departure Air: Two days prior to departure	Freight Forwarder
7.	Storage Declaration	Only required if treated wood will be stored prior to putting the product into a sealed container for export	Ocean: no later than two days after departure Air: Two days prior to departure	Freight Forwarder
8.	Manufacturer Declarations	If product requires a Manufacturer Declaration	Ocean: Provide two weeks prior to departure Air: Provide two weeks prior to departure	WSI Customs
9.	Food Declarations	Always for food products	Ocean: Provide two weeks prior to departure Air: Provide two weeks prior to departure	WSI Customs
10.	Phytosanitary Certificates	If product and/or shipment requires a Phytosanitary Certificate	Ocean: no later than two days after departure Air: Two days prior to departure	Freight Forwarder
11.	Health Certificates	If product requires a Health Certificate	Ocean: Provide two weeks prior to departure Air: Provide two weeks prior to departure	WSI Customs

- Shipping Documents: Shipping documents include commercial invoices and packing lists and are required for every shipment. All shipping documents must be turned over to Damco no later than two days after vessel departure for ocean shipments and turned over to Air Freight Forwarder two days prior to departure.

- Additional Documents: In some cases, Australia shipments require additional documents to be included with the shipping documents. Examples of additional documents are:
  - Fumigation Certificates or Kiln Drying Certificates
  - Non - Fumigation Declarations
  - Packing Declarations
  - Storage Declarations
- Documents for Restricted Products: (See Section 11 for additional information): Some products, generally botanical and food, require additional documents. These documents should be turned over the WSI Global Customs customs_audit@wsgc.com no later than two weeks prior to departure, These documents are required on a case-by-case basis and WSI Global Customs will work directly with the vendor to obtain the documents. Examples of documents for restricted products are:
  - Manufacturer Declarations
  - Food Declarations
  - Phytosanitary Certificates
  - Health Certificates

3. Commercial Invoice

The following information must be on the commercial invoice and the invoice must be legible and in English

a. Seller/Shipper name and address
b. Commercial Invoice number and date
c. PO and SKU numbers
d. Description. Use the Invoice Description provided on the Purchase Order. If the Purchase Order does not have an Invoice Description, provide a description that reasonably describes the product.
e. HTS code, is one if provided on the Purchase Order. This is not mandatory. If the vendor needs an HTS code for export purposes the vendor should use an HTS code that is customary or required for export from their country.
f. Quantity for each SKU
g. Total Invoice quantity
h. Unit price for each SKU, total value of each SKU and total invoice value
i. Terms of sale
j. Buyer/Consignee:

Williams-Sonoma Singapore Pte. Ltd.
18 Tai Seng Street #07-07, 18 Tai Seng, Singapore 539775

k. Delivery Address

Williams-Sonoma Australia Pty Ltd
2A Johnston Crescent,
Horsley Park, NSW 2175
Australia

l. Notify Party

	Sydney	**Melbourne**
Customs Broker	Expeditors International Pty. Ltd	Expeditors International Pty. Ltd
Fax Number	61 466317681	61 0481035873
Email	Phitcharat.duangkaew@expeditors.com	Phitcharat.duangkaew@expeditors.com
Address	1014 Mcpherson st Banksmeadow, NSW, 2019, Australia	5 International Square Trade Park Tullamarine, Victoria 3043 Australia

4. Packing List

The following information must be on the packing list. SKU and quantities must match information found on the Commercial Invoice

- Seller/Shipper name and address
- Commercial Invoice number and date
- The container number if the container is factory loaded
- SKU number, PO number
- Number of units and total number of cartons
- Total weight

5. Packing Declaration (ocean only)

a. The vendor must complete a Packing Declaration if the vendor packed the container.
b. The freight forwarder will complete a Packing Declaration if the vendor did not pack the container, or if the product is shipped to the ITC in Malaysia.
c. The Packing Declaration must be included with the shipping documents. (Form can be found in "Related document" link next to this manual)

6. Fumigation Certificates, Kiln Drying Certificates and Non - Fumigation Declarations

All shipments require either a Fumigation Certificate a Kiln Drying Certificate or a Non-Fumigation Declaration. All shipments that contain wooden articles, articles that contain wooden components must be fumigated or Kiln Dried by the vendor or the Freight Forwarder. All shipments that that contain wood packaging materials including crates and bracing, the wood packing materials must be ISPM-15 compliant. (See Chapter 7A for packaging requirements)

- Fumigation Certificates:
  - If the vendor fumigates the shipment, they must provide a copy of the Fumigation Certificate with the shipping documents. (Form can be found in "Related document" link next to this manual)
  - If the shipment is moving to the ITC in Malaysia, then the vendor does not need to fumigate because the entire shipment that exports out of Malaysia will be fumigated. In this case the Freight Forwarder will provide the Fumigation Certificate to the Australian Customs Broker.
  - If the vendor does not fumigate the shipment, or the product has not been kiln dried (see specification below) or the product is shipping to the ITC-Malaysia, the vendor must complete a Fumigation Declaration and provide a copy of the Fumigation Declaration with the shipping documents. (Form can be found in "Related document" link next to this manual)
- Kiln Drying Certificates: Kiln drying treatment certificate can be used instead of a fumigation certificate if the following conditions are met:
  - Evidence that the goods have been kiln dried at a rate of 74°C, measured at the core of the goods for a variable time depending on the thickness of the goods
  - The treatment must be performed within six calendar months of the date of export.
  - For the treated goods that have been stored before sealed in a container, a storage declaration is required to assure that goods have not been infested with pests after the treatment.
  - If the vendor kiln dries the product instead of fumigating, they must provide a copy of the Kiln Dry Certificate with the shipping documents. (Form can be found in "Related document" link next to this manual)
- Non-Fumigation Declarations: All shipments that are not fumigated or kiln dried by the vendor require a Fumigation Declaration. The information on the Non-Fumigation Declarations assists the Freight Forwarder in making decisions whether or not they need to make arrangement to fumigate the shipment and decreases shipment delays.

- The Non-Fumigation Declaration must be provided if the vendor did not fumigate or kiln dry the shipment
- A copy of the Non-Fumigation Declaration must be provided to Damco within 24 hours after cargo exits factory. (Form can be found in "Related document" link next to this manual)

7. Manufacturer's Declarations

Certain products require a Manufacturer's declaration that provides additional information about the product. Manufacturer Declarations must be emailed to WSI Customs at Customs_Audit@wsgc.com no later than two weeks prior to departure. Australian Authorities may require additional information and it is the vendor's responsibility to comply with the request within 24 hours of receiving the request from WSI Customs to prevent further delays and additional costs due to the delays. Below are the minimal requirements for the Manufacturer Declaration, see Section 11 for types of products that require a manufacturer declaration and the specific requirements for the product. (Form can be found in "Related document" link next to this manual)

a. Manufacturer Declarations for Botanical Products: Generally, all botanical products require a Manufacturer Declaration in order to be released from Australia government, without this document will result in clearance delays. See Section 11 for specific requirements by type of product. The following information must be on the Manufacturer Declaration:
   - Manufacturer Declarations must be completed by the manufacturer of the product
   - Must be on a company letterhead and signed and date by a company representative with title.
   - Issued no later than six months prior to arrival.
   - Written in English
   - Free from erasures or alterations
   - The packing is clean and new
   - The goods are free of contaminant seed, soil, animal and plant debris and other biosecurity risk material
   - The consignment is clean and new
   - Must include botanical name (genus and species) and common name
   - Must include material processing steps, description of any treatments, duration of treatment and if heat treated duration of heat treatment and temperatures applied

b. Manufacturer Declarations for Food (Form can be found in "Related document" link next to this manual): All food products require a Manufacturer Declaration in order to be released from Australia government, without this document will result in clearance delays. See Section 11 for specific requirements by type of food. The following information must be on the Manufacturer Declaration:
   - Manufacturer Declarations must be completed by the manufacturer of the product
   - Must be on a company letterhead and signed and date by a company representative with title.
   - Issued within six months of importation
   - Written in English
   - Free from erasures or alterations
   - List of ingredients
   - Lot Code for each SKU. Failure to provide the lot code will result in clearance delays.
   - The packing is clean and new.

8. Storage Declarations

Storage declarations are only required if treated wood will be stored prior to putting the product into a sealed container for export. (Form can be found in “Related document” link next to this manual)

9. Phytosanitary Certificates

A Phytosanitary Certificate is generally required for shipments that contain feathers or some botanical products. To determine if your product needs a Phytosanitary Certificate please contact WSI Customs at Customs_Audit@wsgc.com no less than two weeks prior to departure.

10. Health Certificates

A Health Certificate is required for food products that contain 10% or more of dairy and products that contain 5% or more meat or meat derivatives. To determine if your product needs a Health Certificate please contact WSI Customs at Customs_Audit@wsgc.com no less than two weeks prior to departure.

11. Restricted Product Requirements

Many items imported into Australia are restricted goods and have additional requirements that must be met in before they can clear Australia Customs. Failure to meet the requirements will cause the entire shipment to be delayed until resolved. This section provides requirements for the following products:

a. Botanical Products such as rattan, potpourri, pine cones, wicker, feathers, moss, etc.
b. Food products
c. Brown Marmorated Stink Bug Risk – additional reequipments from certain countries

a. **Botanical Products**: Below are import requirements for various botanical products. If a document is required, the document must be turned over to WSI Customs no later than two weeks prior to departure to Customs_Audit@wsgc.com
    - Banana Fiber (Musa Spp) Products
    - Rattan Articles
    - Pine Cones
    - Potpourri
    - Permitted Plant Fibers
    - Willow and Wicker Articles
    - Feathers
    - Artificial Plants on Natural Stems
    - Moss
    - Seashells (Capiz, Oyster)

- Banana Fiber Products/ Genus: Musa Spp

Requirement	Documents Required
Product must be treated prior to shipment with one of the following: • Heated 85 °C 8 hours • Heated boiling water 100 °C 60 minutes	• A Treatment Certificate must be provided • A Manufacturer Declaration must be provided
Please inform WSI Customs at Customs_Audit@wsgc.com if you have a shipment that contains Banana fibre articles	

*****Acceptable heat treatment above, if not able to meet goods will be treated with gamma on arrival

- Rattan Products/ Genus: Calamus or any material related to Calamus

Requirement	Documents Required
Product must be treated prior to shipment with one of the following: • Methyl bromide fumigation* • Heat treatment • Dry heat treatment • ETO • Gamma • Boiling water • Sulfuryl fluoride	• A Treatment Certificate must be provided • A Manufacturer Declaration must be provided
*If shipment is moving through ITC Methyl bromide fumigation will be done at the ITC	

- Pine Cones, products that contain pine cones

Requirement
Product must be treated on arrival to Australia with one of the following: • Moist heat • ETO • Gamma
There is the option to treat the product prior to shipment, however there are no approved treatment providers in the country of origins used by WSI/WSSPL. Shipments that contain pine cones will be held until the pine cones are treated in Australia. This will result in the entire shipment being delayed and additional costs. Please inform WSI Customs at Customs_Audit@wsgc.com if you have a shipment that contains pinecones.

- Potpourri

Requirement
Product must be treated on arrival to Australia with one of the following: • Moist heat • ETO • Gamma
There is the option to treat the product prior to shipment, however there are no approved treatment providers in the country of origins used by WSI/WSSPL. Shipments that contain pine cones will be held until the pine cones are treated in Australia. This will result in the entire shipment being delayed and additional costs. Please inform WSI Customs at Customs_Audit@wsgc.com if you have a shipment that contains pinecones

- Products that include plant fibers. Examples: seagrass, water hyacinth, jute, including jute rugs

Documents Required	Requirements
Manufacturer Declaration	• The botanical name of the plant material • The identity of the article • The level of processing undertaken, including relevant drying, bleaching, dyeing details, and any other details that demonstrate that the goods have been processed in such a way that the product poses minimal biosecurity risk.
Note – "processed" means the fiber has undergone some combination of mechanical processing, chemical processing, boiling, kiln-drying, etc. This does not include articles which have only been sun or air-dried. Australia government will assess the goods, if they believe the product are a biosecurity risk, they can require mandatory treatment.	

- Willow and wicker products

Requirement	Documents Required
Product must be treated prior to shipment with one of the following: • Methyl bromide fumigation* • Heat treatment • Dry heat treatment • ETO • Gamma • Boiling water • Sulfuryl fluoride	• A Treatment Certificate must be provided • A Manufacturer Declaration must be provided
*If shipment is moving through ITC Methyl bromide fumigation will be done at the ITC Malaysia	

- Feathers, articles manufactured with feathers.

Requirement	Documents Required
Feathers not fully contained within a manufactured product must be treated prior to shipment with one of the following: • Moist heat • Autoclave sterilization Examples of product; vase fillers, ornaments with feathers, decorative accessories with feathers.	• Phytosanitary Certificate must be provided • A Manufacturer Declaration must be provided
Feathers fully contained within manufactured articles (Pillows and Comforters)	A Manufacturer Declaration Statements below: • Clean and free from animal tissue or plant material and soil and fully contained within a manufactured product. • The feathers within the manufactured article have been cleaned and are free of all animal tissue and other extraneous matter.

- Artificial plants on natural stems
  Examples include faux botanicals on natural twigs, roots, or other natural goods.

Requirement	Documents Required
Product must be treated prior to shipment with one of the following: • Heat treatment at 85°C 8 hours	• Phytosanitary certificate must be provided

- Sphagnum Moss: Sphagnum moss might be included with other Dried plant material, wreaths, basket liner etc.

Requirement
Product must be clean and free of soil, animal and plant debris, etc.
Sphagnum moss will need to be treated when it arrives in Australia Shipments that contain Sphagnum moss will be held until the product is treated in Australia. This will result in the entire shipment being delayed and additional costs. Please inform WSI Customs at Customs_Audit@wsgc.com if you have a shipment that contains Sphagnum moss

- Seashells: Includes all articles made from seashells including capiz, oyster, mother of pearl

Requirement
A manufacturer Declaration must be provided with the following statements: • The goods are manufactured articles • The shells are clean • The shells are non-viable

b. **Food Products**: All food products require a Manufacturer Declaration, Lot Code, additional statements, without this document Australia government will not release the goods resulting in clearance delays, potential under bond charges, it is key that these documents are turn over to WSI Customs in time no later than two weeks prior to ship date at Customs_Audit@wsgc.com. WSI Customs applies for import permits and will request additional information from vendors. Some import permits will require that the vendor complete a Product Questionnaire which will be provided by WSI Customs as needed. This section covers the following products:
   - Dairy, including cheese and butter
   - Dried herbs for human consumption
   - Meat base products
   - Egg based products

- Dairy, including cheese and butter: WSI Customs Department will apply for import permits, vendor will fill out Health Certificate provided by WSI Customs

Requirement	Documents Required
If containing less than 10% dairy	Product must have the following statements on Manufacturer Declaration • The goods contain less than 10% dairy by dry weight (other than added water)
Containing 10% or more dairy	Product must meet the following requirements: • Import permit • Health Certificate (Must be fill out by the vendor)

- Dried herbs for human consumption

Requirement
Product must have the following statements on a Manufacturer Declaration • A detailed product description and full list of ingredients which must include botanical names and/or common names. • Each consignment of goods must be packed in clean and new packaging

- Meat based products, including soups, meat rubs and gravy- WSI Customs Department will apply for import permits

Requirement	Documents Required
If containing less than 5% meat or meat derivative	Product must meet the following requirements: • Import permit • Manufacturer Declaration that includes % of meat and meat derivatives
Containing 5% or more meat or meat derivative	Product must meet the following requirements: • Import permit • Health Certificate (Must be fill out by the vendor) • Manufacturer Declaration that includes % of meat and meat derivatives

- Products that contain egg - WSI Customs Department will apply for import permits

Requirement	Documents Required
If containing less than 10% eggs	Product must have the following statements on a Manufacturer Declaration • The goods contain less than 10% egg ingredients by dry weight • And does not contain discernible pieces of gg.
Containing 10% or more eggs	Product must meet the following requirements: • Import permit • Health Certificate

c. **<u>Brown Marmorated Stink Bug (BMSB)</u>**: The Brown Marmorated Stink Bug is a biosecurity risk in Australia and shipments of products described below and from countries listed below must be fumigated with methyl bromide fumigation to prevent the infestation of the Brown Marmorated Stink Bug. **The time period in which the requirements are enforced, and the countries of risk are adjusted every year.**

- All shipments under BMSB must be fumigated. The three scenarios are:
  I. If the shipment is FCL the vendor should arrange for fumigation. Provide a fumigation certificate to the freight forwarder with the shipping documents.
  II. Consolidated container loads or Damco CFS will be fumigated at the ITC-Malaysia, or TRICAP or at origin
  III. If neither (a) or (b) is done, then the shipment must be fumigated in Australia. This will cause additional costs and significant delays for the entire shipment.
- BMSB Seasons
  - 2018 – 2019 Season: September 1 2018 – April 1, 2019 (inclusive)
  - 2019– 2020 Season: September 1, 2019 – May 31, 2020 (inclusive)
  - 2020 – 2021 Season: to be determined
- Any shipment that contains the products described below will require Mandatory Treatment for BMSB

- Wood articles, corks
- Carpets
- Stone, plaster, cement, asbestos, mica or similar articles
- Glass and glass ware
- Articles of iron steel
- Copper and articles thereof
- Nickle and articles thereof
- Aluminum, lead, zinc, tin, and articles thereof
- Tools, cutlery, spoons and forks, of base metals

- Any vessel that loads, exports from or transships through a target risk country will require Mandatory Treatment for BMSB

Albania	Belgium	Czech Republic	Hungary	Macedonia	Serbia	Turkey
Andorra	Bosnia and Herzegovina	France	Italy	Montenegro	Slovakia	United States of America
Armenia	Bulgaria	Georgia	Kosovo	Netherlands	Slovenia	Japan
Austria	Canada	Germany	Liechtenstein	Romania	Switzerland	
Azerbaij	Croatia	Greece	Luxembourg	Russia	Spain	

- Mandatory Treatment for BMSB: BMSB shipments must be fumigated with Methyl Bromide preferably prior to departure to Australia to avoid additional costs and delays in Australia. Any BMSB shipment that is not fumigated prior to arrival in Australia must be fumigated in Australia and will delay clearance for at least two weeks. See the various fumigation scenarios in 3a above. The fumigation requirements are:
  - A dose of 24 g/m³ or above, at 10°C or above, for a minimum of 12 hours (but less than 24 hours), with a minimum end point reading of 12 g/m³, OR
  - A dose of 24 g/m³ or above, at 10°C or above, for 24 hours or longer, with a minimum end point reading of 8 g/m³
- Packaging requirements for Brown Marmorated Stink Bug Season: If the shipment will be fumigated at the ITC-Malaysia, Tricap or at origin the product must not wrapped and/or not covered in a way that stops the heat or fumigant from accessing all surfaces of the goods that are accessible to BMSB.

  Commercial packing/wrapping is not required to be opened, removed or slashed; however, all shipping packing/wrapping must be opened, removed or slashed in a way that allows the fumigant to access all surfaces of the goods that are accessible to BMSB.

  For questions regarding BMSB Season, please contact WSI Customs at Customs_Audit@wsgc.com

12. Fumigation/Treatment Guidelines for Manufactured Articles that Contain Wood

Overview: Australia's Quarantine and Inspection Service (AQIS) pre–border, border and post–border measures that include fumigation and inspections help to prevent the introduction and spread of pests and disease. AQIS's critical role has resulted in Australia being one of the few countries in the world to remain free from the world's most severe pests and diseases. The following guidelines address the basic requirements only. Contact WSI Customs for additional information.

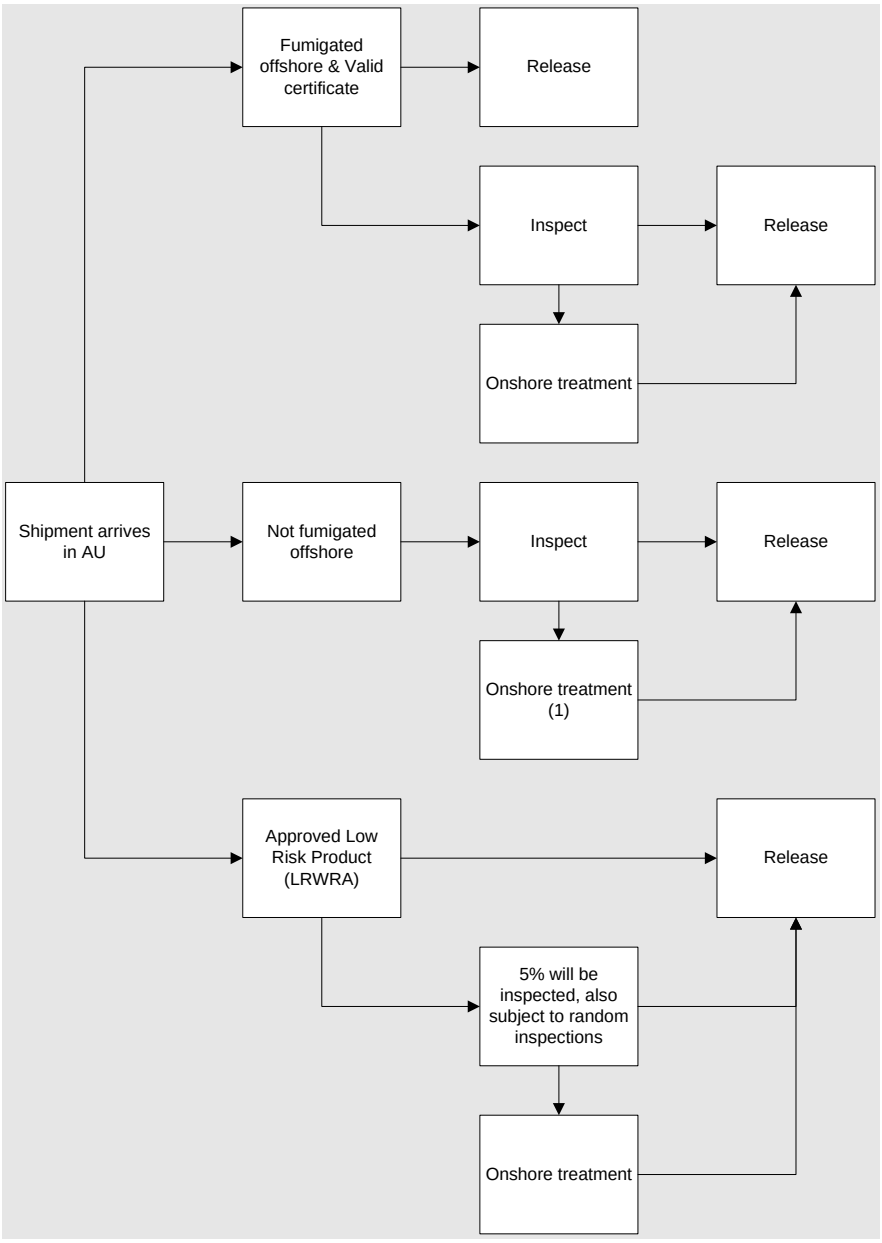
- **Requirements for All Shipments to Australia**:
  - Shipment free of live insects, bark or other quarantine risk material
  - Packaging must be clean and new
  - Shippers/packer's Packing Declaration must be included with shipping documents
  - Manufacturer's Declaration must be included with shipping documents
  - Fumigation/Treatment Certificates obtained according to requirements in Section E below must be included with shipping documents
- **Requirements for manufactured articles that contain wood, plywood, veneer, bamboo, cane, rattan, willow, wicker.**

  Three options:

  I. Treat product offshore according to AU requirements – See Section E
     - Fumigation/Treatment Certificate must be included with shipping documents
     - Reduces risk of inspection and may eliminate treatment in Australia

  II. Products not treated offshore according to AU requirements or not approved for Low Risk Wooden Related Article Status are subject to the following
     - Full unpack and inspection in Australia
     - Treatment if determined necessary by Australia Quarantine –See Section E
     - Estimated one week delay

  III. Obtain Low Risk Wooden Related Article status (LRWRA) prior to shipping to Australia
     - Manufacturer must submit application at least three months prior to shipping.
     - Approval is good for two years
     - 5% of shipments will be inspected and shipment can be subject to random inspection. For shipment to benefit from LRWRA all goods in container must be LRWRA.
- **Recommendations:**
  - Fumigate containers or products offshore if possible
  - If fumigating with methyl bromide or sulphuryl fluoride fumigation must be completed before any surface coating has been applied and goods must export within 21 days of fumigation
  - Methyl bromide fumigation is not recommended for upholstered furniture due to residual odor within cushions and padding
  - When possible, the manufactures should obtain Low Risk Wooden Related Article status for products to avoid fumigation requirements. The application process takes approximately three months.
- **Wood Entry Process**



- Articles that contain bamboo and, willow/wicker (without bark) must be fumigated onshore if shipment is not accompanied by an acceptable treatment or Phytosanitary certificate.

13. AQIS Fumigation Guidelines – Wooden Articles, Bamboo, Rattan, Cane, Willow, Wicker

	Methyl Bromide		Sulphuryl fluoride		Ethylene Oxide		Heat Treatment		Gamma Irradiation		Cold Storage		Eligible LRWRA
	Off shore Note 1	AU Note 1	Off shore	AU	Off shore	AU	Off shore	AU	Off shore	AU	Off shore	AU	Note 3
Contains solid wood	**Yes** Before coating 21 days	**Yes** No coating	**Yes** Before coating 21 days	**No**	**Yes**	**Yes**	**Yes** 21 days	**Yes**	**No**	**Yes**	**No**	**Yes** Note 2	**Yes**
Plywood & veneer	Plywood and veneer articles that have been newly manufactured and exported to Australia within 90 days do not require fumigation. Manufacturer needs to provide declaration supporting the date of manufacture												
	Yes Before coating 21 days	**Yes** No coating	**Yes** Before coating 21 days	**No**	**Yes**	**Yes**	**Yes** 21 days	**Yes**	**No**	**Yes**	**No**	**No**	**Yes**
MDF & Plastic wood	No fumigation requirements if product is made solely from reconstituted wood or wood plastic and manufacturer's declaration supports process: Wood must undergo chipping, screening, grinding, conditioning and pressing or molding at high temperatures to bond the material together and no longer contains solid chunks of wood or plant material. Wood plastic must contain a minimum 30% resin; polyethylene; polystyrene, polyvinyl chloride or similar.												
Bamboo Note 4	**Yes** 21 days	**Yes** No coating	**No**	**No**	**Yes**	**Yes**	**Yes** 21 days	**Yes**	**Yes**	**Yes**	**No**	**Yes** Note 2	**Yes**
Cane, Rattan Note 4	**Yes** Before coating 21 days	**No**	**Yes** Before coating 21 days	**No**	**Yes**	**Yes**	**Yes** 21 days	**Yes**	**Yes**	**Yes**	**No**	**Yes** Note 2	**Yes**
Willow, wicker Note 5	**Yes** Before coating 21 days	**Yes** No coating	**No**	**No**	**Yes** Before coating	**Yes** No coating	**Yes** Before coating 21 days	**Yes** No coating	**Yes** Before coating	**Yes**	**No**	**No**	**Yes**

Before Coating: Must be treated before any surface coating has been applied

No Coating: Product cannot have surface coating

21 Days: must export within 21 days of treatment

Notes:

- Methyl Bromide is not recommended for upholstered furniture due to residual odor of the fumigate within the cushions and padding
- Cold storage treatment only available for product imported from African, Asian and South-East Asian countries.
- May qualify for Low Risk Wooden Related Article status. Manufacturer must apply to AU Quarantine Agency. Can take 3 months to complete.
- Offshore treatment of immersing in boiling water is an acceptable method. Water must be at 100 degrees Celsius for 30 minutes.
- Willow and wicker articles that contain bark require mandatory onshore treatment. Solid wood, plywood, must be free of bark otherwise bark fumigation requirements per species must be met.

14. References

- **ICON**: AQIS's import conditions database. It contains the Australian import conditions for plant, animal, microbial, mineral and human products. Includes acceptable test methods for each type of product
  http://www.aqis.gov.au/icon32/asp/ex_querycontent.asp

- Treatment Standards for Methyl Bromide and Heat Treatment
  http://www.daff.gov.au/aqis/import/general-info/qtfp/treatments-fumigants

- Offshore treatment providers
  http://www.daff.gov.au/aqis/import/general-info/pre-border/afas

- Onshore Treatment Providers and Quarantine Approved Premises: Benefit of using a Quarantine Approved Premises (QAP) includes the ability to unpacked and inspect the container on the premises while allowing non-quarantine goods to be released
  http://www.daff.gov.au/aqis/import/general-info/qap/qap-facilities

- Non-Commodity Policy (i.e. ISPM 15)
  http://www.daff.gov.au/aqis/import/general-info/documentary-requirements/non-commodity_information_requirements_policy

- Low Risk Wooden and Related Articles Standards (LRWRA)
  http://www.daff.gov.au/aqis/import/timber/low-risk

Acceptable Documentation: http://www.daff.gov.au/aqis/import/general-info/co-reg/acceptable-docs

CHAPTER 12B: FRANCHISE GLOBAL CHANNEL

Overview

Williams Sonoma Inc. (“WSI”) has decided to expand internationally via agreements with different Companies around the world to open Williams-Sonoma Inc. branded stores. This has been accomplished via Williams-Sonoma Singapore Pte. Ltd. (“WSSPL”) which is the foreign entity of Williams-Sonoma, Inc.

This chapter will provide the following:

1. General Information for ALL Franchise Destinations

A. Purchase Orders
B. International Shipping Instructions
C. Air Freight Shipping Instructions
D. US Domestic Shipping Instructions
E. Documentation
F. Product/Master Carton Labeling Requirements
G. Invoicing
H. Payments
I. Packing Materials

2. Specific Requirements for each destination for all vendors

A. Shipping to Alshaya Trading Company – UAE
B. Shipping to SSI Store Specialist – Philippines
C. Shipping to Liverpool – Mexico
D. Shipping to Livart - Korea
E. Shipping to Reliance - India
F. Shipping to Reliance – India Domestic

I. General Information for All Franchise Destinations:

A. Purchase Orders:

- Purchase Orders ("POs) are written by WSSPL
- Separate POs will be written for each destination. These destinations are:
  - Saudi Arabia (KSA) and United Arab Emirates (UAE), (Operated by MH Alshaya Co., "ALS")
  - Philippines (Operated by Store Specialists Inc., "SSI")
  - Mexico (Operated by Liverpool, "LP")
  - Korea (Operated by Hyundai Livart, "HYU")
  - India(Operated by Reliance "REL")
- POs will be under the "Retail" channel
- POs will be distributed via GT Nexus/POC as is the case with USA POs.
- Vendors will be able to identify POs for international destinations by the "Ship to" address indicated on the order – please review the details of the POs thoroughly and notify your local WSI office immediately of any issues. Additional notes can be found in the Vendor Notes of the PO.
- Vendors are encouraged to consolidate shipments across POs with similar ship windows to reduce transportation and documentation costs. **As these are still small businesses WSI asks for your flexibility in moving ship dates around slightly in order to consolidate POs.**
- Vendors are encouraged to communicate special needs in terms of MOQ (Minimum Order Quantity) or MOV (Minimum Order Value) to the relevant contact in your local WSI office.
- Delivery terms are FOB for all International destinations.

B. AIR FREIGHT SHIPPING INSTRUCTIONS:

This section documents specific instructions to follow for air freight mode:

- Bookings must be placed via Damco's system online booking tool. Damco Shipper (DS) http://www.damco.com/en/myDamco/Shipper.aspx
- Packing list and tracking#/copy of the HAWB must be provided to Damco

C. US DOMESTIC SHIPPING INSTRUCTIONS: (US VENDORS ONLY)

This addendum documents changes in the existing process that each U.S. vendor will need to comply with for these particular purchase orders. Processes not specifically detailed in this addendum are unchanged; please follow normal domestic vendor procedures accordingly. All orders delivered to WSI will follow the standard process documented in the domestic vendor manual. The changes detailed in this addendum are intended only for product designated for the Franchise ordered by WSSPL. Compliance to all requirements is needed to ensure payment of vendor invoices.

- Shipments intended for the Franchise will never ship to a Williams-Sonoma Inc. distribution center in the U.S., but instead will be delivered straight to TI Logistics/Tricap consolidation center or CY port. For this reason, do not consolidate WSI PO shipments with WSSPL PO shipments.
- Prior to shipment, the cargo manifest must be approved by Damco. Email the manifest/packing list to wsi.imp.us@lns.com, domesticlogistics@wsgc.com & tharper@wsgc.com with the BOL# & PO# in email subject line.
- Note that if the PO will be shipping via UPS–ground "cargo 150lbs/68KG or less" a BOL# will not be issued. Email the manifest/packing list to wsi.imp.us@lns.com, domesticlogistics@wsgc.com & tharper@wsgc.com with the Tracking# & PO# in email subject line. BOTH VENDOR LABEL & UPS LABEL MUST BE PLACED ON CARTON. PO Number is required to be entered in UPS system under reference#1 field. No multi-sku cartons accepted.

Prepaid Vendor (vendor pays freight)	• Vendor should email the manifest/packing list to wsi.imp.us@lns.com for manifest approval to ship from Damco. • Ship product to TI Logistics/Tricap consolidation center. Ensure the Bill of Lading on the shipment has the appropriate TI Logistic/Tricap address listed (see below).

Collect Vendor (WSSPL pays freight)	**Shipment over 150 lbs (68 kilos)**	• Vendor creates routing in Manhattan Portal & receives manifest approval to ship from Damco (see manifest approval process below) • Ensure the BOL# on the shipment has the appropriate TI Logistics consolidation center address listed (see below). • WSSPL carrier will pick up goods from the Vendor. • Freight pickups should be routed in Manhattan 48 hours prior to desired pickup.
	Shipment 150 lbs (68 kilos) or less	• Complete booking with Damco. • Ship to appropriate Tricap/TI Logistics address via UPS. • Use the appropriate UPS Billing Account Code: Franchise: ALS UPS Ground Account: 1A33R8 SSI UPS Ground Account: 1A33R6 LIV UPS Ground Account: 1A33T1 Livart UPS Ground Account: 37X289 REL UPS Ground Account: 7580E3 AU UPS Ground Account: *1A33R9* UK UPS Ground Account: 1A33R7

Manifest approval process

Freight routed to TI Logistics/Tricap/DSV consolidation requires manifest approval prior to shipment:

1. Email wsi.imp.us@lns.com & domesticlogistics@wsgc.com the manifest/packing list with the BOL# & PO# in email subject line. Note UPS shipment will not receive a BOL# please provide UPS Tracking#.
2. Damco will then validate the cargo manifest/packing list and will reply with an approval if the manifest/packing list is correct and accepted.
3. Once received, TI Logistics/Tricap/DSV will validate the cargo PO/SKU based on the Damco approved cargo manifest/packing list. If TI Logistics/Tricap/DSV does not receive the cargo manifest approval from Damco, or the cargo PO/SKU does not match the approved manifest/packing list and or if the cargo is labeled incorrectly, the cargo will be refused, and freight will be returned to vendor at vendor's expense via an account debit.
4. Please route LIV (Mexico/Liverpool) orders to the TI Logistics/Tricap/DSV consolidation center closest to the vendor origin. Vendor origins west of the Mississippi river go to Carson, CA (Tricap) while vendor origins east of the Mississippi river go to Kearny/Carteret NJ (TI Logistics/DSV).
5. Route freight according to the Shipment Routing listed below.

ALSHAYA – UAE, KSA
DSV A&S
800 Federal Boulevard
Carteret, NJ 07008

Or

LIVERPOOL – MEXICO / RELIANCE - INDIA
TI Logistics c/o WSI
9 S. Hackensack Ave, Bldg #2, Kearny , NJ 0703

Or

LIVART - KOREA / LIVERPOOL – MEXICO / SSI – PHILIPPINES
Tricap c/o William Sonoma 2988 E. Ana St. Compton, CA 90221

Any issues, call Chris Shuman – (704) 571-2314

If you do not currently work with Damco, please contact the WSI Logistics department through the following email address: wsiexports@wsgc.com to get set up.

Vendors may use any type of pallets (standard or heat treated). The product will be floor loaded at the Damco CFS prior to shipment to the Middle East.

US Principal Party in Interest (USPPI) and US Exporter

The domestic vendor is not the USPPI or exporter for the shipments destined to the Middle East. There is no longer a requirement for the domestic vendor to provide WSSPL with a USPPI letter or the domestic vendor's tax ID number for the purpose of exporting.

D. DOCUMENTATION

- The vendor is required to produce and submit to Williams-Sonoma's consolidator/freight forwarder (DAMCO) the following documents for all shipments:
  - Commercial Invoice
  - Packing List
- Documents are to be submitted to Williams-Sonoma's appropriate consolidator/forwarder contact(s) at DAMCO. Documents should be sent using these two methods:
  - Scan & email the documents to wsi.imp.us@lns.com & domesticlogistics@wsgc.com prior to or at the time the cargo is delivered to the consolidator location.
  - Original hard copy documents are also required to be submitted to the consolidator/ forwarder for all shipments.
  - For UPS shipments, please ensure that documents are pouched on outside of carton. **DO NOT put documents inside carton.**
- Additional document requirements may exist for specific franchise destinations. These include but are not limited to:
  - Certificate of Origin (COO)
    - Must be completed according to the requirements of the issuing organization utilized by the vendor.
  - Technical Evaluation Report (TER) & Technical Inspection Report (TIR)
    - Regulated electrical products imported into specific countries require testing by an independent company to ensure import compliance.
  - Material Data Safety Sheet (MSDS)
    - Required for certain finished products shipped to Kuwait. Products include but are not limited to lotions, soaps, room sprays/fragrance items.
    - For more information, refer to this link
- All commercial documents must be properly completed with details that accurately reflect the products being shipped.

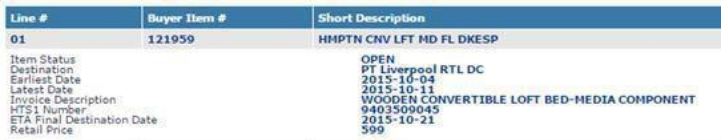
E. PRODUCT / MASTER CARTON LABELLING REQUIREMENTS:

- Product labeling requirements:
  - For SKUs required to have the 3806 or 3807 ticket type, vendor shall order ticket type WSI-0912 (Basic Ticket Type without Retail Price) instead for any PO shipping to a Franchise destination. The ticket can be ordered from Avery Dennison's online portal link below: (https://www.webservices.averydennison.com/specstar/login.aspx?ReturnUrl=%2fspecstar%2fdefault.aspx)
  - For any vendor printing their own SKU tickets, please ensure you have approval from local WSGO office and that tickets contain all elements of Avery Dennison WSI-0912 ticket.
  - More information is provided under Chapter 7F of the Vendor Compliance Manual–Ticketing
- Carton labeling requirements:
  - Must be labeled as per remain the same as per Chapter 7D

- 2 Vendor labels should be adhered to cartons. If shipping via UPS, both vendor labels & UPS labels must be on cartons
- NO mixed sku cartons or labels will be accepted.

F. INVOICING:

- Please email invoices and required documents in pdf format and in one attachment to WSSPL@WSGC.COM (*we do not need your original documents in hardcopy*). (*For Europe vendors, register documents and invoices via the Vendor Payment System*)
- Documents Required
  - Commercial Invoice
  - Packing List
  - Inspection Certificates
  - Certificate of Origin when required (please Section B for specific requirements)
- Please ensure the following for all invoices
  - Ensure all scanned Invoices and accompanying documents are clear and legible.
  - **Ensure the invoices are addressed/billed to:**
    Williams-Sonoma Singapore Pte Ltd.
    Attn: Foreign Payables
    18 Tai Seng Street #07-07
    18 Tai Seng
    Singapore 539775 OR
    via email to WSSPL@WSGC.COM
  - Invoice must clearly state the WSSPL PO number and SKU number.
  - **SKU Description on PO: must match the "Invoice Description".**



Line #	Buyer Item #	Short Description
01	121959	HMPTN CNV LFT MD FL DKESP

Item Status	OPEN
Destination	PT Liverpool RTL DC
Earliest Date	2015-10-04
Latest Date	2015-10-11
Invoice Description	WOODEN CONVERTIBLE LOFT BED-MEDIA COMPONENT
HTS1 Number	9403509045
ETA Final Destination Date	2015-10-21
Retail Price	599

  - Invoice must be billed in currency as per WSSPL PO.
  - Arrange the order of product in your invoice to match the order of product in the PO.
  - Maximum file size per email is 5MB.
  - Please email the supporting documents in 1 PDF file for each invoice.
  - In your email subject line, please state the **location of the goods shipped to follow by the company name** so we can track the invoice document electronically. (Example "Mexico ABC Limited Corp.")
  - Please name your PDF file with your **Company name followed by the complete Invoice number** (Example "ABC Limited Corp. Inv BB123").
- Other steps to ensure accurate processing
  - If replacement parts are provided at no cost, please deduct the dollar amount from the total invoice amount.
  - Any invoice without Purchase Order (e.g. sample, liability of cancel POs) should be sent to WSI buyer for approval. WSI buyer will need to return the approved invoice to AP for processing. Do not submit the invoice directly to AP.
  - Please note that invoices not supported by a Williams-Sonoma Singapore Pte Ltd (WSSPL) PO will not be paid
  - A confirmation email will not be sent when invoices are emailed. It is recommended that vendors set email programs (e.g., Microsoft Outlook) to request a confirmation receipt if one is needed.
  - Invoices not received within 90 days will not be considered for payment
  - Any additional charges associated with POs (LCL charges, handling charges) should be attached with WSI buyer's email approval in advance.

- If the price on the invoice is higher than the price on the purchase order, a debit memo will be issued for price discrepancy and deducted from payment.
- Check the price on PO before confirming PO. You will only be paid for the price on the PO, not the invoice price

G. PAYMENTS:

1. US Domestic Vendors:
   - Vendors will be paid by WSSPL via Wire Transfer (TT) to avoid additional LC fees and processing time. WSI POs to the U.S. distribution centers remain unchanged on LC.
   - Vendors must provide WSSPL with wire transfer banking information. Email information to merchvendorsetup@wsgc.com.
   - Payment terms - Refer to Chapter 12

H. PACKING MATERIAL (Wooden pallets, crates, boxes, and bracing): ISPM-15

Wooden packing material must be treated and have approved stamp on the packing material. Requirements can be found in Chapter 7E Palletization and Loading.

II. Specific Requirements for each destination for all vendors:

A. SHIPPING TO M.H. ALSHAYA TRADING COMPANY ("ALS") – SAUDI ARABIA (KSA) and UNITED ARAB EMIRATES (UAE)

1. PURCHASE ORDERS:

Vendors will be able to identify Alshaya POs via the "Ship to Address"

WSSPL BRAND (PB, PK, PT, WE, WS) ALS RETAIL
WSSPL PO TO LOCAL DAMCO CFS EN ROUTE TO KSA or UAE NOT TO: SAN FRANCISCO, CA 94109 UNITED STATES

2. SHIPPING**:**

- Vendor will receive one PO per market (KSA or UAE).
- Vendors will no longer ship to Kuwait. Shipments will now be pulled from US DCs.
- Vendor will contact Damco to place the booking for WSSPL PO via Damco Shipper (DS).
- When using DS, vendors must make sure to select "Williams-Sonoma Singapore Pte. Ltd" in the consignee field, leave the Notify Party and Container Type blank and select "Jebel Ali" in the Place of Delivery and Port of Discharge fields.
- Within 48 hours from the booking, Damco will send e-mail confirmation to the vendor of pick up. In addition, Damco will provide the necessary delivery date for the cargo to be delivered to the local CFS warehouse or CY port.
- Vendor will need to provide Damco with gross weight and CMB of the shipments for each destination.
- Based on booked volume and agreed minimums, Damco's origin office will confirm shipment type (FCL/LCL/AIR). Vendor should ship to CY port if there is enough volume to fill a full container to the final destination (e.g., Saudi Arabia or UAE). Vendors may seal full containers.

Container Utilization Minimum (both ITC and Non-ITC) (both CFS and CY) Origin:

	Commodity	Equipment Size/Type	Minimum Utilization (CFS and CY)
All Origins	All	20' dry	1. ITC – Not accepted 2. Non ITC - Subject to approval
All Origins	All	40' dry	55 cbm
All Origins	All	40' HC	60 cbm

3. DOCUMENTATION:
   All shipments bound for the UAE-Middle East must include the following documents for each destination:

Markets	KSA	UAE
General requirements		
Chamber Certificate (Country of Origin)	-	-
Commercial Invoice	✓	✓
Detailed Invoice	✓	✓
Detailed Packing list	✓	✓

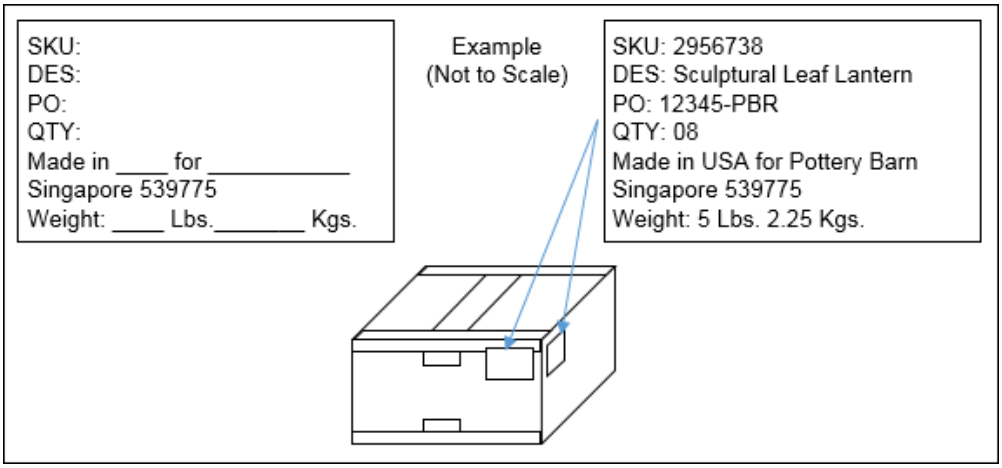
NOTE:
Chamber Certificate (Country of Origin) is no longer required for *KSA & UAE*.

4. COMMERCIAL INVOICES:
   - Vendor will need to generate 1 commercial invoice and packing list for each destination.
   - Invoices and packing lists are not to be created via DS.
   - Damco requires the original invoices and packing lists to be submitted in hard copy for all franchise shipments.
   - The invoice must be stamped by the local Chamber of Commerce
   - For PO's shipping from the US, please list out the following invoicing party on the commercial invoice:

     Williams-Sonoma, Inc.
     Attn: Accounts Payable
     PO Box 1337
     Olive Branch, MS 38654-1337

	UAE	KSA
Consignee	Logix FZCO Plot No. S21515 P.O. Box 261422 Jebel Ali Free Zone, South Zone, Dubai, U.A.E. Tel: +971 4803 8828	Alshaya International Trading Company P.O. BOX 18587 Jeddah 21425 Kingdom of Saudi Arabia
Invoice Party	Williams-Sonoma Singapore Pte. Ltd. Attn: Foreign Payables 18 Tai Seng Street #07-07 18 Tai Seng Singapore 539775	
Ship to / Destination Port	Jebel Ali	Jeddah, KSA

5. PRODUCT/MASTER CARTON LABEL:
   - Shipping carton label needs to state "Made in (Country of Origin) for (Brand).
   - A sticker over the existing label is acceptable.
   - Any vendor sticker or form of vendor identification must be excluded on products to be shipped to Alshaya.
   - For products that contain two origins (i.e the master carton contains pillowcases made in China and pillow inserts made in the USA), the carton label should say:
   - SKU XXX Made in China, SKU XXX Made in USA.



6. PRODUCT TESTING:

For Products except Home Lightings (Luminaire):

USA testing protocols are applicable to all products shipped to the Middle East. Where applicable, products requiring additional/separate testing protocols, will be provided by market and product type in the VCM.:

A. Shipments to KSA (whether direct or via UAE)

- Imports into KSA of "regulated products" may require additional testing by Intertek. The Vendors will need to contact DAMCO/ refer to the testing section of this VCM for guidance. Detailed list under the "Franchise Requirements" link.
- Prior to testing, it is critical that the Vendor reviews the testing protocols, as well as the labeling/marking requirements, to improve the likelihood of compliance. In cases where compliance cannot be met, vendors are to alert their WSI contacts to potentially cancel purchase orders.
- A primary list of products is detailed below. (refer attachment)
- Damco will be responsible for coordinating testing and alerting vendors if their product is on the regulated list.
- Damco should provide the test request form to ITS

For Home Lightings (Luminaire) Alshaya-BV testing protocols are applicable to all products shipped to the Middle East. Testing protocols by market and product type are referenced in the VCM:

A. Shipments to KSA (whether direct or via UAE)

- Imports into KSA of "regulated products" require additional testing by BV. The Vendors will need to contact BV refer to the testing section of this VCM for guidance. Detailed list under the "Franchise Requirements" link.
- Prior to testing, it is critical that the Vendor reviews the testing protocols, as well as the labeling/marking requirements, to improve the likelihood of compliance. In cases where compliance cannot be met, vendors are to alert their WSI contacts to potentially cancel purchase orders.
- A primary list of products is detailed below. (Refer attachment)
- BV will be responsible for coordinating testing and alerting vendors if their product is subject to testing.
- Alshaya to provide the test request form to BV.

B. Shipments to Kuwait (whether direct or via UAE)

For Products except Home Lightings (Luminaire):

- Imports into Kuwait of "regulated products" require additional testing by Intertek.
- Damco will be responsible for coordinating testing and alerting vendors if their product is on the regulated list.

For Home Lightings (Luminaire):

- Imports into Kuwait of "regulated products" require additional testing by BV.
- BV will be responsible for coordinating testing and alerting vendors if their product is on the regulated list.

Vendors are responsible for:

- Informing Damco in advance of a booking.
- Providing cargo description and pictures (if needed) to Damco so that Damco can confirm if testing is required

7. PRODUCT COMPLIANCE REQUIREMENTS FOR MIDDLE EAST IMPORT/RETAIL

Toys, Food Contacts, Home Textiles, Home Fragrances, Home Furniture, Home Lighting (covers Household Luminaires, Bulbs & Lamp Control Gears), **Personal Care Products** (Covers only Hand Soaps & Hand Lotions) are products that require pre-shipment approvals/registration with the Middle East Authority. Currently, these are the products under the mandatory product regulatory and compliance requirements for Middle East import/retail.

Vendors shall be responsible in providing the following required documents/certificates (Table 1) or any testing samples if required for Alshaya to fulfil the approvals/registrations program. While vendors for WSI compliance guides and testing requirements for products that provide to Alshaya are mainly regulated and subjected to the U.S market. Any additional request of samples, including testing courier services charges and the lab testing cost for Middle East market when requested by Alshaya to the vendors shall be borne by Alshaya.

Note:

- *Alshaya team shall be responsible for all required mandatory products pre-shipment approvals/registration with the Middle East Authority.*
- *Damco to collect all required supporting documents/certificates from WSI vendors for Alshaya pre-shipment approvals/registration which mainly subjected to US market requirements. Damco, the appointed shipper for Alshaya shall work with the vendors for additional samples for testing when required.*
- *WSGO/vendors must notify Alshaya team for further action if any of the following documents/certificates or whichever deemed as an additional documents/certificates are unavailable or in queries during the PO placement and before shipment.*
- *Middle East import/retail legislative changes/updates on the regulatory compliance and testing requirements are constantly evolving. VCM shall upload the changes/updates when required from Alshaya's update from the Middle East Authority.*

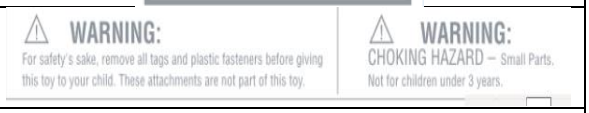
Please refer to the following "Tables" which dictated the responsibilities of stake holders to provide the required documents/certificates for Alshaya's pre-shipment approvals/registrations with the Middle East Authority.

The “Tables” shall consist of the following Section marked as A and B:

- Table 1 – Toys
- Table 2 – Food Contacts
- Table 3 – Home Lighting I (Luminaires)
- Table 4 – Home Lighting II (Bulbs/Light Source)
- Table 5 – Home Fragrances
- Table 6 – Personal Care (Cosmetics)
- Table 7 – Dish Washing Soap (Liquid)
- Table 8 – Home Textiles
- Table 9 – Home Furniture
- Table 10 -Botanical/Others

a) Toys – Required Documents/Certifications

Table 1 – Section A		
Ref No.	**Responsible by WSI Company / Brand**	**For reference only (Selected Example only)**
1	Artwork	Toys_Artwork_Sample.pdf
2	Supplier Declaration of Conformity (SDOC / IQRAR) • Annual renewal • Application to Qatar import/ retail only	Toys_Declaration_of_Conformity.pdf
Table 1 - Section B		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
3	Test report from ISO 17025 accredited lab as per EN 71-1, EN 71-2, EN 71-3, • Test reports shall be from an ISO 17025 accredited lab with a validity of 3 years. Also, tests shall be done as per latest edition of standards.	Toys_Test_Report.pdf
4	Test reports for Phthalates / Reach Regulation EC No. 1907 – Phthalates / **WSI US Phthalates test report** **For Ref no. 3 and 4 only:** • Vendors shall prior provide the test reports based on the mentioned standards, otherwise Alshaya shall have Damco, the appointed shipper to work with vendors on the testing submission.	Toys_Phthalates_Test_Report.pdf
5	Bill of Materials (with specific requested format)	 Sample Format - Toy BOM Revised.xlsx
6	Toys Risk Assessment form	 Toys - Risk Assessment Form San
7	Instruction Manual (Soft Copy) if applicable	Toys_Instruction_Manual_Sample.pdf
8	ISO 9001 or GMP • Mandatory certificate/ document requirement for Qatar import/ retail only. • Vendors without this certificate must inform Alshaya after PO placement	Toys_ISO 9001.pdf

9	Product name or description	Marking / Labelling
10	The appropriate age of the child to use the Toy-Symbol	
11	Warnings & Safety Instructions (In English and Arabic) • Arabic Translation done by Alshaya	
12	Model Number	Marking / Labelling
13	Brand name, Trademark or Identification mark of manufacturer	Marking / Labelling
14	Country of Origin (Made in …)	Marking / Labelling
15	Manufacturer name and address • To be provided per request	
16	G-mark Logo • Required for all types of toys products • http://www.intertek.com/product-certifications/marks/gmark-electrical	 Example: G-Mark logo
17	For plush toys • Material composition • G-mark logo marking shall be Sewn/ Printed on the product	Marking / Labelling
18	For Battery/ Electrical toys • Voltage (V); Power (W); Frequency (Hz); AC/DC Symbol • Battery Polarity Marking • Test reports per IE 62115 • G-Mark logo Marking should be on the battery compartment.	Marking / Labelling

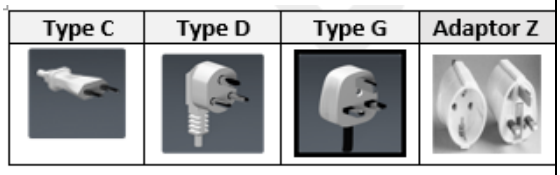
b) Food Contacts – Required Documents/Certificates

Table 2 – Section A		
Ref No.	**Responsible by WSI Company / Brand**	**For reference only (Selected Example only)**
1	Artwork • A copy of the artwork displaying the Country of Origin would be requested as needed. In case, artwork is not available, a photo of the product covering these markings is also acceptable.  	FCM_Artwork_Sample.pdf
2	Supplier Declaration of Conformity (SDOC)	FCM_Declaration_of_Conformity.docx
Table 2 - Section B		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
3	Test reports from ISO 17025 accredited lab • Must have validity for 3 years	FCM_Test_Report.pdf
4	MSDS if applicable	

5	TER (Technical Evaluation Report) • Only applicable for Insulated Flasks & Melamine Tableware	FCM_Technical_Evaluation_Report.pdf
6	ISO 9001 or GMP • GMP per manufacturer is required • GMP statement shall be renew in a yearly basis. • Vendors without this certificate must inform Alshaya after PO placement.	FCM_ISO_9001.pdf
7	Food Safety Declaration (FSD)	FCM_DOC_Ceramic.docx FCM_DOC_Glass.docx FCM_DOC_Marble.docx FCM_DOC_Metal.docx FCM_DOC_Plastic.docx FCM_DOC_Wood.docx
8	Brand name, Trademark or Identification mark of manufacturer.	Marking / Labelling
9	Country of Origin (Made in …)	Marking / Labelling
10	Warnings or Instructions of Use (In English and Arabic) • Arabic Translation done by Alshaya	
11	Storage Instructions • Arabic Translation done by Alshaya	Marking / Labelling
12	Nominal Capacity (ml) if applicable	FCM_Nominal_Capacity.pdf
13	Food Contacts Symbol • To be engrave on products	
14	Cleaning Instructions if applicable • Arabic Translation done by Alshaya	Marking / Labelling
15	Recyclable Logo • Require engraving on products for materials made of recyclable. Eg. Tritan	

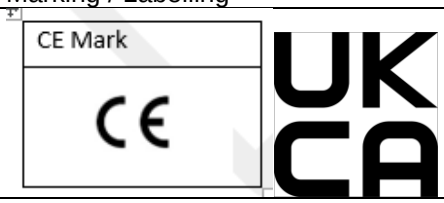
c) Home Lightings (Luminaire) – Required Documents/Certificates

Table 3 – Section A		
Ref No.	**Responsible by WSI Company / Brand**	**For reference only (Selected Example only)**
1	Artwork	HL_Artwork_Sample.pdf
2	Supplier Declaration of Conformity (SDOC)	HL_Declaration_of_Conformity.pdf HL_Declaration_of_Conformity_(Appendix_D).docx
Table 3 – Section B		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
3	Instruction Manuals (English soft copies) • Arabic Translation done by Alshaya	HL_Carterc_Floor_Lamp_Instruction_Manual.pdf
4	Brand name, Trademark or Identification mark of manufacturer	Marking / Labelling

5	Country of Origin (Made in …) of product • COO required to include in both finished product & plug. • COO require either engrave or affixed non-removal sticker on plug.	Marking / Labelling
6	Warnings or Instructions of Use (In English and Arabic) • Arabic Translation done by Alshaya	Marking / Labelling
7	Model Number	Marking / Labelling
8	Voltage in V	Marking / Labelling
9	Power in W	Marking / Labelling
10	Frequency in Hz	Marking / Labelling
11	Class (I, II or III)	Marking / Labelling
12	Type of bulb/lamp to be used	Marking / Labelling
13	IP ratings (if applicable)	Marking / Labelling
14	Internal Test reports for LED components (LM 80 for chip, TM 21 for chip, LM 84 for fixture, , TM 28 for fixture) • For Luminaires with Non-Replaceable Lamps	
15	RoHS Declaration • To be filled for Luminaries with Lamps (LED irreplaceable Lamps)	HL_ROHS_Declaration_Template.docx
16	Allowable Frequency, Voltage and Plugs for WSI Markets Market / Voltage (V) / Frequency (HZ) / Adaptor Type / Plug Type Kuwait / 230 or 240 / 50 / Z / C and G KSA / 220 or 230 / 60 / - / G Bahrain / 230 / 50 / - / G UAE / 230 / 50 / - / C, D, G Qatar / 240 / 50 / - / D and G 	

d) Home Lightings (Bulbs/Light Source) Required Documents/Certificates

Table 4 – Section A		
Ref No.	**Responsible by WSI Company / Brand**	**For reference only (Selected Example only)**
1	Brand Logo, Photo of the packaging (Artwork) with its dimensions	HL_B_Tala_Packaging_Artwork.pdf
2	Supplier Declaration of Conformity (SDOC)	HL_B_Declaration_of_Conformity.pdf HL_B_Declaration_of_Conformity_Appendix_D.docx
3	Product Listing with Factory Details	HL_B_ROHS_New_Application_Template.xlsx
Table 4 – Section B		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
4	Safety Test report & Test Certificate from CB testing lab as per IEC Standard • Test reports shall be as per the latest IEC standard edition and not less than 3 years old.	HL_B_Safety_Test_Report.pdf
5	Instruction Manuals (English soft copies) • Arabic Translation done by Alshaya	

6	Technical Data Sheet/ Specification Sheet	
7	RoHS Test Report & Declaration	HL_B_RoHS_Declaration_Letter.docx
8	Efficiency & Functionality Requirements (to be filled on template provided by CB)	HL_B_LED_Performance_&_Functionality_template.docx
9	Brand name, Trademark or Identification mark of manufacturer	Marking / Labelling
10	Country of Origin (Made in …) of product • COO required to include in both finished product & plug. • COO require either engrave or affixed non-removal sticker on plug.	Marking / Labelling
11	Warnings or Instructions of Use (In English and Arabic) • Arabic Translation done by Alshaya	Marking / Labelling
12	Model Number	Marking / Labelling
13	Voltage in V	Marking / Labelling
14	Nominal Luminous Flux (Lumens)	Marking / Labelling
15	Nominal Lamp Power (in Watts)	Marking / Labelling
16	Nominal Lifetime (in Hours)	Marking / Labelling
17	Number of Switching Cycles before Pre-Mature Lamp Failure	Marking / Labelling
18	Color Temperature	Marking / Labelling
19	CE Mark or UKCA mark	
20	Lamp Mercury Content as X,X mg (applicable only to lamps containing Mercury)	Marking / Labelling
21	Frequency in Hz	Marking / Labelling
22	IP ratings (if applicable)	Marking / Labelling

e) Home Fragrances – Required Documents/Certificates

The products covered under the Home Fragrances category are as mentioned below:

1. Scented Candles
2. Fragrance diffusers and refills
3. Room Sprays (Liquid & Aerosols)
4. Incense/Potpourri

Please note that **Registration** is done at a Product level. So, **Product Identity** match is mandatory. To ensure this, Product name/Description marked on the physical product shall be same across the supporting documents such as Artwork, Ingredient Sheet/Certificate of Composition, Free Sale Certificate, Material safety Datasheet.

Table 5 – Section A		
Ref No.	**Responsible by WSI Company / Brand**	**For reference only (Selected Example only)**
1	Artwork	HF_Artwork.pdf
2	Free Sale Certificate (FSC) • Notarized FSC is require for UAE. FSC is not required for other markets	HF_Free_Sale_Certificate_UAE.pdf HF_Free_Sale_Certificate_Kuwait.pdf
Table 5 – Section B		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
3	Ingredient sheet/ Certificate of composition	HF_Certificate_of_Composition_INCI.pdf
4	Material Safety Datasheet (MSDS)	HF_Material_Safety_Datasheet.pdf

	• For the MSDS provided, more than 90% of ingredients are required. If the ingredients are less than 90%, ingredient sheet/certificate of composition need to be provided along with MSDS • The composition percentage for a component could be a range, but the sum of the ranges must also total 90% or above to be acceptable (example below): **Product ABC:** Component 1 – 20% or (15 – 20%) Component 2 – 30% or (25 – 30%) Component 3 – 40% or (35 – 40%)	
5	Product name or description Arabic Translation done by Alshaya	Marking / Labelling
6	Country of Origin (Made in …)	Marking / Labelling
7	Brand name, Trademark, or Identification mark of manufacturer	Marking / Labelling
8	Ingredients list	Marking / Labelling
9	Product Function Arabic Translation done by Alshaya	Marking / Labelling
10	Any warnings or Instructions of use • Arabic Translation done by Alshaya	Marking / Labelling
11	Storage instructions • Arabic Translation done by Alshaya	Marking / Labelling
12	Batch number or production date	Marking / Labelling
13	Barcode	Marking / Labelling
14	Nominal content	Marking / Labelling
15	Name & Address of Manufacturer • To be provided per request	

f) Personal Care Products (Cosmetics) – Required Documents/Certificates

The products covered under the Personal Care Products are as mentioned below:

1. Hand Lotions
2. Hand Wash Soap (Liquid)

Please note that **Registration** is done at a Product level. So, **Product Identity** match is mandatory. To ensure this, Product name/Description marked on the physical product shall be same across the supporting documents such as Artwork, Ingredient Sheet/Certificate of Composition, Free Sale Certificate, Material safety Datasheet.

Table 6 – Section A

Ref No.	Responsible by WSI Company / Brand	For reference only (Selected Example only)
1	Artwork	PCP_Artwork.pdf
2	Free Sale Certificate (FSC) • Notarized FSC is require for UAE. FSC is not required for other markets. • Legalise FSC is required for Kuwait.	PCP_Free_Sale_Certificate_UAE.pdf PCP_Free_Sale_Certificate_Kuwait.pdf
3	3.1 Letter of Authorization (LOA) 1 time document for KSA only 3.2 Letter of authorization (LOA) this needs to be legalized once every 5 years	PCP_Letter_of_Authorizaticon.pdf

4	GMP Statement • Can be bundle with FSC if applicable	PCP_PB_UAE_Free_Sale_Certificate.pdf

Table 6 – Section B		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
4	Manufacturer GMP • Vendors without this certificate must inform Alshaya after PO placement.	
5	Composition sheet/ List of Ingredients (INCI)	PCP_Certificate_of_Composition_INCI.pdf
6	Certificate of Analysis (CoA)	PCP_Certificate_of_Analysis_Sample.pdf
7	Samples • Samples is/are required for registration purpose for KWT and BAH for New SKU only.	
8	Brand name, Trademark, or Identification mark of manufacturer	Marking / Labelling
9	Product name or description Arabic Translation done by Alshaya	Marking / Labelling
10	Product Function Arabic Translation done by Alshaya	Marking / Labelling
11	Country of Origin (Made in …)	Marking / Labelling
12	Ingredients list	Marking / Labelling
13	Any warnings or Instructions of use • Arabic Translation done by Alshaya	Marking / Labelling
14	Storage instructions • Arabic Translation done by Alshaya	Marking / Labelling
15	Batch number or Lot Number	Marking / Labelling
16	Barcode	Marking / Labelling
17	Nominal content	Marking / Labelling
18	Production & Expiry Dates or PAO symbol • PAO symbol is used an indication of Durability of the Product, please refer below symbol provided as an example which indicates period of durability after opening is 36 months.	
19	Name & Address of Manufacturer • To be provided per request.	

g) Dish Washing Soap (Liquid) – Required Documents/Certificates

Table 7 – Section A		
Ref No.	**Responsible by WSI Company / Brand**	**For reference only (Selected Example only)**
1	Artwork	DWS_Artwork.pdf
2	Free Sale Certificate (FSC) • Notarized FSC is require for UAE. FSC is not required for other markets.	DWS__Free_Sale_Certificate_UAE.pdf DWS__Free_Sale_Certificate_Kuwait.pdf

Table 7 – Section B		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
3	Certificate of Composition/ List of ingredients (INCI)	DWS_Certificate_of_Composition_INCI.pdf

4	Material Safety Datasheet (MSDS)/Safety Data Sheet (SDS) • For the MSDS / SDS provided, 90%+ of ingredients are required. If the ingredients are less than 90%, ingredient sheet/certificate of composition need to be provided along with MSDS.	DWS_Material_Safety_Datasheet.pdf
5	Product name or description • Arabic Translation done by Alshaya	Marking / Labelling
6	Country of Origin (Made in …)	Marking / Labelling
7	Brand name, Trademark, or Identification mark of manufacturer	Marking / Labelling
8	Ingredients list	Marking / Labelling
9	Product Function • Arabic Translation done by Alshaya	Marking / Labelling
10	Any warnings or Instructions of use • Arabic Translation done by Alshaya	Marking / Labelling
11	Storage instructions • Arabic Translation done by Alshaya	Marking / Labelling
12	Batch number or production date	Marking / Labelling
13	Barcode	Marking / Labelling
14	Nominal content	Marking / Labelling

h) Home Textiles – Required Documents/Certificates

Table 8 – Section A		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
1	Test Reports from ISO 17025 accredited lab	HT_Test_Report.pdf
2	Brand name, Trademark, or Identification mark of manufacturer • Required on products & outer carton	Marking / Labelling
3	Country of Origin (Made in …) • Required on products, immediate package & outer carton	Marking / Labelling
4	Material composition & Blend proportions • Required on products.	HT_Labelling.pdf
5	Size or Dimension (by Symbol or No.) • Required on products & immediate package.	Marking / Labelling
6	Wash and Care Labelling Instructions (Symbols or Text) • Arabic Translation done by Alshaya • Required on products & immediate package.	Marking / Labelling
7	No of pieces in the package • Required on immediate package	Marking / Labelling

Key Notes:
Marking shall be Sewn/Printed on the product.

i) Home Furniture – Required Documents/Certificates

The products covered under the Home Furniture category are as mentioned below:

- Beds
- Seating
- Storage units (cupboards, shelves, side table)

Table 9 – Section A		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
1	Brand name, Trademark, or Identification mark of manufacturer	Marking / Labelling
2	Size and dimensions (If applicable)	Marking / Labelling
3	Country of Origin (Made in …)	Marking / Labelling
4	Model Number	Marking / Labelling
5	Any warnings or Instructions of use • Arabic Translation done by Alshaya	Marking / Labelling
6	Assembling instructions (if available) • Arabic Translation done by Alshaya	Marking / Labelling

j) Botanical/Others – Required Documents/Certificates

Table 10 – Section A		
Ref No.	**Responsible by WSI Vendor**	**For reference only (Selected Example only)**
1	Phytosanitary Certificate • Required for products starting with HTS code 0604 to accompany shipment to Alshaya.	B_Phytosanitary_Certificate.pdf

B. SHIPPING TO SSI STORE SPECIALIST Inc. ("SSI") – PHILIPPINES

1. PURCHASE ORDERS:
   Vendors will be able to identify SSI POs via the "Ship to Address". The warehouse location will be:
   WSSPL PB SSI RETAIL
   WSSPL PO TO LOCAL DAMCO CFS EN ROUTE TO GCC NOT TO:
   SAN FRANCISCO, CA 94109

2. COMMERCIAL INVOICES:
   The consignee to be indicated on the invoice is:
   Store Specialist, Inc. Midland Buendia Bldg.
   403 Sen Gil Pyat Ave Makati City 1200 Philippines
   Invoice Party:
   Williams- Sonoma Singapore Pte. Ltd.
   Attn: Foreign Payables
   18 Tai Seng Street #07-07
   18 Tai Seng
   Singapore 539775
   Ship to destination to be indicated on the invoice is: **Philippines, Manila**

   Container Utilization Minimum (both ITC and NON ITC) (both CFS and CY) Origin:

	Commodity	**Equipment Size/Type**	**Minimum Utilization (CFS and CY)**
All Origins	All	20' dry	20 cbm
All Origins	All	40' dry	55 cbm
All Origins	All	40' HC	60 cbm

3. CERTIFICATE OF ORIGIN is not required.

4. PRODUCT/MASTER CARTON LABEL:
   Please refer to the **PRODUCT / MASTER CARTON LABELLING REQUIREMENTS** section of Chapter 7D in the Vendor Compliance Manual for details.

5. PRODUCT TESTING:
   All USA protocols are applicable to products shipped to SSI.
   SSI will manage their own testing to meet Philippines requirement as needed.

6. RESTRICTED CARGO/ TESTING REQUIREMENTS:

Table 1		
Category	**Required Documents by WSI/Vendors upon request**	**Samples Reference**
Toy	▪ WSI US Test Report	Toy test report sample1.pdf
Home Fragrance (Candles/Wax/Diffusers)	▪ MSDS	Candles MSDS Sample.pdf
Precious Stones (Agate/Onyx Coaster/Green Aventurine marble)	a) MSDS b) Product Information Sheet/Product Images • This can be extracted from Blue Book if applicable. c) BOM	MSDS _LPN 20185 M.pdf Product Info Sheet sample.xlsx BOM Sheet.xlsx
Lightings (Lamp/Chandelier/Pendant)	 • 220 V • 60 Hz  • Type A • 2 flat parallel pins • No grounding pin • Polarized (one pin is wider)  • Type B • 2 flat parallel pins • 1 round grounding pin • Polarized (one pin is wider)  • Type C • 2 round pins • No grounding pin	Lightings test report sample.pdf

	 • Edison screw • Type E27 and E14 • Ceramic or Thermoplastic • WSI US Test Report is sufficient as SSI will manage own testing if required. • If a Compact Fluorescent Lamp (CFL), Self-Ballasted Light Emitting Diode (SBLED) lamps or Incandescent Lamps is provided, these are mandatory to be certified to the local Philippine National Standard (PNS) and require a local PS or ICC mark.	
Wood (Any products made of wood eg. Furniture, tabletop, Decorative Accessories etc.)	a) Product Information Sheet b) Product images • This can be extracted from Blue Book if applicable.	PIS sample for furniture.xlsx

C. SHIPPING TO LIVERPOOL – MEXICO

1. PURCHASE ORDERS:
   Vendors will be able to identify Liverpool POs via the “Ship to Address”. The warehouse location will be:
   WE LIVERPOOL RTL DC
   SHIP PO TO LOCAL Damco
   CFS EN ROUTE TO MEXICO NOT TO:
   SAN FRANCISCO, CA 94109 UNITED STATES

2. COMMERCIAL INVOICES:
   The consignee to be indicated on the invoice:
   DISTRIBUIDORA LIVERPOOL, S.A. DE C.V.
   R.F.C. DLI931201MI9
   Prolongación Vasco de Quiroga 4800, Torre 2, Piso 3.
   Col. Santa Fe Cuajimalpa
   Cuajimalpa de Morelos
   Ciudad de México, México
   C.P. 05348
   Invoice Party:
   Williams-Sonoma Singapore Pte. Ltd.
   Attn: Foreign Payables
   18 Tai Seng Street #07-07
   18 Tai Seng
   Singapore 539775

3. CERTIFICATE OF ORIGIN:
   - Certificate of origin must be non-preferential (non-Free Trade) certificates of origin.
   - A certificate of origin is required for all products to certify the country where the product is made and must include the Purchase Order numbers, SKU numbers and general product descriptions.
   - The vendor must obtain the certificate of origin from the local Chamber of Commerce.
   - This is a mandatory document and FCR will not be issued without a COO.
   - The consignee to be indicated on the certificate of origin is:

     DISTRIBUIDORA LIVERPOOL, S.A. DE C.V.
     R.F.C. DLI931201MI9
     Prolongación Vasco de Quiroga 4800, Torre 2, Piso 3.
     Col. Santa Fe Cuajimalpa
     Cuajimalpa de Morelos
     Ciudad de México, México
     C.P. 05348

   The local Chamber of Commerce may have additional requirements.

   Container Utilization Minimum (both ITC and NON ITC) (both CFS and CY) Origin:

	Commodity	**Equipment Size/Type**	**Minimum Utilization (CFS and CY)**
All Origins	All	20’ dry	15 cbm
All Origins	All	40’ dry	35 cbm

4. PRODUCT/MASTER CARTON LABEL:
   Please refer to the **PRODUCT / MASTER CARTON LABELLING REQUIREMENTS** section of Chapter 7D in the Vendor Compliance Manual for details.

5. PRODUCT TESTING:
   - All USA protocols are applicable to products shipped to Mexico.
   - There are several categories of product that require additional product testing before being imported into Mexico. WSI will facilitate this additional testing with Liverpool. You will be notified if additional samples are needed for Mexico-specific testing
   - Pls. refer to below sample ship to address per category as below in table a.
   - Vendor to ensure all testing sample to be label prior shipping.

Table A

Lightings Test Sample ship to address:	**Toys Test Sample/Free Sale Certificate ship to address:**	**Sample Labelling format**
Poniente 126-A #400, Colonia Nuevo Vallejo, Gustavo A. Madero C.P.07750, Ciudad de México, México ATTN: Juan Batun/ Barbara Magallanes Phone: (55) 5587 5799 or 5369 3745	DISTRIBUIDORA LIVERPOOL S.A DE C.V MARIO PANI 200 COL. SANTA FE CUAJIMALPA, CUAJIMALPA DE MORELOS 05348 MEXICO CITY ATN: BARBARA MAGALLANES PHONE: 52 68 30 00 / 55 40 54 26 15	 Labelling Format for Samples.docx

Liverpool UPS Account will be provided for all test samples request.
Pls. refer to Sample tracker for details.

- Sample Carton Markings
  - Brand
  - SKU
  - Country of Origin
- Testing Sample Invoice:
  - Sample description and value should be USD $1.00 Any additional testing costs will be covered by Liverpool.

Table 1

Ref No.	Category Required Testing	Responsible by WSI Vendor
1	Electrical Lightings/Battery Operated items/ LED items	• Samples to be send for each season per office 365 tracker. • Construction Requirements for decorative items incorporated with Lightings as below: ❖ Vendors must ensure any product not meeting these requirements is not shipped to Mexico. ❖ The below wire size requirements shall apply to a series of lights incorporated in decorative items like trees and figures. The series of lights are operated by either a Plug in or Class 2 Power Adaptor or Battery. ❖ The battery-operated decorative items covered in this requirement are those without any motor or movable part. ❖ Example of products under this scope: String Lights, Lit Trees, Lit Wreaths, Lit Star, Lit Tree Top, Lit Figures, Flexible rope light and similar products. **Required minimum wire size, in mm^2 and AWG**

Working current, A		Minimum Conductor Cross-sectional area, mm^2	Minimum Conductor Cross-sectional area, AWG
Types of cords and rated current			
For indoor use	For outdoor use		
TPT, TST, PXT, TX, SPT-0, SP-1, SPT-1, SPE-1, NISP-1, NISPT-1, NISPE-1, SP-2, SPT-2, SPE-2, NISP-2, NISPT-2 or NISPE-2, SP-3, SPT-3, SPE-3, SJ, SJO, SJOO, SJT, SJTO, SJTOO, SJE, SJEO and SJEOO	CXTW, CXWT, PXTW, SPT-1W, SPT-2W, SJOW, SJOOW, SJTOW, SJTOOW, SJEW, SJEOW, SJEOOW and XTW		
≤ 0.2	-	0.1 (a)	27
> 0.2 and ≤ 1	≤ 1	0.32	22

		<table><tr><td>> 1 and ≤ 2</td><td>> 1 and ≤ 3</td><td>0.52</td><td>20</td></tr><tr><td>> 2 and ≤ 7</td><td>> 3 and ≤ 7</td><td>0.82 (b)</td><td>18</td></tr><tr><td>> 7 and ≤ 10</td><td>> 7 and ≤ 10</td><td>1.31</td><td>16</td></tr><tr><td>> 10 and ≤ 16</td><td>> 10 and ≤ 16</td><td>2.08</td><td>14</td></tr></table> (a) A maximum rated current of 0.2 A or a maximum rated power of 50 W and without receptacle or load fitting. (b) A cross-sectional area of 0.75 mm^2 is allowed if the current is not greater than 6 A. **Additional Notes:** (1) Below are additional Mexico requirements for series or parallel connected Lighting sets or String Lights with a protective fuse: a) The cross-sectional area of the conductors must not be less than 98% of the established values. b) When the decorative item includes a switch, it must be of omni-polar operation. c) For decorative items that do not have a rated current marking consider the measured or working current: ▪ Additional type of wires considered for these requirements are the following: SPT-1, SP-2, SPT-2, S, ST, SE, SO, SOO, SJ, SJT, SJE, SJO, SJOO.
2	Toys	• Recommended age under 3 years & Toys with human figure required **Free Sales Certificate** to be provided upon shipment booking. • Battery operated & electrical toys required test sample submitting to Liverpool for testing. • Test sample to be send as alternative for origin not able to furnish free sale certificate. • Toys shipment can proceed without Free Sales Certificate for recommend age above 3 years. Eg. Plush, Rockers. • Refer to 365 tracker for samples & FSC request. • FSC sample as attached:  FSC_Hape 9366.pdf

NOTE: for products that require additional testing, a passing test result should be obtained before proceeding with shipment arrangements.

a) Pass Reports
   i. If Liverpool has a 'PASS' test result, then Liverpool must post the results in the Office 365 tracker 4 weeks before the s/w. This 4-week requirement is non-flexible due to the time required to book containers, pack, label and ship the final product.
   ii. If Liverpool cannot meet this timeline, then Liverpool must decide and communicate:
      • cancel the PO
      • delay/push-out the PO until they have 'Pass' test results.

b) Liverpool Approval to Ship PO
   i. Liverpool will indicate shipment approvals in the Office 365 tracker column "PO APPROVAL NOTES" with a Y = Can Ship, R = Retest, N = Cannot Ship
   ii. If Liverpool does not provide any direction, then Liverpool agrees to allow the vendor to ship per the original s/w without a 'pass' Liverpool test report on file and Liverpool will own all liability (not the vendor) for the product if the test results were rated 'fail' after the shipment was released.

c) Fail Reports
   If Liverpool has a 'FAIL' test result, then immediate communication must be sent to the global merchants, sourcing teams and vendors. The 'FAIL' test report must be uploaded to the shared folder. The PO will be cancelled, and the units diverted to another market if possible. If other markets cannot absorb these units, then Liverpool will still be liable for the PO units

6. PRODUCT LABELING & SPANISH LANGUAGE REQUIREMENTS
   - **You are not required to translate all of the above at the present time.** At the present time the only required translations are Assembly Instructions. Other products should be shipped with the same information as if it was shipping to the United States.
   - Williams-Sonoma will continue to evolve our packaging to include Spanish. You will be notified of any changes.
   - To ensure a smooth transition, WSI is working very closely with Liverpool and Translations.com ("TDC") to provide you with either, a) translated information to print, or b) a resource that can provide you with the necessary translations.

7. FUMIGATION PROCESS
   - Products shipping to Liverpool, fumigation is needed for products (on the entire products or product components) that made of solid woods or plant-based materials, regardless of whether it's finished or unfinished. Eg. Products made of Woods, Rattan, Seagrass etc. (HTS start from 4602,9401, 9403, 0604)
   - Products contained re-processed wood eg. MDF, Plywood, Particle board do not required fumigation if vendor can furnish CARB.(See below document)


CARB certificate sample 1.pdf


CARB certificate sample 2.pdf

   - Packaging material using wood or reclaimed wood, must be fumigated except heat treated and stamped are granted exemption from Mexico Authority.
   - Eg. Products made of Woods, Rattan, Seagrass etc.
   - To streamline this process and make it easier for our forwarder – Damco – to document the POs upon arrival in Mexico, please provide below mandatory documents needed.
   - If the outlined process is not adhered to, vendors will be held liable for any delays or demurrage caused by non-compliance.
   - **Either of the two documents must be provided for all Mexico POs, as Damco will make this a mandatory requirement moving forward.** This should ensure that the fumigation requirement is always met when containers arrive in Mexico.

1) **The Fumigation Certificate** from when wooden products as described above are fumigated. This remains the same with no changes – vendors get the certificate and submit it with the commercial invoice and packing list to Damco.

- OR -

2) **Non-Fumigation Declaration Document from Vendors – for when there are no products that contain wooden material as described above and that fumigation is not needed. This would be printed and signed by the vendor, then submitted with the commercial invoice and packing list to Damco.**

The **Non-Fumigation Declaration** simply needs to state that no fumigation certificate is needed for the shipped PO's (listing out the PO details), along with the vendor letterhead and a signature/stamp from the vendor would suffice.

*Please note this document is the amended version of the Australian declaration document – moving forward this one document can be used for both markets.



Non-Fumigation Declaration.docx

Liverpool Fumigation Information file lists:

- **Who is responsible for Fumigation** – this chart indicates who the fumigation is performed by depending on origin and shipment type.
- Pertinent information to be included on **Fumigation Certificates**



Fumigation Certificates.xlsx

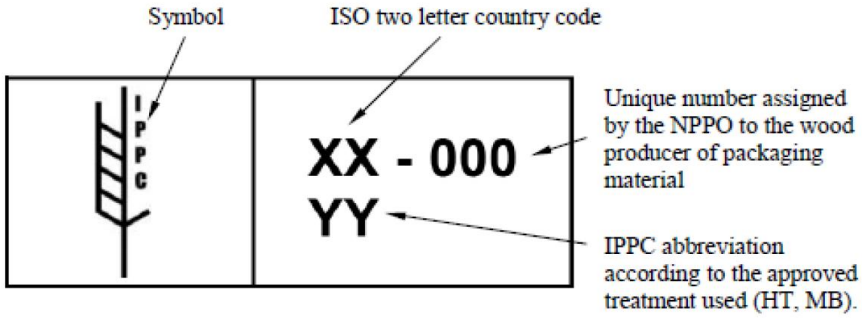
8. PHYTOSANITARY REQUIREMENTS

Botanical Products that contain Real plant in material composition required both Fumigation & Phytosanitary Certificate from vendor prior shipping to Mexico. (HTS start from 0604) Pls. refer to table 2 for reference.

Table 2

PRODUCT	FUMIGATION	PHYTOSANITARY
Furniture (Made of wood)	YES	
Rattan	YES	
Seagrass	YES	
Moss	YES	
Branches (Wreaths, Botanicals)	YES	YES
Pinecones (Wreaths, Ornament items, Xmas tree, etc)	YES	YES
Botanical items with natural material	YES	YES

9. PALLET STAMP REQUIREMENT
   All pallets made of wood material or reclaimed wood, shipping to Mexico is required to have IPCC stamp on it indicating it has been properly heat treated or fumigated. No shipments of wood pallets without the stamp will be accepted. The vendor could be liable for any chargers associated to non-compliance of the pallets. See below image as an example of what the stamp should look like. For more information regarding WSI packaging material reference Chapter 7A: packaging specifications section I.44.



D. SHIPPING TO HYUNDAI LIVART – KOREA

Hyundai Livart SOP – Production PO Shipping and Sample & Documentation Submission Process

1. **SHIPPING PRODUCTION POs TO HUNDYAI LIVART – SOUTH KOREA**
   a. PURCHASE ORDERS:
   Vendors will be able to identify LIVART POs via the "Ship to Address". The warehouse location will be:

   Location: **HYU**
   Location Address: **WSSPL PO TO LOCAL DAMCO CFS EN ROUTE TO KOREA NOT TO SAN FRANCISCO, CA 94109**

   b. COMMERCIAL INVOICES PERTAINING TO PRODUCTION PO's ONLY: The consignee to be indicated on the invoice is:

   HYUNDAI LIVART FURNITURE CO., LTD
   316 GYEONGGIDONG-RO,
   NAMSA-MYEON, CHEOIN-GU, YONGIN-SI,
   GYEONGGI-DO, KOREA

   Invoice Party:
   Williams-Sonoma Singapore Pte. Ltd.
   Attn: Foreign Payables
   18 TAI SENG STREET, #07-07
   18 TAI SENG
   Singapore 539775

   Ship to destination to be indicated on the invoice is as follows:
   Airport: **Incheon, Korea**
   Ocean port: **Busan, Korea**

   Note: Food products will ship via ocean or air and will need booking with Damco for shipment arrangements depending on in-country need.
   All shipments weighing <15kgs will move via TNT/DHL and will need booking and approval by Damco.

Container Utilization Minimum (both ITC and NON ITC) (both CFS and CY) Origin:

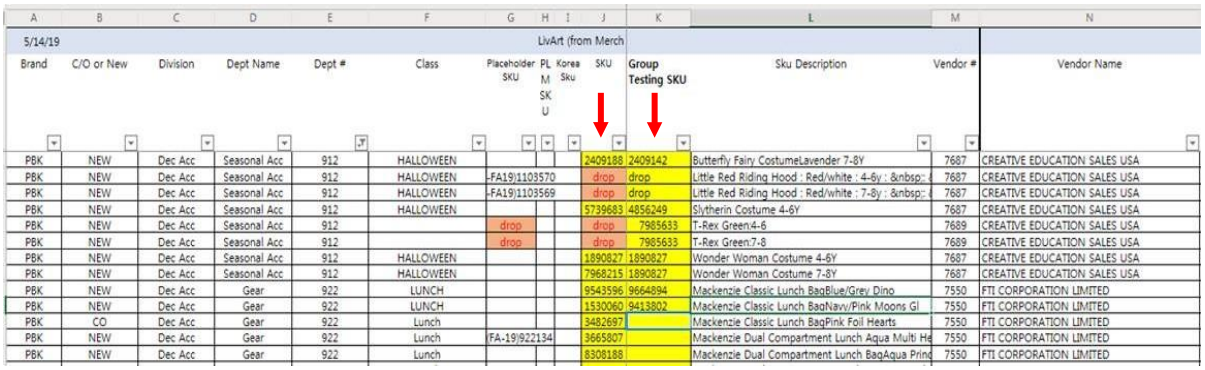
	Commodity	Equipment Size/Type	Minimum Utilization (CFS and CY)
All Origins	All	20' dry	15 cbm
All Origins	All	40' dry	40 cbm
All Origins	All	40' HC	58 cbm

c. CERTIFICATE OF ORIGIN: - not required

d. PRODUCT/MASTER CARATON LABEL:
Please refer to the **PRODUCT/MASTER CARTON LABELLING REQUIREMENTS** section of Chapter 7D in the Vendor Compliance Manual for details. Below is a general summary of the requirements:
   i. Vendors will still order ticket type WSI-0912 / WSI-0912PER.
   ii. The master carton label will remain the same as the existing format applicable to all other franchise destinations.
   iii. South-Korea-specific labels will be applied by Livart upon PO receipt until global labels are ready. Vendors can apply the standard US labels for now.

e. FRANCHISE PO PLACEMENT
   - 2 weeks are allotted to the franchisee to place POs after the assortment list has been finalized in each development season.

f. SKU SELECTION FOR TESTING
   - 2 weeks are allotted to the franchisee to select the required skus for product testing from the finalized assortment list and must post into Office 365 to immediately alert vendors.
      i. <u>Sample Requests for Testing</u>
         a) To minimize additional test sample requests, Livart must review product dimensions in the tracker to assure the sample is adequate size to complete all testing.
         b) Required Furniture Test Samples (Formaldehyde, Total volatile organic compounds, Toluene)
            - Check the 'Furniture Test Sample' sheet of the QA tracker for the sample size and quantity. Refer to sample request in the tracker: eg. 50 x 150 mm (30 ea), 160 x 160 mm (4 ea)
      ii. <u>Group Testing</u>
         - Livart must explicitly note within the Office 365 tracker which skus are being grouped.



5/14/19								LivArt (from Merch					
Brand	C/O or New	Division	Dept Name	Dept #	Class	Placeholder SKU	PLM SKU	Korea Sku	SKU	Group Testing SKU	Sku Description	Vendor #	Vendor Name
PBK	NEW	Dec Acc	Seasonal Acc	912	HALLOWEEN				2409188	2409142	Butterfly Fairy CostumeLavender 7-8Y	7687	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Seasonal Acc	912	HALLOWEEN	-FA19)1103570			drop	drop	Little Red Riding Hood : Red/white : 4-6y :	7687	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Seasonal Acc	912	HALLOWEEN	-FA19)1103569			drop	drop	Little Red Riding Hood : Red/white : 7-8y :	7687	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Seasonal Acc	912	HALLOWEEN				5739683	4856249	Slytherin Costume 4-6Y	7687	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Seasonal Acc	912		drop			drop	7985633	T-Rex Green:4-6	7689	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Seasonal Acc	912		drop			drop	7985633	T-Rex Green:7-8	7689	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Seasonal Acc	912	HALLOWEEN				1890827	1890827	Wonder Woman Costume 4-6Y	7687	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Seasonal Acc	912	HALLOWEEN				7968215	1890827	Wonder Woman Costume 7-8Y	7687	CREATIVE EDUCATION SALES USA
PBK	NEW	Dec Acc	Gear	922	LUNCH				9543596	9664894	Mackenzie Classic Lunch BagBlue/Grey Dino	7550	FTI CORPORATION LIMITED
PBK	NEW	Dec Acc	Gear	922	LUNCH				1530060	9413802	Mackenzie Classic Lunch BagNavy/Pink Moons Gl	7550	FTI CORPORATION LIMITED
PBK	CO	Dec Acc	Gear	922	Lunch				3482697		Mackenzie Classic Lunch BagPink Foil Hearts	7550	FTI CORPORATION LIMITED
PBK	NEW	Dec Acc	Gear	922	Lunch	FA-19)922134			3665807		Mackenzie Dual Compartment Lunch Aqua Multi He	7550	FTI CORPORATION LIMITED
PBK	NEW	Dec Acc	Gear	922	Lunch				8308188		Mackenzie Dual Compartment Lunch BagAqua Print	7550	FTI CORPORATION LIMITED

For textiles specifically:

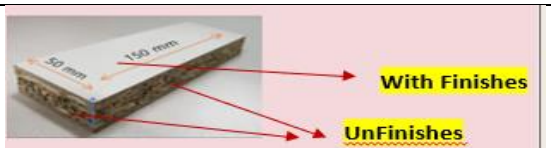
a. Grouping items that use the same color fabric but in different forms or shapes is acceptable for pH testing.
   i. <u>EX. Acceptable Grouping</u>:

ii. Blue pattern fabric used to make a bed sheet, pillowcase, quilt.

b. Cannot group different color fabrics because the pH results will be incorrect EX. Unacceptable Grouping:

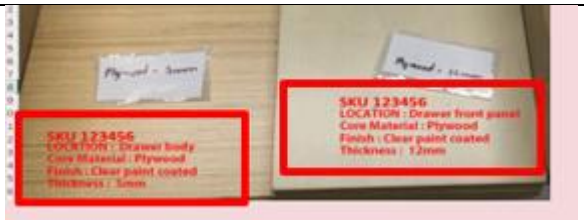
- Blue pattern + Red pattern fabric used to make a bed sheet, pillowcase, quilt.

Required Furniture Swatches Test Samples (Formaldehyde)

<table>
<tr><th>Steps</th><th>Instructions guide to Vendor</th><th>Reference</th></tr>
<tr><td>1</td><td>Vendor to cut Swatches from production with finishes top & bottom, exposing edges on cut surface.</td><td> 
</td></tr>
<tr><td>2</td><td>a) Vendor to send “1” panel per thickness to test lab for formaldehyde testing using JIS testing standard. (Refer to table 1 on the approved lab listing.)
b) Upon Pass testing, vendor to proceed shipping samples Qty/Size per Livart’s requirements.
c) Test reports to be kept by vendor/WSGO PD & “not shared” to Livart.
d) If Failed testing, vendor to notify Global Sourcing/QA for next step of disposition.

<table>
<tr><th>Livart Test Samples Sizes</th><th>Brand</th></tr>
<tr><td>1. Particle board (PB)- 30(150mmx50mm)
2. Medium density fiber board(MDF)- 30(150mmx50mm)
3. PlyWood (PW) – 30(150mmx50mm)</td><td>WE/PB</td></tr>
<tr><td>1. Particle board (PB)- 4(160mmx160mm)
2. Medium density fiber board(MDF)- 4(160mmx160mm)
3. PlyWood (PW) – 4(160mmx160mm)</td><td>PBK</td></tr>
</table></td><td> 
</td></tr>
<tr><td>3</td><td>a) Vendor to label samples prior sending samples.
b) Vendor to send samples using Livart DHL account as below:

Name: LIVART WSI Team
Address: Hyundai Livart
201, Apgujeong-Ro, Gangnam-Gu, Seoul,
Republic of Korea (06004)
Tel: 82 2 3480 8963

Use Livart's DHL Account: 961 303 693 (Account Name: GS GLOVIS)</td><td> 
</td></tr>
<tr><td>4</td><td>Vendor to update Livart BOM template per samples sent.</td><td></td></tr>
</table>

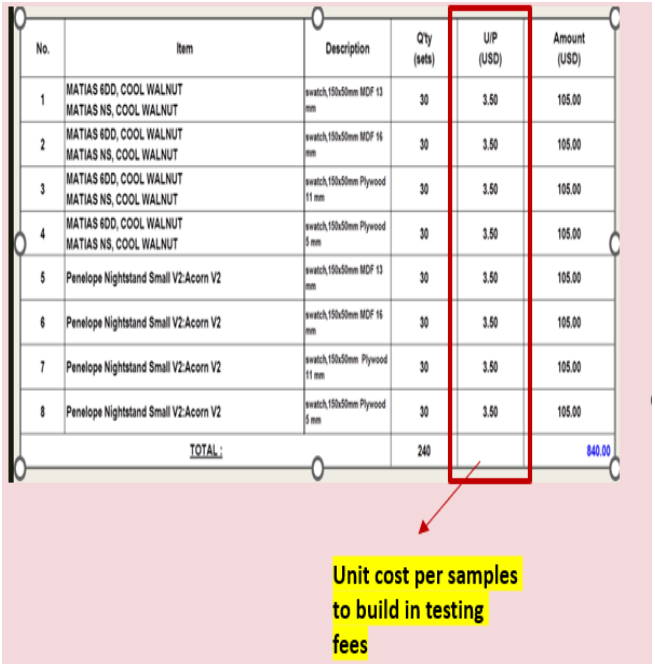
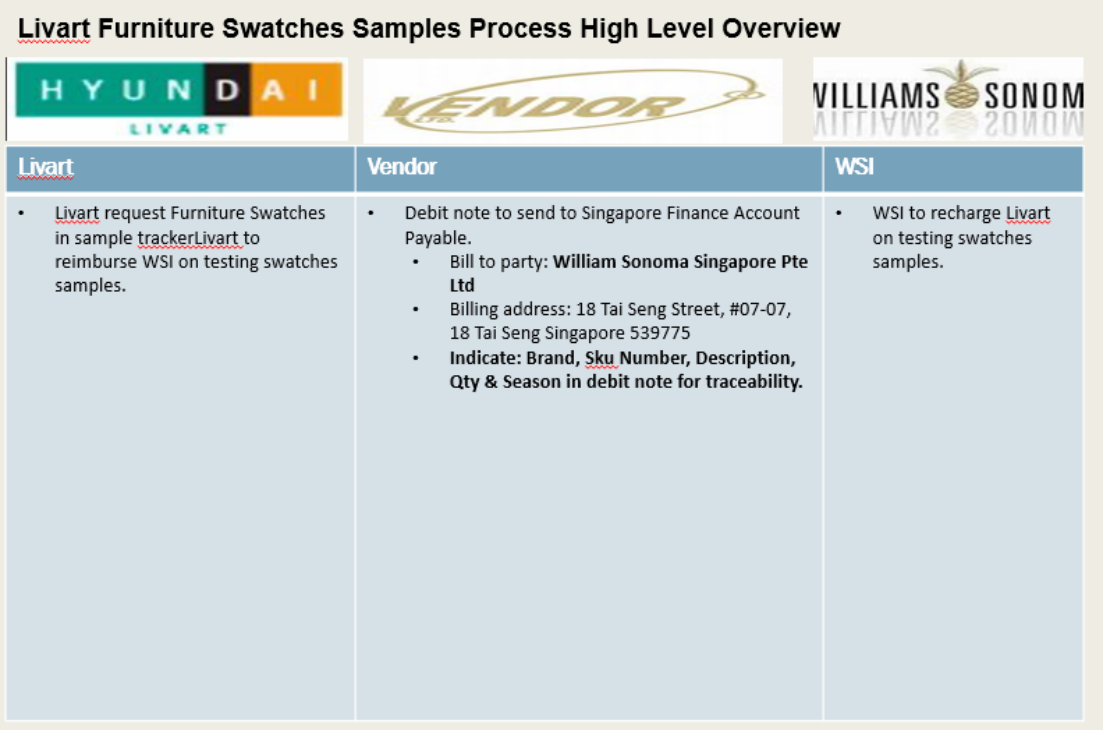
		
5	a) Vendor to invoice WSI on sample fees including build in testing fees to be recharge to Livart. b) Testing fees to spread across sample fees & not to be separately billed.	

Table 1 Approved Labs Listing

Country/ WSGO	Laboratory	Standard	Test Parameter	Price (USD)/sample	Average Testing Lead Time
Indonesia	Mutu Agung Lestari	JIS	Formaldehyde	47	7 working days
Vietnam	Eurofins MTS	JIS	Formaldehyde	90	
China (Dongguan)	Eurofins MTS	JIS	Formaldehyde	90	
India (Gurugram)	UL	JIS	Formaldehyde	20	



Livart Furniture Swatches Samples Process High Level Overview

Livart	Vendor	WSI

• Livart request Furniture Swatches in sample trackerLivart to reimburse WSI on testing swatches samples.	• Debit note to send to Singapore Finance Account Payable.
	  • Bill to party: **William Sonoma Singapore Pte Ltd**
	  • Billing address: 18 Tai Seng Street, #07-07, 18 Tai Seng Singapore 539775
	  • **Indicate: Brand, Sku Number, Description, Qty & Season in debit note for traceability.**
		• WSI to recharge Livart on testing swatches samples.

g. TEST SAMPLE PRODUCTION

2-8 weeks are allotted for the vendor to produce NEW product test samples. Vendor must ensure samples are submitted based on the outlined timelines, as POs cannot ship without a passing result or Livart's explicit approval.

- Dec Acc & Furniture 2-5 weeks
- Textiles 2-8 weeks
- Electrical/Lighting 4-8 weeks
- EXCEPTION: EU vendors can only supply test samples 2-3 months after they are requested because they will pull from mass production which commences 1-2 weeks before the ship window.

h. TEST SAMPLE SHIPPING

1 week for the vendor to direct airship the test sample.

2-4 weeks are allotted for the test sample to reach Livart merchandising and QA teams (inclusive of Korean customs clearance).

i. PRODUCT TESTING:

- All USA protocols are applicable to products shipped to Livart.
- Please refer to the South Korean-specific testing standards attached (also linked in Chapter 13B of the Vendor Compliance Manual) for reference, but we **do not** require vendors to test their products based on these standards. The South Korean franchise team will be testing products at their own facilities as needed, and vendors shall be notified by their WSI contacts when samples are needed for additional testing.

NOTE: for products that require additional testing, a passing test result should be obtained before proceeding with shipment arrangements.

a) Pass Reports

i. If Livart has a 'PASS' test result, then Livart must post the results in the Office 365 tracker 4 weeks before the s/w. This 4-week requirement is non-flexible due to the time required to book containers, pack, label and ship the final product.

ii. If Livart cannot meet this timeline, then Livart must decide and communicate:

- cancel the PO
- delay/push-out the PO until they have 'Pass' test results

b) Livart Approval to Ship PO
   i. Livart will indicate shipment approvals in the Office 365 tracker column "PO APPROVAL NOTES" with a Y = Can Ship, R = Retest, N = Cannot Ship
   ii. If Livart does not provide any direction, then Livart agrees to allow the vendor to ship per the original s/w without a 'pass' Livart test report on file and Livart will own all liability (not the vendor) for the product if the test results were rated 'fail' after the shipment was released.

c) Fail Reports
   If Livart has a 'FAIL test result, then immediate communication must be sent to the global merchants, sourcing teams and vendors. The 'FAIL' test report must be uploaded to the shared folder. The PO will be cancelled, and the units diverted to another market if possible. If other markets cannot absorb these units, then Livart will still be liable for the PO units.

Below is the testing process to ensure our products meet the South Korean standards.

2. **INSTRUCTIONS FOR SENDING TESTING SAMPLES AND QA DOCUMENTS TO LIVART:**
   a. SENDING OF QA DOCUMENTS (**These need to be submitted to Livart prior to the shipping of the samples, as the Livart QA team needs the information to prepare the samples for testing**):
      i. Refer to the list of SKUs requested for additional testing (sent to you by your WSI contact), and their respective testing groups to identify the required documents. Note all SKUs require documents, even those that do not require samples. Provide the outlined requirements below based on the test code.

Test Group	Testing Requirements (Documents)
P1	Factory Safety Audit Certificate, **Packaging material information where applicable** (any SKUs flagged under P1 will be dropped, as we will not be conducting factory audits).
P3 / P5 / P6 / NA	Manufacturer's Name, Product's Country of Origin, BOM, Test Report, Labeling Information, **Packaging material Information where applicable.** Note: Do not ship product with batteries included. If batteries are included, test reports for batteries are required.
C	MSDS, Ingredients List with Ratios in % must add up to 100% and CAS Number, manufacturer's name, Ratio Indication standards – refer to clause e of Additional QA documents (if the manufacturer is in the same country as the vendor, please provide the vendor name instead), Product's Country of Origin, Test Certificate (if any), Labeling Information & **Packaging material information where applicable.**

E

KC certification are compulsory for key components such as plug, cable, socket, and switch**. These certificates provided by the component vendor/supplier must submit to Livart for validation prior production. Livart shall validate it with the published information on the Authority's website for approval.**

KC certification/test report are not required for other components like lamp shade, body, base, plastic sleeve (covering the socket), chains, canopy, crossbar, terminal box, splice connectors and insulating sleeves.

Requirements	Reference Documents
BOM ▪ Information in BOM must match the KC certificates and the material manufacturer information data	SKU 1942959 Blossom 3 Way Tabl
Manufacturer Business License ▪ The Manufacturer Business License must be the name and location of the manufacturer/factory who produced the products.	Business Registration Certific
Manufacturer License of KC components/Critical Component List	SKU 1942959 Blossom 3 Way Tabl SKU 1942959 Blossom 3 Way Tabl SKU 1942959 Blossom 3 Way Tabl SKU 1942959 Blossom 3 Way Tabl SKU 1942959 Blossom 3 Way Tabl SKU SKU 1942959 Blossom 3 Way Tabl SKU 1942959 Blossom 3 Way Tabl
Assembly Instruction	AI_Blossom 3 Way Table Complete_194
Test Report ▪ UL test report is required when there are plastic materials/parts present on the either or both the lamp base and lamp shade. ▪ The testing requirements shall refer to UL746B and UL 746C.	
Allowable Frequency, Voltage and Plugs for Korea	  • Type F • Type C

Voltage / frequency	220-240 V / 50-60 Hz
Lamp holder/socket model	E14 or E26
Plug Type	C, F

No batteries (dry cell/rechargeable) and self-ballasted LED/CFL bulbs shall be packed/shipped with the luminaires for testing submission or bulk shipment, unless or otherwise it is deemed necessary or must have with the product during import/retail. Please seek this with the WSGO QA for any queries.

Products with components such as dimmer, adaptor and connected USB charger are subject to local examination of production plant and shall not be under the order placement for meantime.

The luminaire testing submission from WSI vendors/manufacturers to Livart which have been previously approved under the KC requirements (Korea Certification) by the South Korea Authority are strictly forbidden to make any substitute or changes to the luminaire's aesthetic and components, as well as the approval name of the manufacturers and component suppliers during the production/shipments.

Note: Approved luminaire shall be subjected for re-certification under any of these conditions. No production/shipment shall be allowed without the prior approval from Livart.

F

F1 - Foods: Manufacturing Flow Chart, Ingredients List with Ratios in %, Container (Packing) Material, Manufacturer information (*), Test Certificate (if any), Labeling Information, NAQS document (Organic SKUs only), Raw Material for gelatin (as applicable), Origin and type of salt (as applicable, i.e. refined salt, sun salt, etc.), Certificate of plant quarantine for pepper & **Packaging material information where applicable.**

F2 - Cook/Dinnerware/other: Detailed BOM (includes materials and plating information per each component, especially those parts which will touch food), Manufacturer information (*), Test Certificate (if any), Labeling Information & **Packaging material information where applicable**, Documents required for Salt and/or Pepper if they are included with mills (see code F1 above).

Note: Do not ship product with batteries included. If batteries are included, test reports for batteries are required.

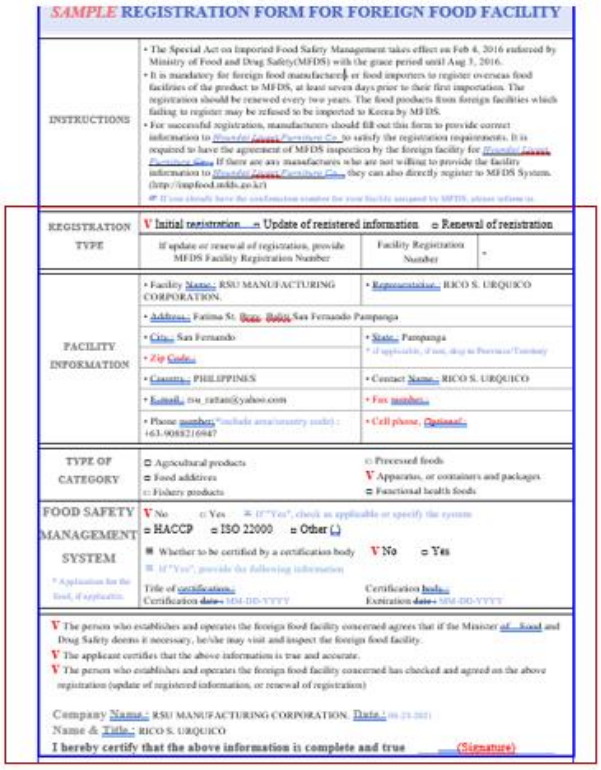
F3 - Cosmetics: Manufacturing Flow Chart, MSDS, Ingredients List with Ratios in % must add up to 100%, Manufacturer information (*), Test Certificate (if any), Manufacture certificate (**), Free sales certificate (**), BSE, TSE certificate (**), Lot Code, Manufacture Date, Period of use, Labeling Information & **Packaging material information where applicable.**

F4 – Dish Soap: Vendor Name, Product's Country of Origin, BOM, Test Report, Ingredients list with ratios in % must add up to 100%, Container (packing) material, Manufacturer information (*), Labeling Information & **Packaging material information where applicable .**

Use only approved ingredients.

Table 1

Ref No.	Test Code	Responsible by WSI Vendor
1	Foods (F1)	• Vendor to fill up one-time registration using below form per request by Livart. • This applies to new manufacturer shipping first time to Korea. • Vendor to fill up below highlight portion & return to Livart. • Livart to submit to MFDS for registration. • For registration renewal, vendor to submit factory business license upon request.

			 SAMPLE REGISTRATION FORM FOR FOREIGN FOOD FACILITY INSTRUCTIONS • The Special Act on Imported Food Safety Management takes effect on Feb 4, 2016 enforced by Ministry of Food and Drug Safety(MFDS) with the grace period until Aug 3, 2016. • It is mandatory for foreign food manufacturers or food importers to register overseas food facilities of the product to MFDS, at least seven days prior to their first importation. The registration should be renewed every two years. The food products from foreign facilities which failing to register may be refused to be imported to Korea by MFDS. • For successful registration, manufacturers should fill out this form to provide correct information to Hyundai Green Furniture Co. to satisfy the registration requirements. It is required to have the agreement of MFDS inspection by the foreign facility for Hyundai Green Furniture Corp. If there are any manufacturers who are not willing to provide the facility information to Hyundai Green Furniture Corp., they can also directly register to MFDS System. (http://impfood.mfds.go.kr) ※ If you already have the confirmation number for your facility assigned by MFDS, please inform us. REGISTRATION TYPE V Initial registration ▫ Update of registered information ▫ Renewal of registration If update or renewal of registration, provide MFDS Facility Registration Number Facility Registration Number - FACILITY INFORMATION • Facility Name : RSU MANUFACTURING CORPORATION. • Representative : RICO S. URQUICO • Address : Fatima St. Brgy. Bulaon San Fernando Pampanga • City : San Fernando • State : Pampanga * if applicable, if not, skip to Province/Territory • Zip Code : • Country : PHILIPPINES • Contact Name : RICO S. URQUICO • E-mail : rsu_rattan@yahoo.com • Fax number : • Phone number (include area/country code) : +63-9088216947 • Cell phone (Optional) : TYPE OF CATEGORY ▫ Agricultural products ▫ Food additives ▫ Fishery products ▫ Processed foods V Apparatus, or containers and packages ▫ Functional health foods FOOD SAFETY MANAGEMENT SYSTEM * Application for the food, if applicable. V No ▫ Yes ※ If "Yes", check as applicable or specify the system ▫ HACCP ▫ ISO 22000 ▫ Other ( ) ※ Whether to be certified by a certification body V No ▫ Yes ※ If "Yes", provide the following information Title of certification : Certification date : MM-DD-YYYY Certification body : Expiration date : MM-DD-YYYY V The person who establishes and operates the foreign food facility concerned agrees that if the Minister of Food and Drug Safety deems it necessary, he/she may visit and inspect the foreign food facility. V The applicant certifies that the above information is true and accurate. V The person who establishes and operates the foreign food facility concerned has checked and agreed on the above registration (update of registered information, or renewal of registration) Company Name : RSU MANUFACTURING CORPORATION. Date : 09-23-2021 Name & Title : RICO S. URQUICO I hereby certify that the above information is complete and true (Signature) Registration format for foreign food fac
	2	Food Contact Material (F2)	• Vendor to fill up one-time registration using below form per request by Livart. • This applies to new manufacturer shipping first time to Korea. • Vendor to fill up “Facility Information” portion & signed off the form to be returned to Livart for submission to MFDS. • For registration renewal, vendor to submit factory business license upon request.



SAMPLE REGISTRATION FORM FOR FOREIGN FOOD FACILITY

INSTRUCTIONS

REGISTRATION TYPE

FACILITY INFORMATION

TYPE OF CATEGORY

FOOD SAFETY MANAGEMENT SYSTEM

Company Name: RSU MANUFACTURING CORPORATION Date:

Name & Title: RICO S. URQUICO

I hereby certify that the above information is complete and true (Signature)

Registration format for foreign food fac

* Manufacturer information: Manufacturer name, Owner or operator in charge, Address, Country, Region, Phone number including area/country code, E-mail address. Document containing this information must be signed. If the owner or manager of the factory is unable to sign, an employee may do so. Name must also be printed by the signature. This information will need to be registered with the Korean Ministry of Food and Drug Safety Agency.

** Must have the original document stamped by the local Chamber of Commerce.

Sample of Factory business license:

Factory Business License.pdf

Q	Detailed BOM (includes materials and plating information per each component), Manufacturer Name, Product's Country of Origin, Quarantine Certificate (if the product is not processed), Labeling Information & **Packaging material information where applicable.**
M (Electro magnetic)	Manufacturer's Name and Business Registration Certificate User's Guide BOM & **Packaging material information where applicable.**
N/A	Vendor name, Product country of origin, BOM, Test report, Labeling information & **Packaging material information where applicable.**

ii. In addition to test codes, every SKU will have a label code assigned to it. Provide the needed information for every SKU based on the label code as shown in the table below.

Required Information / Label Code	A1	C1	D1 / D2	D3 / D4	D5	E1 / E2	E3	E4	F1	F2 / F3	F4	F5	F6	G1	H2
Fill Weight/Volume														•	•
Ingredients														•	•
Dimension(mm)	•		•	•	•	•	•	•			•	•	•		
Height to Seat (mm)													•		
Detailed Material & Finishing of each part	•	•		•	•										
Material of Sub structure (ex.Legs, Arm)				•								•	•		
Finishing of Sub structure												•	•		
Finishing (Leather or Fabric)													•		
Embeded Material (Sponge)													•		
Useable Age			•	•	•	•	•	•							
Composite of Textile (% of each component)			•			•		•			•				
Date of Production			•			•		•						•	•
Name of Manufacturer (Not Vendor)		•	•	•	•	•	•	•	•	•	•	•	•	•	•
Country of Manufacturer (Not Vendor)	•	•	•	•	•	•	•	•	•	•	•	•	•	•	•
Laundry Instruction or Symbol			•			•		•			•				
Caution for kids product			•	•	•	•	•	•							
Care & Maintenance			•	•	•	•	•	•							
Safe for Microwave / Dishwasher		•													
Electric Power Consumption										•					
Socket Diameter										•					
Number of bulbs										•					
Expiration Date														•	

Vendor to provide information = •

iii. Additionally, the following information should also be sent along with the required documents: Sample image / specification: the specification information is based on the type of required documents (see table above), and each sample's specification document should contain a product description and an image of the sample product itself. Additionally, each sample's CBM and weight information should also be provided if possible.

iv. For all the SKUs requested, documents should be sent to your WSI contact who will share them with Mr. Park and Mr. Lee via Office 365. Note there are additional instructions in section below for SKUs with test code F3.

- Please ensure the documents follow the format of "SKU Number-Product Description-Brand Season-Vendor Name-Document Type" as the file names. Examples:
  a. 246802 – Golden Task Lamp – PB SP18 – Lighting R Us Inc. – Test Report
     246802 – Golden Task Lamp – PB SP18 – Lighting R Us Inc. – BOM
  b. 246802, 135790, 369121 – Golden Task Lamps – PB SP18 – Lighting R Us Inc. – BOM

- In cases where there are more than 3 or 4 SKUs SKU Number and Description can be omitted.
- PB SP18 - Lighting R Us Inc. – Labeling Information

v. For SKUs with test code F3, the following original documents must be mailed to Livart after they have been stamped by the local Chamber of Commerce (they attest the document is original and valid):

- Manufacture certificate Free sales Certificate BSE, TSE certificate

vi. Test group C : following steps are to indicate the ratio:
Ingredients with the highest ratio, have integer values. Range is not allowed. Remaining ratio, range can be expressed but have the following conditions.

INGREDIENT RATIOS				
Standard			Examples	
Ratio range (%)	Valid range (%)	Actual %	Valid range (%)	Invalid range (%)
			34 ~ 39 %	34 ~ 44 % (More than 5%)
25 ≤ x ≤100	Within 5 %	35.7	32 ~ 37 %	26 ~ 36 % (More than 5%)
			35 ~ 36 %	30 ~ 36 % (More than 5%)
10 ≤ x < 25	Within 3 %	18.5	17 ~ 20 % 17 ~ 19 %	17 ~ 23 % (More than 3 %) 16 ~ 20 % (More than 3 %)
1 ≤ x < 10	Within 1 %	5.2	5 ~ 6 %	5 ~ 10 % (More than 1 %)
0.1 ≤ x < 1	Within 0.3 %	0.7	0.5 ~ 0.8 %	0.5 ~ 1 % (More than 0.3 %)
0 < x < 0.1	Within 0.1 %	0.05	0 ~ 0.1 %	0 ~ 1 % (More than 0.1 %)

NOTE: This only needs to be done the first time the SKU is being shipped. Subsequent orders do not require this documentation. Each of the three documents are required for every SKU except for hand soaps and lotions that come in different volumes. For example, a hand soap and its refill can share documents as long as the volumes are not listed on the documents.

b. SENDING OF TESTING SAMPLES:

i. Refer to the list of SKUs and the SKUs' respective "Sample Qty". Only SKUs with a number in the samples quantity column required sample(s) sent to Livart. The number in the cell will indicate the number of sample(s) needed.

ii. Pack and seal the items in a carton.

iii. Send the samples to the below name and along with the following documents:

Name: **LIVART WSI Team**
Address: **Hyundai Livart**
201, Apgujeong-Ro, Gangnam-Gu, Seoul,
Republic of Korea (06004)
Tel: **82 2 3480 8963**

Use Livart's DHL Account: 961 303 693 (Account Name: GS GLOVIS)/
FedEx Account 267652333

- Invoice for Samples – need to list out the sample fees (first cost in $s), and send to the following consignee name and address:
  Hyundai Livart
  201, Apgujeong-Ro, Gangnam-Gu, Seoul,
  Republic of Korea (06004)
- PL (packing list) that must include the following information: the SKUs and their descriptions; the quantity count, carton count, weight information, and CBM of the package.
- SKU # marked outside of box package (Note: this can be written or applied as a sticker).

iv. Note: If samples are lost due to incorrect shipping address, it will be the vendor's responsibility to replace them.

v. When the samples are dispatched, please notify your WSI contact by updating the "Tracking Number" in the master list.

c. INFORMATION REQUIRED FROM LIVART AFTER RECEIVING THE SAMPLE AND SHARED WITH THE BRAND TEAMS:

- Date of the sample received
- Date of testing completion
- Test result (PASSED or FAILED)
- Test certificate number
- Product registration number
- Date of test certificate expired
- Indicate whether PO can ship
- Any other remarks

Overall Timeline	PROCESS	TIMELINE				COMMENTS
	Franchise PO Placement & select skus for product test samples	2wks				Global Team finalizes the assortment list and franchisee must place POs within 2 weeks. Franchisee must post selected skus into Office 365.
	Vendor to produce test samples		2-8wks			Vendor must ship test samples to franchise via direct air shipment.
	Korean Customs Clearance			2-4wks		
	Franchise product testing; Textile, Dec Acc, Furniture				6wks	Estimated TAT working days: 30 days textiles, 45 days dec acc, 21 days furniture. Pass test reports must be provided 4 weeks before the s/w.
	Electrical testing				5mths	Durability tests and certifications create this long completion time. Pass test reports must be provided 4 weeks before the s/w.
	Production				2-3mths	Production timeline for Textiles, Dec Acc, Furniture is 60 days and Electrical 90 days.
	Total Process Lead Time					Complete season product delivery with Customs Clearance: Approximately 5 months for textiles, dec acc and furniture. Approximately 8-10 months for electrical due to long testing timeline.
END.						

3. **Franchise Claims**

Claims on Purchase Orders due to damage, defect, or shortages will be addressed with WSI by using the established Global Claims process within 60 days of product receipt.

If extenuating circumstances warrant an exception to the 60-day window, each instance needs to be reviewed and approved ON A CASE-BY-CASE BASIS.

E. SHIPPING TO RELIANCE – INDIA

Reliance SOP – Production PO Shipping and Sample & Documentation Submission Process

1. **SHIPPING PRODUCTION POs TO Reliance – India**

a. PURCHASE ORDERS:

Vendors will be able to identify Reliance POs via the "Ship to Address". The warehouse location will be:

Location: **REL**
Location Address: **WSSPL PO TO LOCAL DAMCO CFS EN ROUTE TO INDIA NOT TO SAN FRANCISCO, CA 94109**

b. COMMERCIAL INVOICES PERTAINING TO PRODUCTION PO's ONLY

The consignee to be indicated on the invoice is:

Reliance Brands Limited,
5th Floor, Court House,
Lokmanya Tilak Road, Dhobi Talav,
Mumbai – 400 002 India.

Invoice Party:

Williams – Sonoma Singapore Pte. Ltd.
Attn: Foreign Payables
18 TAI SENG STREET, #07-07
18 TAI SENG
SINGAPORE 539775

Ship to destination to be indicated on the invoice is as follows:

Airport: New Delhi, India
Ocean port: Mumbai, India

Note:

All shipments weighing <15kgs will move via TNT/DHL and will need booking and approval by DAMCO.

Container Utilisation Minimum (both ITC and NON ITC) (both CFS and CY) Origin:

Mode of Transport	Container Utilisation
AIR	<= 50 KGS
LCL	< 15 CBM
20' DRY	> 15 <= 24 CBM
40' DRY	> 25 <= 54 CBM
40' HIGH CUBE	> 54 <= 64 CBM

c. CERTIFICATE OF ORIGIN – **YES**

d. PRODUCT/MASTER CARTON LABEL:

Please refer to the **PRODUCT / MASTER CARTON LABELLING REQUIREMENTS** section of Chapter 7D in the Vendor Compliance Manual for details. Below is a general summary of the requirements:

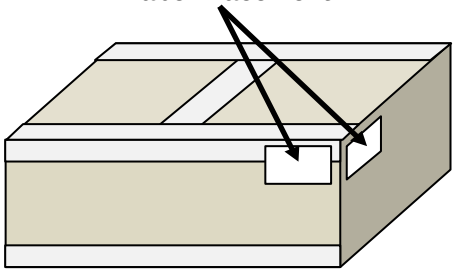
- Vendors will still order ticket type WSI-0912 / WSI-0912PER
- The master carton label will remain the same as the existing format applicable to all other franchise destinations, apart from the **carton sequencing information being required. Refer to figure 1 below.**
- Domestic India vendors must apply the local retail SKU tickets provided by Reliance.
- Lighting and electrical product vendors must ensure the BIS registration number is listed on the product label (details within the Electrical SOP document)

Figure 1:

Printed Information	**CURRENT Label Format**
• **SKU**: WSI SKU number • **DES**: WSI item description • **PO#**: Official WSI PO number and concept code (e.g. 12345-PBR, 12345-WSM, etc.). Concept codes include the 2-digit concept initials (PB, PK, PT, WS, WE, WH, OT, MG, RJ) plus the 1-digit channel initial ('R' for retail, 'M' for DTC). • **QTY**: Total selling units included in the master carton. Note that a selling unit may be a set (i.e. set of 4 pieces). When the WSI purchase order details a set SKU as a quantity of 1, the carton label must also reference a set SKU as a quantity of 1 for proper receipt. • **Made In**: (Country of Origin) **For** (Brand) • Country of Origin and Brand must be printed in accordance with the PO Destination • **Weight in lbs. & kgs.**: Approximate weight is sufficient • **Carton Sequencing**: Only required on master carton labels for all shipments to the Reliance franchise. Vendors who prefer to continue using sequencing are free to do so.	SKU: DES: PO: QTY: Made in for San Francisco, CA 94109 Weight: _____Lbs._____Kgs. SEQ: SKU: 1234567 DES: Conservatory Candle Pot Rose PO: 1234567-PBM QTY: 04 Made in Vietnam for Pottery Barn San Francisco, CA 94109 Weight: 5.73 Lbs. 2.60 Kgs. SEQ: 11 of 50

Address on Master Carton Label will be based on PO Destination	
USA & Canada	San Francisco CA 94109 (For all other brands) Portland, OR 97210 (For Rejuvenation)
Australia	Horsley Park, 2175
UK	Northants, NN18 8EY
Philippines	Singapore 539775
Alshaya	Singapore 539775
Liverpool	Singapore 539775
Korea	Singapore 539775
Reliance	Singapore 539775

Label Placement



e. PRODUCT TESTING:

All USA protocols are applicable to products shipped to Reliance. Except Electrical/Electronic, Toys and Cosmetic products. These products must be pre-tested before the bulk shipment through Reliance to the India Government approved institutions and testing laboratories in India only. The courier services charges (nominated by Reliance) and testing cost shall be borne by Reliance.

India Government Mandates Electrical/Electronic, Toys, Cosmetic, and as well as Textile products for import and retail. Non-compliance products are strictly not allowed to import/retail in India.

The India regulatory compliance testing and certification requirements are different in each of these product's categories. Please refer to below Products Regulatory Testing and Compliance Requirements sections for more detail. Section A- SOP for Textile, Section B – SOP for Toys, Section C – SOP for Electrical/Electronic and Section D – SOP for Cosmetic.

Product labelling: All USA product labelling are applicable to products shipped to Reliance, except for electrical/electronic, Additional mandate labelling is required. Please refer to Section C – SOP for Electrical/Electronic for more detail.

Note: The legislative changes for products regulatory testing and compliance requirements by the India Authorities are constantly evolving. The SOP shall be revised for the changes when necessary.

As a WSI requirement, products for all brands must meet the standards for US/CAN/AUS by default. In addition to this list of countries, PBK and WE must also meet UK standards. Exceptions may be authorized by in-county office or Brand Merchant based on purchase order planning. Requirements for these countries can be found in our Bureau Veritas Protocols. See WSI Vendor Compliance Manual Chapter 5B for details on accessing protocols.

- Vendors **WILL BE HELD LIABLE** for manufacturing products which do not meet the WSI requirements for the countries listed.
- Vendors **WILL NOT BE HELD LIABLE** for manufacturing products which do not meet requirements for franchisee countries but meet the WSI requirements for the countries listed.

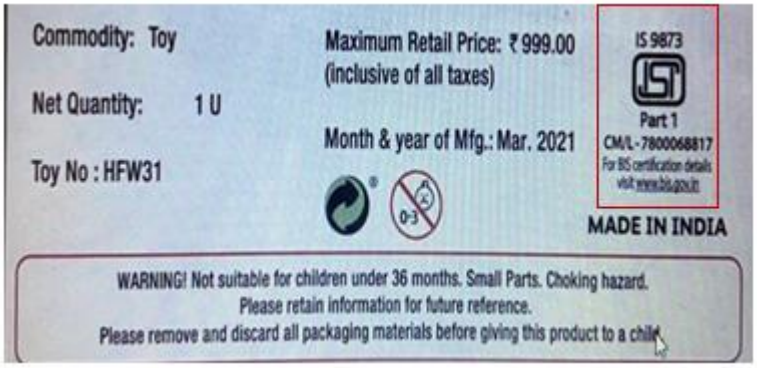
2. **INSTRUCTIONS FOR SENDING TESTING SAMPLES AND QA DOCUMENTS TO RELIANCE**

a. **SENDING OF QA DOCUMENTS** (These need to be submitted to Reliance prior to the shipping of the samples, as the Reliance Logistic/QA team needs the information to prepare the samples for Customs clearance and testing/certification purposes):

Refer to the list of SKUs that requested for additional testing (sent to you by your WSI contact) and their respective testing groups to identify the required documents. Note that SKUs could require samples and documents, or documents only. Provide the outlined requirements below based on the test code.

Note: For sending of samples and QA documents (soft/physical copies). Please refer to the below information for – **C. INFORMATION FOR RELIANCE ADDRESS AND CONTACT PERSON** for more details.

Test Group	Testing Requirements (Documents & Related test info)
TX (Textile – for India import only)	No physical textile samples shall send to Reliance for Azo Dye testing in India. Reliance shall manage this testing on their discretion from the commercial shipment when it arrived in India.
	Others: Countries exempted for Azo Dye test report/certificate submission are: • European Union Countries/Serbia/Poland/Denmark/Australia/Canada/Japan/South Korea & United Kingdom ** Regions/countries not exempted from the India government list are required to continue in submitting soft copy of Azo Dye test report/certificate to Reliance for every bulk shipment. *** Test report/certificate validity period is 6 months from the date of issue. No renewal allowed after expiry. Note: For non-exempted regions – required test report/certificate from an accredited test lab with ISO 17025 certification. No restriction with location/countries. # Please refer to Section A – Textile for more details.

<table>
<tr><td rowspan="2">TY
(Toys – for India import only)</td><td>After Jan 01, 2021, No toys can ship to India if the factory not registered with BIS.
a. Each manufacturing unit/Factory required to register with Bureau of Indian Standards (BIS).
b. Maintain inhouse test lab with qualified technical staff to do in line testing as per prescribed Indian standard.
c. Print in indelible ink/emboss ISI mark & licence number on products before dispatching to India.
 
</td></tr>
<tr><td>• Registration process is lengthy & costly – 4 to 6 months after submission of documents. (USD6k to 7k per factory).
• Registration is initially granted for 1 year, there after it can be renewed for 2 to 3 years.
• BIS can draw random samples from open market for testing. If products not found conforming to standards, BIS will order withdrawal of products from the market.

Please refer to Section B – Toy for more details.</td></tr>
<tr><td rowspan="2">B

(Live trees and other plants; bulbs, roots, and the like; cut flowers and ornamental foliage – for India import only)</td><td>Product botanical name, Actual Country of origin (The origin of the product), Health Certificate, Phytosanitary Certificate.</td></tr>
<tr><td>* Applicable to import of live trees and plants products under India HS Code 0601, 0602, 0603, and 0604.

** Email all documents to Reliance before shipment. No shipment is allowed without the approval from Reliance.

*** Both hard copies of Health and Phytosanitary are compulsory certificate for India import. Import is strictly not allowed If any of the document is not available.

Note: No testing required. Certificates verification for Reliance with the India Authority.</td></tr>
</table>

<table>
<tr>
<td>C

(Cosmetic – for India import only)</td>
<td>
Cosmetics/beauty product required to be registered with India authority via Reliance prior to shipment departure from origin.

The following information is mandatory to be pasted/printed on the package before shipping to India as below:

a) Manufactured by (Complete address)
b) Manufacturing Date
c) Expiry Date
d) Batch Number
e) List of Ingredients
f) Directions to use

Sample invoice, POA (Power of attorney – require name/address of Brand for all products intended to be registered, name/address of manufacturer, pack size, Artworks of all the products, Free Sale Certificate (FSC - Product name on POA and FSC must be identical), Manufacturing license (GMP), Ingredient list in % for all products, Certificate of Analysis (COA), Letter declaring NOT tested on animals, Heavy Metal absent declaration with signature and stamp on letterhead, Brief write up of the testing methods with signature and stamp on letterhead, Letter for Fragrance clarification.

All the soft (scan in colour) and original physical copies of documents/certificates must provide to Reliance.

**The POA should come from WSI.

*** Testing timeline estimated 1 month upon samples received by Reliance for registration to testing.
**** Test report/certificate validity period is 3 years from the date of issue.

Note: Testing by Reliance in India, CDSCO approved lab only.

Please refer to <u>Section D– Cosmetic</u> for more details.
</td>
</tr>
<tr>
<td>S
(Solid wood Materials – overseas import only)</td>
<td>
<u>Phytosanitary Certificate (For all wooden products & packaging material made of wood):</u>
This is compulsory for all article of products made of wood materials, (Solid wood, particle boards, MDF, Plywood etc) including wood products that are finished, painted, covered etc.,
Pls. refer to below list of HTS which require phytosanitary certificate as below:

<table>
<tr><th>S/N</th><th>HTS code</th><th>Additional Comments/Clause</th></tr>
<tr><td>1</td><td>441820</td><td></td></tr>
<tr><td>2</td><td>441840</td><td></td></tr>
<tr><td>3</td><td>441850</td><td></td></tr>
<tr><td>4</td><td>441860</td><td></td></tr>
<tr><td>5</td><td>441870</td><td></td></tr>
</table>
</td>
</tr>
</table>

6	441874		
7	441875		
8	441879		
9	441891		
10	441911		
11	441912		
12	442010		
13	442011		
14	442019		
15	442090		
16	442191		
17	442199		
18	460122		
19	460193		
20	460211		
21	460212		
22	460219		
23	940130		
24	940131		
25	940141		
26	940151		
27	940152		
28	940153		
29	940159		
30	940161		
31	940169		
32	940171*	• PNQ not required if composition consist of metal/Iron-frame/arm/leg.	
33	940179		

34	940191	
35	940320	
36	940330	
37	940340	
38	940350	
39	940360	
40	940382	
41	940383	
42	940389	
43	940390	
44	940391	
45	940399	
46	940529	

Phytosanitary Certificate Compliance

Pls. courier original copy of phytosanitary certificate to Reliance team using below ship to address:

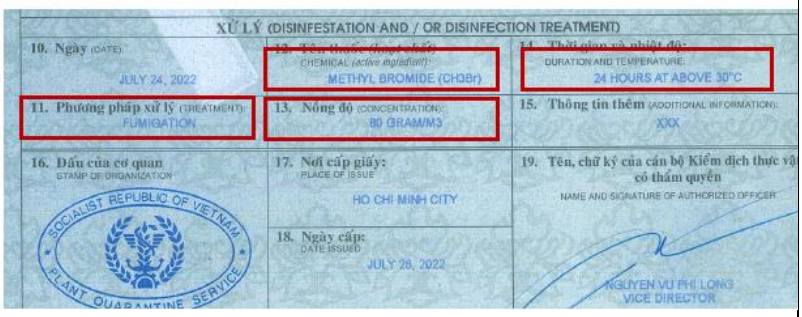
Reliance Brands Limited,
3B 2nd Floor WS 251,
Reliance Corporate IT Park Ltd.
Belapur Rd, Phase II, Ghansoli,
Navi Mumbai-400701

Atten: Ajit Naik (M-9372763328)/ Milind Thakur(M-8591903150)

DHL Account number 954458357

Valid Phytosanitary certificate need to be furnished by all origin to meet the requirements as below:

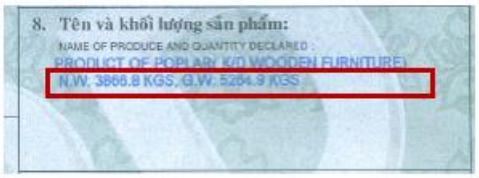
Mandatory Requirements to capture in Phytosanitary Certificate	Sample Document
1. Disinfection Treatment a. Chemical and Concentration – Methyl Bromide 48 G/m3 b. Treatment – Fumigation c. Duration and Temperature – 24 Hours min 21°C d. If temperature fall below 21°C, Methyl Bromide to increase more than 48 G/m3 but not exceed 80 G/m. 2. Heat treated at 56 degrees Celsius for 30 minutes (core temperature of wood) can be used as alternative for origin which could not meet above disinfection treatment requirements.	 Valid Phytosanitary Cert Sample- Reliance



3. Botanical Name
   This is optional & non-mandatory for furniture items



4. Quantity Declared – under this field you need to mention No. of units along with Total Gross weight and Net weight of the products



5. Additional Declaration – under these below details to be mentioned,
   a. PO No.
   b. SKU Code
   c. Qty/cartons
   d. HS code
   e. Shipment ID

Sku no. 9589576, 4690256, 482906, 482922;
HS code:94036, 94035 ;
Shipment ID: WSI/01006/2022
PO no.:
40107679WER
40098530WER
40098541WER
40098548WER
40098531WER
40098542WER
40098549WER
40098535WER
40098543WER
40098546WER
40098550WER
40098553WER

<table>
<tr>
<td></td>
<td>
<table>
<tr>
<td>6. Vendor Undertaking Declaration for PNQ Shipment
• This is only required if Reliance get back PNQ cert not able to validate from India custom.
• Vendor to provide vendor undertaking declaration to Damco upon request.
• Each vendor undertaking declaration require to print under vendor company letter head with company stamp & authorised signature.
• Pls. refer to sample document attached to prepare vendor undertaking declaration.</td>
<td> 
Supplier Final Undertaking - PNQ.dc</td>
</tr>
</table>

<u>Fumigation Certificate (For solid wooden packaging materials only):</u>
This is compulsory for all solid wooden packaging materials, including painted/finished etc., except heat treated and stamped are granted the exemption from the India Authority.

Note:
Above restrictions guidelines imposed by India authority provided by Reliance team for vendor reference.

Certificates/documents only. It is the due responsibilities of the factory/shipper to ensure that all soft copies of the phytosanitary and fumigation certificates (when required) + the self-declaration document are provided to the freight forwarder during the bulk/commercial shipment booking and must be in English or translated into English only.

<u>Shipper/factory self-declaration document (Must complete and sign to warrant the validity):</u>


DECLARATION TO BE GIVEN BY THE SHIPPE
</td>
</tr>
<tr>
<td>E1 /E2 / E3 (Electrical/Electronic – for both local and overseas Import)</td>
<td>E1 – Business License from Manufacturer (Who are producing the products), Trade Mark Copy, ISO 9001 certificate, Form VI (Production declaration letter).

E2 – Sample invoice, Critical Component list, Marking Plate Copy, Circuit diagram, block diagram, PCB layout (product dependent), User Manual.

E3 - Form VI (hard copy from Reliance to the vendor), Nomination Letter, Trademark Authorization Letter, Authorization Letter, Ship/retail certificate (from Reliance to vendor).</td>
</tr>
<tr>
<td>NA

(Electrical/Electronic do not required BIS Requirements – for both local and overseas Import)</td>
<td>* All the soft (scan in color) and original physical copies of documents/certificates must provide to Reliance at the 3 different stages.

** After completed E1 documents. Reliance shall notify the applicant for E2's documents + physical samples. Subsequently, after completed E2. Reliance will notify the applicant for E3 documents.

*** Testing timeline estimated 8 to 10 weeks from sample received by Reliance for registration to testing.

**** Test report/certificate validity period is 2 years from the date of issue. Renewal of test report/certificate is allowed.</td>
</tr>
</table>

	***** Strictly no self-ballasted CFL/LED bulbs and any kind of batteries for testing submission and bulk shipment. (Please seek WSI/WSGO QA for any queries). Note: Testing by Reliance in India, BIS approved lab only. # Please refer to Section C – Electrical/Electronic for more details.
FD (Feather & Down Products – for overseas Import)	All products that contain feather & down required registration with India Authority which import permit need to be issue prior shipment can be arranged. Vendors to alert WSI contacts for POs contain feather & down prior orders acceptance. Required documents for all feather and down products for India Authority registration. a. Feather & Down Process Workflow chart b. Microbiological Test Report c. Product Catalogue d. Product Composition Declaration e. Sales Annum Projection Declaration Pre-shipment Requirements All products contain feather & down required to apply Veterinary Certificate from origin authority for each shipment to Reliance India. # Please refer to Section E – Feather & Down for more details (Document reference only).

b. **PRODUCTS REGULATORY TESTING AND COMPLIANCE REQUIREMENTS:**

Section A – SOP for Textile

India mandates Azo Dye for imported textile for India HS Code 61, 62 and 63:

- Azo Dye is an India mandatory test for imported textiles required by the Indian Authority under the India Customs for HS Code 61,62 and 63.
- Following are the quick overview of the India HS Codes:
  - HS Code 61 – Articles of apparel and clothing accessories knitted or crocheted.
  - HS Code 62 – Articles of apparel and clothing accessories, not knitted or crocheted.
  - HS Code 63 – Other made-up textile articles; sets; worn clothing and worn textile articles; rags.
- Under the Notification of Ministry of Commerce of India, a pre-shipment certification/test report issued from an accredited ISO 17025 testing lab (Not restricted by locations) is required in declaring that the shipment is free of Azo Dyes.
- The India Authority has set this regulation that Azo Dye test report/certificate are required for these imported products. While under this regulatory request, the India Authority has also given the exception for below countries in exemption for no test report/certificate submission during shipment/import.
- The list on the India Government Authority for the exempted countries are EU, Serbia, Poland, Denmark, Australia, Canada, Japan, South Korea & United Kingdom.
- **Compulsory** – Soft copies of test report/certificate from the non-exempted regions must provide to Reliance for every shipment. No Hard copy required unless it is requested by Reliance.
- Imported textile products according to the India mandatory requirements that testing must be done for every consignment on every model and color in ensuring the compliance to the Azo Dye requirement.

- The validity of the report allows for 6 months from date of test report issued to the date of shipment.
- Submission of expired test report/certificate is not negotiable and failure in the inspecting shipment at the India Customs for testing done by the India Authority to compliant to the Azo Dye requirements shall face monetary penalties/fines, followed by goods RTV or destroy at India Customs.
- Appeal for retest for bulk testing failure with the India Customs Authority shall not be applicable since the goods already arrived in India.

Implement of Azo Dye testing in the WSI protocol for textile for coverage of India HS Code 61, 62 and 63:

- The following WSI protocols in coverage of India HS Codes 61, 62 and 63 shall be added with Azo Dye test effective from SP 2020 India retail.
  - WILS-PTCL-01190-CAN-USA-3 STAR-APRON-V58.doc
  - WILS-PTCL-0100-CAN-USA-3 STAR-APPAREL PRODUCTS-V69.doc
  - WILS-PTCL-0102-CAN-USA-3 STAR-children sleepwear testing-V84.doc.

  Note:
  - Only India domestic manufactured textile products for Reliance India retail can work with the test labs to exempt Azo Dye testing.
  - WSI/WSGO managed vendors/manufacturers for running orders without Azo Dye testing must ensure to test and provide the soft copy of Azo Dye test report/certificate for Reliance.
  - All Azo Dye test report/certificate requires in English only. Manufacturers/factories shall responsible for the translation when required.

Guidelines/Information for testing:

- Scenario 1 – For non-exempted regions:
  The vendor/manufacturer must provide soft copy of valid Azo Dye test report/certificate for all imported textile products to Reliance before every bulk shipment.
- Scenario 2 – For the exempted 5 regions:
  Azo Dye test report/certificate is not required for any submission.

Procedures for testing submission

- For non-exempted regions - the valid soft copy of Azo Dye test reports/certificates must be provided to Reliance upon request.

Section B – SOP for Toys

Overview process on Registration with BIS- Steps, Documents, Validity

1. Factory to appoint an authorized representative in India (Reliance), who will apply to BIS on their behalf & responsible for quality compliance.
2. Information to be submitted with BIS for the factories sought to be registered all in English language.
   - Application form in the pre-set format: FM_CHECKLIST.pdf (bis.gov.in)
   - Location plan of factory from nearest airport/railway station/Landmark & guidance as how to reach from India.
   - List of SKUs, with SKUs number & drawings, business license of factory & ISO certificate.
   - Layout plan of factory premises, clearly showing location of major manufacturing machinery, lab etc.
   - List of machines, list of test equipment in the inhouse testing lab.
   - List of raw materials used for each SKU, manufacturing process flow chart (from receiving war materials till finished goods storage.)

- Details of pre-certification if any for the components/raw materials used in manufacturing of the product.
- Quality control system in the factory.
- Details of key personnel (MD, GM, Quality Control & Lab staff).
- Appointment letter, Qualification certificate & ID cards of QC personnel employed by the factories.
- Test reports from inhouse lab.

3. BIS staff from India will visit the factory to verify documents with actual process.
4. They will draw samples from the production line & send to Indian labs for testing.
5. Once the samples pass the test, BIS will grant license to the factory for the specified SKUs for 1 year.
6. After 1 year, the license can be renewed for 2-3 years.

Registration can be found under below reference link:
Products under Compulsory Certification - Bureau of Indian Standards (bis.gov.in)
Scheme - II (Registration Scheme) - Bureau of Indian Standards (bis.gov.in)

Brief process of BIS Certification

1. Preparation of documents for submission of application to BIS as per Indian standard.
2. The application shall be submitted to BIS immediately with application fees in USD.
3. BIS shall scrutinize the application & most likely within 2 to 3 weeks to communicate if any discrepancy is observed in the application. If discrepancy is observed, the applicants required to submit reply immediately. This will follow by paying the visit charges immediately to BIS.
4. After fees payment to BIS, application shall be queued up along with other applications to be forwarded to the committee; for nomination of inspecting officer for carry out the visit. The meeting of committee takes place once in 30 to 45 days. After the committee meeting, applicants shall be informed about the details of officer visiting the factory.
5. Thereafter, applicant to coordinate with officer to finalize date of visit & also initiate visa & travel formalities.
6. The visit to the factory is carried out for 2-man days per Indian standard on mutually agreeable dates.
7. During the visit, the officer shall verify the plant & machinery of the factory with the documents submitted to BIS. The officer will verify the manufacturing process & testing facilities & also ascertain competency of the quality control personnel. The officer shall also ask for verification testing of one or two lots of samples for compliance with the relevant Indian standard. Factories have to prepare/offer lots of samples as per grouping guidelines for the variety or grades to meet the desire BIS license.
8. The officer shall seal small quantity of samples from the offered lot for chemical analysis & mechanical testing as applicable in the testing labs in India. The samples must be sent by the factory to the lab for testing by courier/fastest mode.
9. After test reports conforming to Indian standard are received from test labs, BIS shall grant the license within 2 to 3 weeks. (Usually, 30 to 45 days are taken by the lab to test samples & send test reports to BIS.)

Section C - SOP for Electrical/Electronic

India mandates electrical products for BIS Registration:

- The India Government has made certain household electrical products as the mandatory registration with the Bureau of Indian Standards (BIS) under the Compulsory Registration Scheme (CRS). It requires for **both overseas imported and India local manufactured products** to be certified/registered with BIS prior for India import/retail.
- The information for the types of required electrical products under the BIS Registration can be found under the below reference link

- List of electrical products that must undergo for the mandatory certification under the BIS Registration as below:
  Products under Compulsory Certification - Bureau of Indian Standards (bis.gov.in)
  Scheme - I (ISI Mark Scheme) - Bureau of Indian Standards (bis.gov.in)
  Scheme - II (Registration Scheme) - Bureau of Indian Standards (bis.gov.in)

- Steps in BIS Registration involved from online documents registration, products certification with BIS approved labs in India to BIS Registration - Compulsory Registration Scheme (CRS).
- The approximate working timeline with the BIS Registration is **8-10 weeks** (According to Reliance's experience).
- The certificate issued by BIS shall be valid for two (2) years from the date of issue. The renewal of certificate is allowed for running products.
- Applicant responsible for manufacturing the running products must inform Reliance for the renewal registration before two (2) months of the certificate expiry. Testing shall not be necessary for running products.

BIS registration/certification procedures:

- Reliance's consultant shall be appointed in handling all the WSI products for India import/retail certification/registration with the BIS Registration which takes the works into the following 3 stages. Please note the documents and process requested in each of the stage. All required documents must be in English or translated in English by the applicant when sending to Reliance. Documents sending via email are accepted. Except Stage 3, Point 1. Hard copy is needed. Please see the chart info below for further reference.
  - Stage 1 – Online registration for importer/manufacturer's documents with the BIS Registration.
  - Stage 2 – Samples submission + required documents for testing/certification with BIS approved testing labs.
  - Stage 3 – Documents required under the BIS Registration– CRS (compulsory Registration Scheme) requirements.

Stage 1 – – Online registration for importer/manufacturer's documents with the BIS Registration.			
Point	**Document Descriptions**	**Examples** (Provided by Reliance for reference only)	**Requirements**
1	Business License of the Manufacturing organization (factory)	Attachment – Sl. No. 1 1. Bussiness License.pdf	Compulsory (Ownership - the Manufacturing Organization/factory)
2	Trademark Copy	Attachment – Sl. No. 2 POTTERY BARN - IN Reg. No. 3631821.pc POTTERY BARN KIDS - IN Reg. No. 363182	Compulsory (Ownership – From WSI U.S)
3	ISO 9001 certificate of the Manufacturing organization	Attachment – Sl. No. 3 3. ISO 9001 certificate.pdf	Optional (Ownership - the Manufacturing Organization/factory) - With available provided document shall help to expedite the process.

4	Form VI-to be filled by Manufacturer (factory)	Attachment – Sl. No. 4 Grant of Registration	Compulsory (Ownership - the Manufacturing Organization/factory) - to be completed by the production/manufacturing organization only.
Stage 2 – – Samples submission + required documents for testing/certification with BIS approved testing labs.			
1	Physical Samples (For testing/certification)	Product dependent	Compulsory
2	Critical Component Details	Attachment – Sl. No. 5 5. Critical Component List.pdf	Compulsory (Ownership - the Manufacturing Organization/factory)
3	Marking Plate	Attachment – Sl. No. 6 6. Example - Marking Plate.pdf	Compulsory (Ownership - the Manufacturing Organization/factory)
4	Circuit diagram, block diagram, PCB layout	Product dependent	Compulsory (Ownership - the Manufacturing Organization/factory)
5	User Manual	Product dependent	Compulsory (Ownership - the Manufacturing Organization/factory)
Stage 3 – – Documents required under the BIS Registration– CRS (compulsory Registration Scheme) requirements.			
1	Form VI (Hard copy document shall come from Reliance to the applicant)	Attachment – Sl. No. 9 Grant of Registration (Stage 3)	Compulsory (Ownership - the Manufacturing Organization/factory) - A) Reliance's contact shall send the hard copy document to the production/manufacturing's CEO/ authorized representative of the CEO. - Action required- Signature and Manufacturing Company's stamp on all pages. - C) Return Reliance the hard copy document back to Reliance. (Please contact Reliance for the documents collection when completed).
2	Nomination Letter	Attachment – Sl. No. 7 7. Nomination Letter.docx	Compulsory (Ownership - the Manufacturing Organization/factory) - A) Manufacturer to nominate Indian Representative (Reliance) to apply for BIS registration on their behalf. - B) This letter needs to be signed by the CEO of the manufacturing organization. Manufacturing Company's stamp also needs to be put on this letter.

3	Trademark Authorization Letter	Attachment – Sl. No. 8 8. Trademark Authorization Letter	Compulsory (Ownership – From **WSI U.S Sourcing/Legal** to the Manufacturing Organization/factory) - To be issued by the brand / trademark owner to the factory authorizing the factory to produce goods with the trademark.
4	Authorization Letter	Attachment – Sl. No. 10 10. AUTHORIZATION.do	Compulsory (Ownership - the Manufacturing Organization/factory) - A) This is to be issued if the CEO of the manufacturing organization is not signing the documents. Instead, he is authorizing someone else in his organization for signing the documents. - B) In such case, this letter is to be issued on the letterhead of the manufacturing organization, to be signed by the CEO, citing name and designation of the person authorized by him to sign the documents.
5	Details of the Indian representative (i.e. Reliance), like GST certificate, certificate of incorporation etc. (to be supplied by Reliance for vendor)	-	Compulsory (Ownership - Reliance)

Important:
- All documents/certificates are required to be stamped with company chop and signed.
- Reliance requires both soft coloured copies and the original physical copies of all the required documents/ certificates.
- Prior, electronically send the soft (in colour) copies to Reliance. Subsequently, provide the original physical copies to the Reliance by courier.

*All documents submitted to Reliance must be in English or translated in English only.

The list of WSI product types that required for BIS registration:

No.	Product Descriptions	India Standard Number (IS No.)	No. of required samples
1	Fixed LED luminaire	IS 10322(Part 5/Sec 1):2012	5 sets each of complete samples
2	Portable Luminaire with LED driver only (DC or AC Supplied electronic control gear for LED Modules).	IS 15885(Part 2/Sec 13):2012	
3	LED lighting chains	IS 10322(Part 5/Section 7): 2013	
4	Electronic clock powered with electricity	IS 302-2-26:2014	
5	Power Banks for portable devices	IS 13252(Part 1):2010	
6	Power Adaptors for household and similar electrical appliances	IS 302 (Part 1):2008	
7	Portable Luminaire with Dimmer Switch only (for LED lights)	IS 60669-2-1:2008	

Electrical Supplies for India Market Info – Household electrical products only	
Voltage / Frequency	220-240 V/50-60 Hz
Luminaires holder/model (if applicable)	E14, E17, E27 or B22
Plug type/model	C, D, M
ISI marking for plug and cable are mandatory for products that required for BIS Registration.	Please refer to the illustrated picture below

Illustrtion of the cable and plu with ISI Mark:



Important:

1) ISI marking for plug and cable are only mandate for products that required for BIS Registration, but the ISI marking is not a requirement for products that are not under the scope of BIS Registration. However, Vendor/manufacturer to ensure that the plug and cable are ISI certified to IS 1293 and IS 694 respectively.
2) Other electrical components like switch, socket, dimmer etc. can use IEC/CE certification. Accepted by the India Authority.
3) Lamp Shade has no requirement.
4) Strictly all type of batteries (dry cell/rechargeable) and self-ballasted LED/CFL bulbs shall not be packed/shipped with the luminaires for the testing submission. This shall also apply to all bulk shipment for India import/retail. These items as mentioned hereby must avoid in the testing submission and in all bulk shipment. Please seek with WSGO QA if there are any queries on this.
5) Group testing by the vendor/manufacturer is applicable. However, additional samples may be requested by Reliance in their discretion to fulfil the testing/registration with BIS Registration.

* Please email enquiries (if any), including any household electrical products not listed in the above "Product Descriptions" + a set of pictures of the products/electrical components to WSI/WSGO QA before the testing the samples submission to Reliance. This is to avoid any unnecessary delay with the process and testing submission of samples/documents for the BIS Registration.

** The manufactured products for India import/retail must meet the above stated requirements for India market compliance and safety reasons. No India shipment/retail for non-compliance electrical/electronic products.

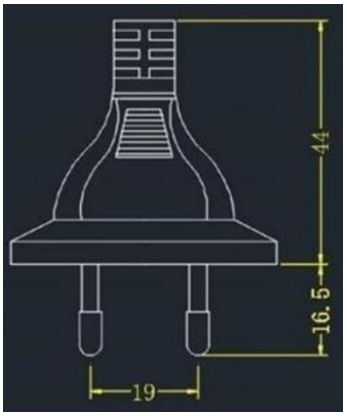
Update from the India Authority (as of July 2021):

- Plugs certifications continue to remain as one of the mandatory requirements with the BIS Registration program for India import/retail.
- **Until 01st June 2022**, the BIS standard/certificate for plug that read as IS 1293:2005 shall still be accepted. **After 01st June 2022** only new revised standard/certificate IS 1293:2019 will be accepted.
- All plugs currently using the BIS standard/certificate IS 1293:2005 can continue with the production/shipment for India import/retail, but WSGO/vendor who works on the

commercial/bulk shipment must ensure that these shipments arrive in the India Customs with at least two weeks ahead of the official implementation date, giving Reliance enough time for the customs clearance and in avoiding any late penalties or charges by the India Authority.

- After 01st June 2022, the current standard/certificate IS 1293:2005 will be then considered as an old standard that shall discontinue and disregard by the India Authority.
- Below are some key points to be noted for one of the plug models and the coverage under the BIS standard/certificate:
  - Currently, WSI for Reliance production/shipment with plug, **Type C 2.5 A with 19 mm pitch model** (as illustrated below) is not restricted under the newly revised standard/certificate requirements. However, it is mandatory to update the current BIS standard/certificate IS1293:2005 for the new revised BIS standard/certificate IS 1293:2019 for all commercial/bulk shipment after the official implementation date.
  - The other plug, **Type C 2.5 A with 16.5 mm pitch model** (not use in current WSI production), the certification will be discontinued by the BIS Registration in the new revised standard/certificate after the official implementation date.
  - WSGO/vendors shall continue to work with the component suppliers to ensure the correct plug model and the possible early update of the new revised BIS standard/certificate.

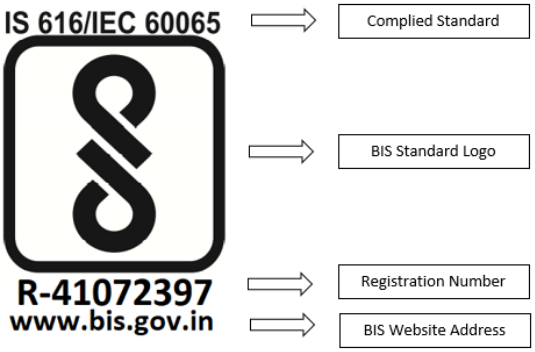
Example - Illustration of plug, Type C 2.5 A with 19 mm pitch:

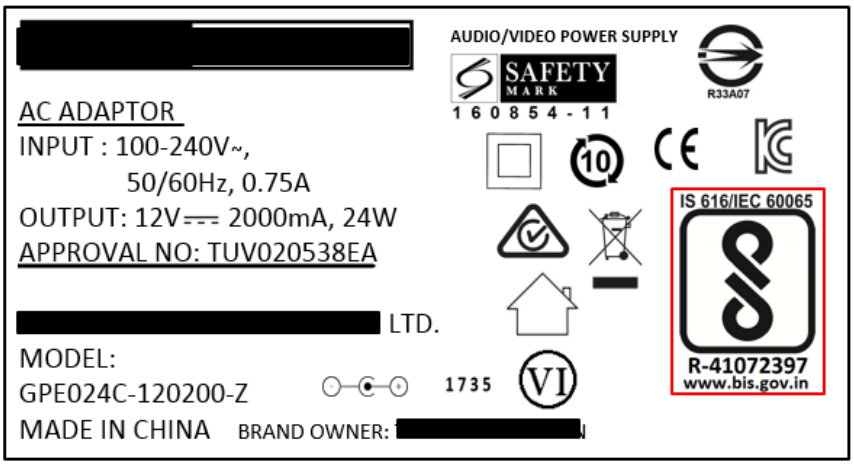


The Labelling of BIS Standard Mark under the CRS requirements:

- The BIS Standard Mark under the CRS (Compulsory Registration Scheme) requirements must consist of the “Complied Standard”, “Registration No.” and the “BIS website address” (A new mandate requirement effective in March 2019). All the info, including the Mark shall not be smaller than Arial font size 6 and must be printed/ affixed permanently on the products during the import/retail.
- The list of products/SKUs that meet the BIS Registration requirements must exhibit the “BIS Standard Mark” on the products during import/retail (See illustration below for reference).

E.g., illustration of the BIS Standard Mark Info





The Marking Plate Labelling Requirement:

- The required printed information is mandatory for India import/retail (See example and illustration below).
  - Brand
  - Rating Information (Input and Output Power Consumption)
  - Factory's name
  - SKU # (Model)
  - Country of Origin

☒ Example of Marking Plate Label for WSI. Insufficient information for India market.



Marking Plate Labelling Requirements for India Import/Retail (Required info are boxed in red)

☑ Example of Marking Plate Label for India Market



Guidelines/Information for samples testing:

- The franchise partner, Reliance who is the legal entity for the WSI India retail shall be authorized as the WSI representative for the BIS certification/registration **for both local domestic/import products** manufactured from WSI for India import/retail.
- The applicant shall be responsible for the documents and testing samples submission to our India Franchise partner, Reliance whose appointed consultant shall work with the BIS Registration on the products certification and registration for India import/retail. All registration and certification cost shall be paid by Reliance.
- All the testing samples submission courier services shall be paid by Reliance under their nominated freight forwarder only.
- The applicant responsible for the sample testing submission must be the name of the manufacturer/factory who produced the product only. A mandatory requirement by BIS Registration – CRS.

Important:

- WSI/WSGO managed vendor/manufacturer appealing for retest must ensure the test samples are improved prior to submission.
- Appeal for retest shall be applicable with Reliance under the condition, that the manufacturer/factory who responsible for producing the products must warrant that the retesting submission samples are re-selected from a new improved batch only.

Procedures for testing samples submission:

(Stage 1: Sample online registration):

Step 1:

➢ Email the sample invoice, sample's description info, SKU numbers and documents required in Stage 1 to Reliance.

Step 2:

➢ The applicant shall next receive via email the AWB# from Reliance's nominated freight forwarder within 5 working days if there is no callout/concern from Reliance.

(Stage 2: Sending testing sample):

Step 3:

➢ The applicant must ensure to email a copy of Reliance nominated freight forwarder provided AWB # + sample invoice to notify Reliance before sending out the testing samples.

Step 4:

- The applicant responsible for packaging/sending the testing samples must ensure sample invoice + all required documents from Stage 2 are placed in the package together with the testing samples in sending out.

(Stage 3: Hard copy of Form VI document send from Reliance to factory for signature and stamp):

Step 5:

- Products passing the testing/certification shall be informed to proceed with Stage 3 submission. Reliance shall share the test report/certification number.

Step 6:

- After completed the requirements of Stage 1 and Stage 2, the hard copy of Form VI document (Attachment – Sl. No. 9) will send to applicant by Reliance.

Step 7:

- The applicant must complete the request on Form VI document (Attachment – Sl. No. 9) and return to Reliance. Followed by email for all the required documents on Stage 3.

Step 8:

- Reliance shall issue the approval documentation to the applicant for the shipment.

Section D - SOP for Cosmetic

All cosmetic products that are imported for sale in India need to be registered with the licensing authority as defined under Rule 21 of Drugs & Cosmetics Rules, 1945.

IMPORTANT:

- **Refer pages 3 and 4 of the file "Guidelines on Registration of Import of Cosmetics" to know the products that fall under cosmetics category – for the purpose of import into India.**
- **REGISTRATION OF COSMETICS PRODUCTS**
  Registration by the Central Drugs Standard Control Organization (CDSCO), India is granted based on the various certification and documents provided by the manufacturer / brand owner.

STEP 1: REGISTRATION

Documents which require Apostille

1. POA (Power of attorney). Primary information to be provided by the Brand (William Sonoma, Pottery Barn, West Elm, etc.) and supplied to Franchise partner to draft Power of Attorney (POA). Format attached in Annexure B
   a) Name and address of Brand for all products intended to be registered
   b) Name and address of the Manufacturer for all products
   c) The final list of products and pack sizes intended to be registered as per below table for instance

S.NO	BRAND NAME	PRODUCT NAME	VARIANT (IF ANY)	PACK SIZE	Complete name & address of the Manufacturer and the factory
1	Prestige	Alpha & Beta Soap	-	20g	
2	Prestige	Super shine Lipstick	Dark Red, Medium pink, Dark brown	10g	
3	Prestige	Soothing travel kit contain	-		
3.1	Prestige	Soothing toner	-	100ml	
3.2	Prestige	Soothing lotion	-	30ml	
3.3	Prestige	Natural skin balancing soap	S01, S02	30g	

d) Artworks of all products as per above list. **Annexure A**

2. Free Sale Certificate. FSC is to be issued by chamber of commerce or the Ministry, duly apostilled or attested by the Indian embassy. Each country has its own format of FSC, hence not attached here.
3. A copy of GMP or Manufacturing license or business license of the actual manufacturer duly apostilled or attested by Indian embassy. Format attached in **Annexure C**
4. Supplier name in Invoice should be same as mentioned on Registration Certificate.

Documents which *do not* require apostille, but must be on letter head of the actual manufacturer

- Ingredient list with exact percentages of all products. Format in **ANNEXURE D**
- Certificate of analysis for all products. Format in **ANNEXURE E**
- Undertaking that the products have not been tested on animals on letterhead signed and stamped. Format in **ANNEXURE F**
- Declaration regarding absence of Heavy metals on letterhead signed and stamped. Format in **ANNEXURE G**
- Brief write up of testing methods on letterhead signed and stamped. Format in **ANNEXURE H**
- Clarification regarding Fragrance – **Annexure I**

PACKAGING:

- Complete name and address of the manufacturer. (Only mentioning "Manufactured under license from _____" does not suffice)
- Batch number, date of manufacturing, and Best Before or expiry date.
- Name of the product should exactly be as per the POA and hence the registration certificate.

STEP 2: TESTING

- Timeline for testing estimated: 1 month after sample received by Franchise partner.
- Number of required samples: 2 of each SKU
- Products/SKUs which failed to comply to the Drugs and Cosmetics Rule, shall not be allowed to ship.
- Appeal for retest shall be applicable with Franchise partner, under the condition that the manufacturer/factory who is responsible for producing the products must warrant that the retesting submission samples are re-selected from a new improved batch only.
- A registration certificate mentioning details of the product will be issued by CDSCO. This is done BEFORE samples are tested in India.
- The certificate is valid for three years from the date of issue.

Examples below attachment of required documents/certificates (Provided by Reliance for reference purpose only):

Point	Document Descriptions	Examples (Provided by Reliance for reference only)	Requirements
1.	Artworks of all products as per above list - Annexure A	 Annex A (LABEL).pdf	Compulsory – Product name on POA and FSC must be identical. It must be exactly as per actual Import Product.

2	POA (Power of attorney) - Annexure B	Annex B (POA).docx	Compulsory – To be issued on letterhead of the Brand Owner signed and stamped (company stamp/chop). This needs to be apostilled.
3	Free Sale Certificate (FSC)	Free Sale Certificate.pdf	Compulsory – issued by the Chamber of Commerce or the Ministry, duly apostilled or attested by the Indian embassy. – Product name on POA and FSC must be identical.
4	GMP - Annexure C	Annex C (GMP).pdf	Compulsory – Manufacturing license or business license of the actual manufacturer duly apostilled or attested by Indian embassy or duly notarized.
5	Ingredient list - Annexure D	Annex D (INGREDIENT).pdf	Compulsory – List must include exact percentages of all products.
6	Certificate of analysis (COA)- ANNEXURE E	Annex E (COA).pdf	Compulsory – Certificate required for all products
7	Undertaking for Cosmetics which are NOT tested on Animals - Annexure F	Annex F Products Not Tested On Anim	Compulsory – Undertaking that the products have not been tested on animals on manufacturer letterhead signed and stamped.
8	Clarification of compliance for tests Lead, Arsenic, Mercury Other Heavy Metals and Hexachlorophene as per BIS requirements for products as per applied Power of Attorney - Annexure G	Annex G Heavy Metals Compliance.(	Compulsory – Declaration regarding absence of Heavy metals on manufacturer letterhead signed and stamped.
9	Test Method/Testing Method of Heavy Metal write up letter - Annexure H	Annex H (OTHER TESTING).docx	Compulsory – Testing Method regarding absence of Heavy metals on manufacturer letterhead signed and stamped.
10	Clarification regarding Fragrance – Annexure I	Annex I Clarification for Frag	Compulsory

Important:

- All documents/certificates are required to be stamped with company chop and signed.
- Reliance requires both soft (in color) copies and the original physical copies of all the required documents/ certificates.
- Prior, electronically send the soft (in color) copies to Reliance. Subsequently, provide the original physical copies to the Reliance by courier.

*All documents submitted to Reliance must be in English or translated in English only.

Procedures for testing submission:

Step 1:

- Email the sample invoice with all sample's description info, SKU numbers and documents to Reliance's contact person.

Step 2:

- The applicant shall receive the AWB# from Reliance nominated freight forwarder within 5 working days if there is no callout/concern from Reliance.

Step 3:

- The applicant next must ensure to email a copy of this AWB # + sample invoice to Reliance who shall arrange for the testing in India.

Step 4:

- The applicant responsible for packaging/sending the testing samples must ensure that the sample invoice is placed in the package together with the testing samples when sending out.

Section E - SOP for Feather & Down

Step 1 – Registration Process:

Feather & down products are mandatory to register with the India Authority prior to import/retail in India. The bulk/commercial shipment is permitted only upon the approval from the India Authority. The feather and down takes 4-6 weeks for approval from the date of documents/test report received by Reliance.

The following are the documents/test report requirements with attached examples for the registration:

Reference No.	Document Information	Examples of Documents	Provider
1.	Feather & down process workflow chart.	Feather Process Work Flow Sample 1. Feather Process Work Flow Sample 2.	Manufacturer/Factory
2.	Microbiological Test Report	Test Report Sample 1.pdf Test Report 2.pdf	Manufacturer/Factory
3.	Product Composition Declaration	Product Composition declaration Sample 1. Product Composition declaration Sample 2.	Manufacturer/Factory

4.	Sales/ Annum Projection Declaration	Sales Projection Sample.pdf	Manufacturer/Factory
5.	Product Catalogue	WE-2023 Stocked Down Feather Uph Pr	WSI Global Brands/Reliance Brands

Step 2 – Approval Process:

Import Permit shall be issued by the India Authority upon approval of the import/retail. Manufacturer/Factory shall use the import permit issued by India authority to apply for Veterinary certification with their local Authority. The following are the documents with attached examples for the registration.

Reference No.	Document Information	Examples of Documents	Provider	Responsibility/Action Required
1.	Import permit issued by India Authority for import of livestock products.	SIPB_18798.pdf	Reliance	WSI shall inform vendor/factory upon the receipt of the approval import permit.
2.	Veterinary certificate issued from the local origin Authority for export. #Note: This certification can only apply after the approval of the permit for import of livestock products from the India Authority. No prior application is allowed.	Veterinary Cert Sample Reference-08	Manufacturer/Factory	Factory to apply veterinary certificate per shipment to Reliance.

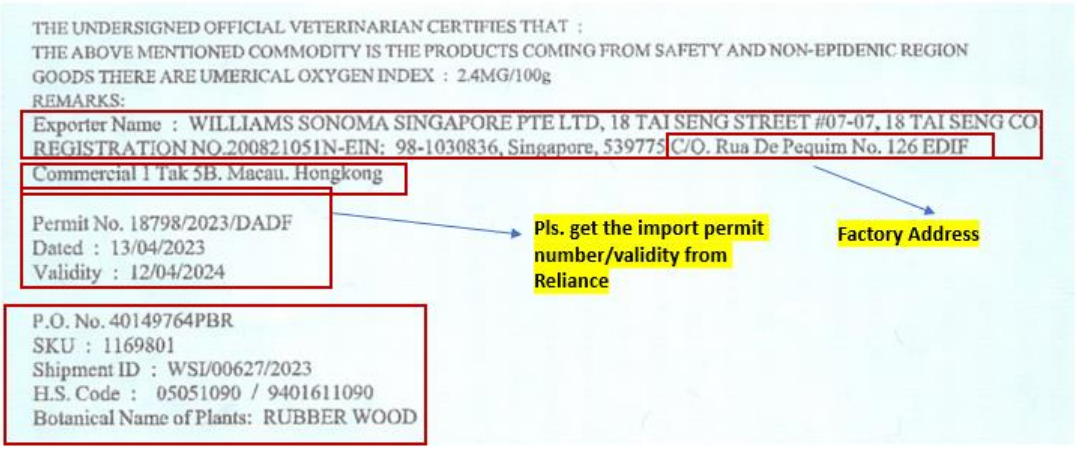
Mandatory Requirements to capture in Veterinary Certificate

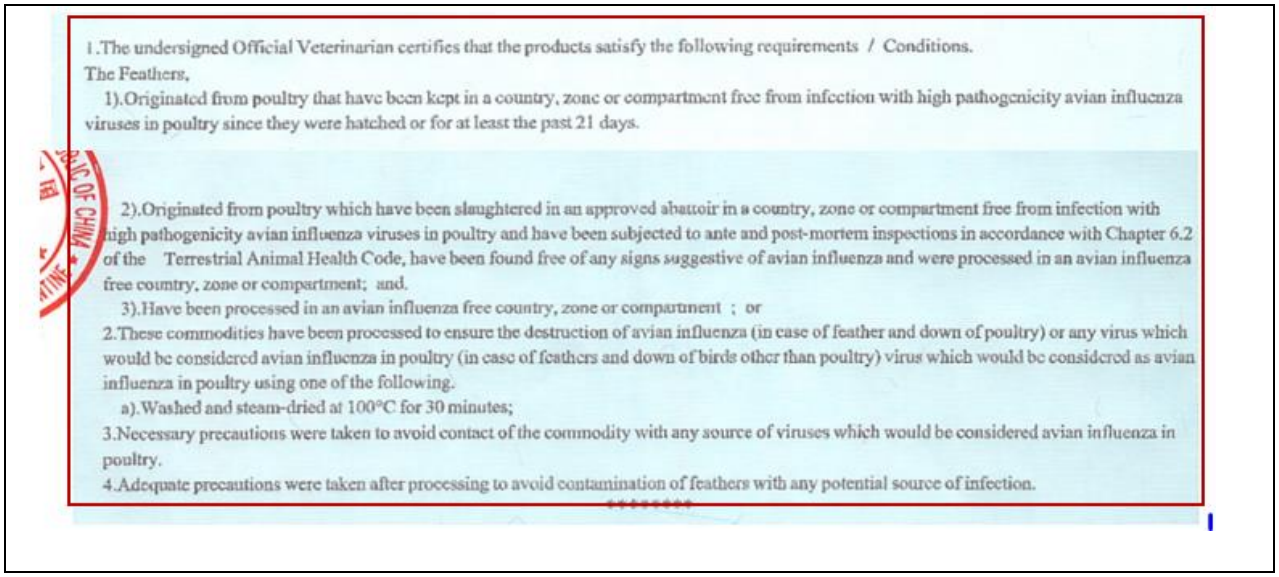
1. Key information to be mentioned:
   - i. Name & Address of Consignor = Factory Name & Address
   - ii. Descriptions of Goods
   - iii. Weight Declared in Kgs
   - iv. Number and Type of Packages



发货人名称及地址
Name and Address of Consignor [redacted]
收货人名称及地址
Name and Address of Consignee RELIANCE BRANDS LIMITED. 5TH FLOOR, COURT HOUSE, LOKMANYA TILAK ROAD, DHOBI TALAO, MUMBAI 400002,MAHARASHTRA, INDIA.
品名
Description of Goods LEATHER UPHOLSTERY FURNITURE
报检重量 **985KG GROSS 产地
Weight Declared WEIGHT Place of Origin HANGZHOU,CHINA
标记及号码
Mark & No.
SKU:
DESC.:
PO:
QTY:
WEIGHT:
MADE IN CHINA:
包装种类及数量
Number and Type of Packages **10PCS/**10CTNS
集装箱号
Container No. ***
铅封号
Seal No. ***
加工厂名称、地址及编号(如果适用)
Name, Address and approval No. of the approved Establishment (if applicable) ***
启运地
Place of Despatch NINGBO,CHINA
到达国家及地点
Country and Place of Destination JAWAHARLAL NEHRU,INDIA
运输工具
Means of Conveyance BY SEA
发货日期
Date of Despatch ***

2. Key details to include under additional declaration:
   - i. Exporter name: WSI Name & Address + Manufacturer/Factory Address
   - ii. Import Permit number & validity.
   - iii. PO number/Sku/Shipment ID
   - iv. HS code to include both stuff feather & case goods.
   - v. Botanical Name of Plants
   - vi. Key declaration on the treatment compliance of raw feathers





1.The undersigned Official Veterinarian certifies that the products satisfy the following requirements / Conditions.
The Feathers,
1).Originated from poultry that have been kept in a country, zone or compartment free from infection with high pathogenicity avian influenza viruses in poultry since they were hatched or for at least the past 21 days.

2).Originated from poultry which have been slaughtered in an approved abattoir in a country, zone or compartment free from infection with high pathogenicity avian influenza viruses in poultry and have been subjected to ante and post-mortem inspections in accordance with Chapter 6.2 of the Terrestrial Animal Health Code, have been found free of any signs suggestive of avian influenza and were processed in an avian influenza free country, zone or compartment; and.
3).Have been processed in an avian influenza free country, zone or compartment ; or
2.These commodities have been processed to ensure the destruction of avian influenza (in case of feather and down of poultry) or any virus which would be considered avian influenza in poultry (in case of feathers and down of birds other than poultry) virus which would be considered as avian influenza in poultry using one of the following.
a).Washed and steam-dried at 100°C for 30 minutes;
3.Necessary precautions were taken to avoid contact of the commodity with any source of viruses which would be considered avian influenza in poultry.
4.Adequate precautions were taken after processing to avoid contamination of feathers with any potential source of infection.

c. **INFORMATION FOR RELIANCE ADDRESS AND CONTACT PERSON FOR SENDING PHYSICAL SAMPLES:**

i. **Address for sending samples by Air:**
Reliance Brands Limited, c/o Indospace Log Park Pvt, Ltd.,
750B, Part of 750, MDR-132, Pataudi Kulana Road, VPO Luhari, Haryana – 124 108, India.
Attn: Hitesh Kodolkar (Hitesh.kodolkar@ril.com) / Rajaram Sawant (Rajaram.sawant@ril.com) / Ajit.Naik@ril.com

ii. **Address for sending samples by Ocean:**
Reliance Brands Limited,
M-1 Warehouse, K Square Compound, Near Toll Naka, Mumbai Nashik Highway, Opp. Urban Tadka, Village Kurund, Bhiwandi – 421 101, India.
Attn: Hitesh Kodolkar (Hitesh.kodolkar@ril.com) / Rajaram Sawant (Rajaram.sawant@ril.com) / Ajit.Naik@ril.com

d. **INFORMATION FOR RELIANCE ADDRESS AND CONTACT PERSON FOR SENDING PHYSICAL COPIES OF DOCUMENTS**:
Reliance Brands Limited,
C/o Reliance Corporate Park, 3B, 2nd Floor,
Work Station 256, 258,
Thane Belapur Road, Ghansoli,
Navi Mumbai – 400 701.
Desk Phone no.: +91 22 79672183
Attn: Hitesh Kodolkar (Hitesh.kodolkar@ril.com) / Rajaram Sawant (Rajaram.sawant@ril.com) / Ajit.Naik@ril.com

Important notes: For all vendors/manufacturers/applicants who are sending the samples/ documents under the Reliance nominated courier service.
Reliance account number with “DHL Express” is 954458357. This account number is allocated to the Indian importer “Reliance Brands Limited” in DHL’s system. A reminder from Reliance that this account number is strictly not to be used for any other purpose. This account number must use for matters related to Reliance Brands Limited only. The DHL Company will immediately deactivate this account if any abuse is discovered, including of Reliance’s transaction with their other brands.

Others:

- All soft copies of documents when required must send to all the above contact person and their respective email address.
- If samples/documents are lost due to incorrect shipping address, it will be the vendor's responsibility to replace them.
- When the samples are dispatched, please notify your WSI contact by updating the "Tracking Number" in the master list.

e. **INFORMATION REQUIRED FROM RELIANCE AFTER RECEIVING THE SAMPLE AND SHARED WITH THE BRAND TEAMS:**

The Product Category (Textile/Toys/Electrical/Cosmetic)	Samples Arrival Date
Reliance Article code	Custom Clearance Date
Supplier's Style Code	Samples forwarded to Lab Date
Product Description	Sample received by Lab Date
HSN Code	Name of Testing Lab
Supplier Name	Name of Contact Person
Supplier Address	Testing Completion Date
Manufacturer Name	Testing Status (Passed / Failed)
Manufacturer Address	Test Report Number
Imported vide Order No.	Test Report Date
Style Code	Test Report Validity Date
Order Date	Re-Testing required date
Documents Received Date	-

F. SHIPPING TO RELIANCE – INDIA DOMESTIC

1) PO Issuance for India Sourced Products (Reliance/WSI team)

Step 1: Reliance Buyer will submit buy requests for India and internationally sourced products through the portal.

Step 2: WSI Singapore Inventory Management will review and approve Reliance buy requests.

Step 3: WSI Singapore Inventory Management will export from NetSuite Reliance buy request items to be sourced in India.

Step 4: WSI Singapore Inventory Management will provide all the PO-related information to Reliance to create Reliance POs.

Step 5: Reliance Buyer will create Reliance PO in SAP based on information provided in Step 4. Questions or issues with Reliance POs will be managed by Reliance Buyer and Indian vendors. WSI Singapore Inventory Management can be consulted as necessary.

Step 6: Reliance will generate Reliance PO report. The Reliance PO report will be placed in the WSI SFTP location. PO report generation frequency TBC with WSI Singapore Inventory Management and Reliance IT.

2) Exchange Rate (USD to INR) for Purchase Orders (Reliance/ WSI India Vendors)

Step 1: Average exchange rate for prior calendar month will be used for Reliance PO's created in current calendar month. WS Billing team will calculate and provide the average FX rate.

USD/INR FX rate will be needed for conversion of Product Price List (First Cost in USD) from WS India Vendors, to facilitate Reliance ordering in INR and for invoicing and payment between Vendors and Reliance.

Step 2: WS Billing will communicate this monthly FX rate to Reliance and WS India Vendors via email. Email notification will occur on the first business day in the new calendar month.

Notes:

1. WSI Singapore Inventory Management will communicate to Reliance Buyer changes to product assortments which may impact existing buy requests and/or Reliance POs. Modifications to existing Reliance buy requests will be managed by WSI Singapore Inventory Management. Modifications to Reliance POs will be managed by Reliance Buyer. If new buy requests are required, Reliance Buyer will submit new buy requests on the portal.

2. Point of contact for PO issuance:
   West Elm – Jenny Goh (BGOH@WSGC.com)

3) Domestic PO Shipping & Logistics Process (Reliance/WSI India Vendors)

Step 1: All factories / suppliers, where the goods are being produced domestically for Reliance, need to be registered in Reliance SAP as vendors. The process takes 1 week and there are certain information and documents that are required for this process (See Notes section 1)

Step 2: Reliance Buyer needs to create "Article Master" for all goods. (this is applicable for the goods to be bought locally from Indian factories and the ones to be bought from overseas). Reliance Buyer will contact WSI team at the start of the season, or at the time of writing POs, to obtain information required to be filled up in SAP to create article master.

Step 3: Upon receipt of information regarding expected date windows of goods being ready at the factories. Reliance Supply Chain team will prepare price tickets and send to the factory.

- Time taken to print price tickets – up to 4 working days, depending on size and quantity.
- Time taken by courier company to deliver price tickets to the factories – up to 4 working days, depending on where the factories are located.
- Tickets need to be sent to the factories at least six weeks prior to the ship window.

Step 4: Upon readiness of goods, factory sends Invoice and Packing List to Reliance Buyer via email. Invoice needs to be prepared to comply with Indian tax laws.

Step 5: Reliance Buyer prepares PO in SAP in favor of the factory. (if the article is already created in the SAP, then time taken to make PO is 1-3 days, else 3-5 days).

Step 6: Reliance Buyer informs Reliance Supply Chain team after PO preparation.

Step 7: Reliance Supply Chain team checks SAP PO for relevant fields. Time taken 1 day.

Step 8: Reliance Supply Chain team contacts factory to take appointment for pick up.

Step 9: On the appointed day, Reliance appointed trucker / courier company goes to the factory to pick up which Reliance will notify the vendor in advance. Trucker / courier company needs 1 working day notice to arrange pick up. If there are unexpected delays, the trucker/courier notifies Reliance, who then notifies the vendor.

Step 10: On the day of pick up, factory to load the cargo in truck / hand over boxes to the courier company.
Documents to be handed over to the transporter are: Invoice, packing list, eWayBill (see sample attached).
The trucker will also need to provide a document verifying and confirming the pick-up of all the listed goods. The trucker will provide a receipt to the factory stating how many cartons were received, but he/she will not inspect the contents or conduct quality inspection.

Step 11: After receipt in Reliance warehouse, goods will be verified with invoice and packing list, and a GRN (Goods Receipt Note) will be posted in SAP, against the PO issued in Step 4 above.
Time taken to do GRN – up to 2 working days, depending on quantity and SKUs
The GRN will only be based on what's received AND what's ordered. If there are overages and shortages, RL will see whether the overage units can be absorbed; if not, they will ask vendor to pick up or send back at vendor expense. When a PO is partial-shipped, RL will revise the PO and split it into two separate POs.

Step 11: Upon posting of GRN, an auto generated email will go to WSI Finance. Vendors payments will be process based on WSI's payment terms in net-30 term- INR.

Step 12: Any discrepancies on the GST value captured in Reliance PO, vendor will address with Reliance directly.
Billing Address:
RELIANCE BRANDS LIMITED
5TH FLOORCOURT HOUSE
LOKMANYA TILAK MARG, DHOBI TALAV
Mumbai - 400002, Maharashtra India

Point of contact for Reliance Payment Concern:
Vini Jain (vini.jain@ril.com)

Ship to Address:
Reliance Brands Limited
Distribution Centre
C/o RLHL M-1 K-Square Compound IGST INR 11,167.09
Opp Hotel Urban Tadka Village Kurund Nr Nashik Toll Naka
BHIWANDI, Maharashtra - 421302
GSTIN No: 27AADCR7395F1Z0

Notes:

1. Documents required for the registration of Indian factory / vendor / supplier in Reliance SAP system are as follows. These documents need to be sent through email (scanned copies)
   - PAN card
   - Cancel cheque copy – to verify bank details of the factory / vendor
   - Letter head Copy – to verify the address.
   - Letter as per attached format on vendor letter head with stamp and signature of the bankers of vendor (refer file "E_Payment_RTGSNEFT – see below)

     2019 05 09 Payment_RTGSNEFT.
   - GST certificate showing address of the factory
   - Excel spread sheet (Refer file "Vendor Code Creation Format – see below)

     2019 05 09 Vendor Code Creation Form
2. Point of contact for creating vendor code in Reliance SAP:
   Vini Jain (vini.jain@ril.com), Vishal Singh (vishal24.singh@ril.com)
3. Points of contact in Reliance Supply Chain team for pick up from factories:
   First Points: Ashok Kumar (ashok53.kumar@ril.com), AND, Raju Vishwakarma (raju.vishwakarma@ril.com)
   First Escalation: Ajay Singh (ajay.s.singh@ril.com)
   Second Escalation: Mahesh Sathe (Mahesh.sathe@ril.com), cc Vivek Whig (vivek.whig@ril.com)
4. Points of contact in Reliance Supply Chain team for printing price tickets:
   First Points: Rajaram Sawant (rajaram.sawant@ril.com), AND, Hemant Sawale (hemant.sawale@ril.com)
   First Escalation: Hitesh Kodolkar (hitesh.kodolkar@ril.com)
   Second Escalation: Vaidhyanathan C (vaidhyanathan.c@ril.com), cc Vivek Whig (vivek.whig@ril.com)

4) Domestic Product Testing Compliance

India domestic produced Lighting:

If components are BIS certified and shipping with no bulbs, then no testing is required for portable luminaires.

CHAPTER 13: DROP SHIP

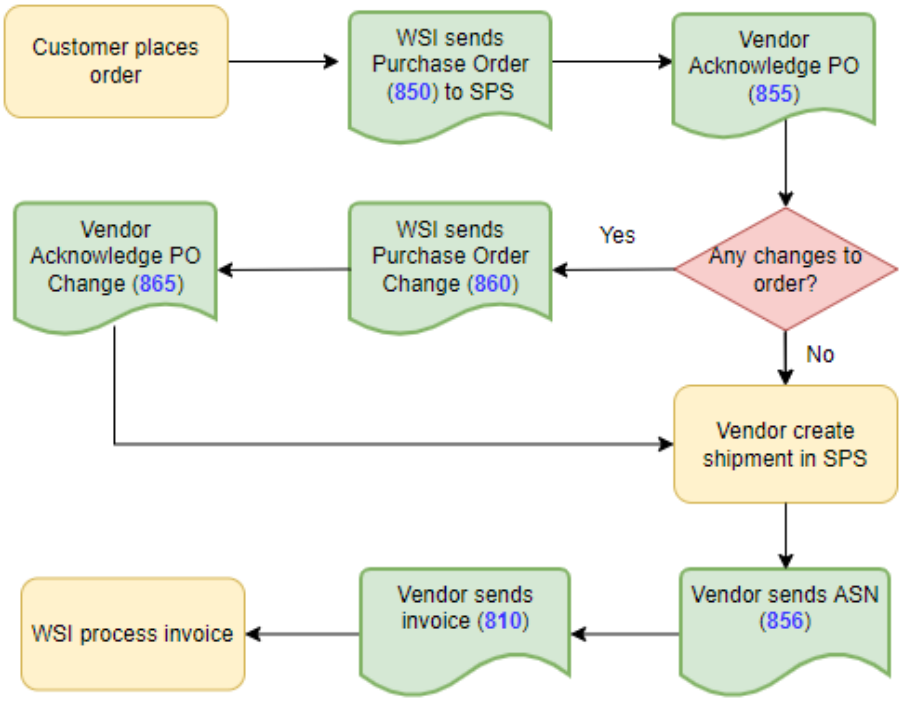
Overview

The objective of this program is to enable U.S. Domestic customer orders to be fulfilled from a Domestic Vendor location.

Through this process, we can use existing William-Sonoma, Inc. processes, such as Distribution Center Purchase Order fulfilment, Domestic fulfillment, Visibility and Systems integration.

Drop Shipping provides Williams-Sonoma, Inc. with the opportunity to have infinite inventory without having to store it, thus keeping costs down and providing our customer with a broader offering.

It is important that you review and understand all the requirements in this document. Please share this information with all personnel in your company that may have an impact on your performance.



1. VENDOR ONBOARDING REQUIREMENTS

A. Drop Ship Setup Process

I. Domestic Drop Ship Vendor Setup (WSI System)

Upon the establishment of the business needs, Brand Merchants shall identify and determine the appropriate vendor for the product or program. Then WSI will begin the process of creating Domestic Drop Ship (DDS) profile for new/existing vendor in WSI system. Brand Merchants to submit request to Merch Vendor Setup.

- For New Vendor, Merch Vendor Setup team will contact the vendor and initiate a new vendor setup process along with all the required documents for Stock and DDS profile.
- For Existing Vendor to add DDS profile, Merch Vendor Setup team will liaise with vendor on the following required documents.
  - Direct Ship Term ("DST")
  - Vendor Data Form ("VDF") with the factory and warehouse information for the selected products.
  - SPS Submission Request Form
- Merch Vendor Setup Team to verify the documents from the vendor before submitting to Vendor Maintenance Team for the setup in all the respective WSI systems.
- Upon completion of DDS setup in WSI systems, Merch Vendor Setup team will notify SPS Project Team to liaise vendor on SPS setup spsprojectteam@wsgc.com.

II. Domestic Drop Ship Vendor (System Setup)

a. Direct Shipment Vendor Portal (DSUI) (For WS food, perishables, and agrarian vendors)
Upon completion of DDS setup in WSI systems, Merch Vendor Setup team will notify Drop Ship Operation team to liaise with WSI Direct Ship Support team to setup vendor's access in Direct Ship Vendor Portal (DSUI via Citrix) and Manhattan Portal.

Vendor to submit a completed WSI Vendor Portal New Vendor Setup Checklist to Direct Ship Support at least THREE weeks prior to the go-live date.

b. SPS (For all other vendors)
Vendors who participate in the DDS program are required to work with SPS Commerce to utilize a combination of the solutions WSI offer to meet our new electronic requirements.

This program helps on the fulfillment's functions and capabilities and the business requirements for EDI (Electronic data interchange) documents exchanged with WSI. It allows WSI and the vendor to exchange documents such as the Purchase Order Acknowledgements and Invoice electronically.

Using EDI can streamline the connection between WSI and vendor. Fulfillment makes it possible to send and receive documents through a solution that keeps your orders in one place and provides a way to send return documents without having to fax or e-mail them. Documents can be seen within minutes, regardless of fulfillment model.

For more information on the program requirements, process, and timeline, please visit https://community.spscommerce.com/wsi/#programrequirements.

B. Vendor Information Updates

Vendor with updates on their company information shall liaise with VS Team - merchvendorsetup@WSGC.com.

Williams-Sonoma, Inc

Required Documents as below:

Type of Changes	Documents Required	Document Completed by	Purpose
Bank Detail Updates	Official company letter consists of: - Company address - Old vs New banking details - Vendor Finance contact & email	Vendor - signed off by GM / CFO or equivalent	To ensure the authenticity of the change request
	Vendor Payment Change Form (Internal Document)	Merchant - signed off by WSI Director and above level	To ensure Brand Lead is aware and certify the changes
Vendor Company Name Updates (Change of company Name)	Official company letter consists of: - Company address - Old vs New Company information including bank details - Vendor Finance/Primary contact & email	Vendor - signed off by GM / CFO or equivalent	To ensure the authenticity of the change request
	VDF (Vendor Data Form), MPA, COC, DST (if applicable)	Vendor to complete & Sign	To be treated as new vendor setup: - Vendor is to update the new company details, banking info and personnel's' contact info in VDF - All setup documents is to reflect the new company name
	Vendor new company registration form &/or Business License	Provided by vendor	To ensure vendor is a registered legal entity
	Vendor Payment Change Form (Internal Document)	Merchant - signed off by WSI Director and above level	To ensure Brand Lead is aware and certify the changes
Vendor Company Address Updates	Official company letter consists of: - Old vs New company address - Vendor primary contact & email	Vendor - signed off by GM / CFO or equivalent	To ensure the authenticity of the change request
	Vendor Payment Change Form (Internal Document)	Merchant - signed off by WSI Director and above level	To ensure Brand Lead is aware and certify the changes
Vendor add new factory	VDF (Vendor Data Form)	Vendor to complete	Vendor to advice their new factory details and warehouse location as well as the rest of the company info in case there are any changes

	Vendor factory registration form &/or Business License	Provided by vendor	To ensure vendor is a registered legal entity
Change of Factory Name and/or Factory Address	VDF (Vendor Data Form)	Vendor to complete	To be treated as new factory setup: - Vendor is to update the new factory details and personnel's' contact info in VDF (Section E) * Preferable if vendor is able to complete all the sections of the VDF
	Vendor factory registration form &/or Business License	Provided by vendor	To ensure vendor is a registered legal entity

C. System Requirement

For vendors using DSUI and SPS, they will need to ensure that they have the appropriate system requirements to be able to use the Williams-Sonoma, Inc. Vendor Portal.

Please refer to the table below to review system requirements for using the DSUI and SPS.

MAC and PC Windows XP, Vista, Windows 7, Mac	**Minimum Screen Resolution** 1024 * 768 1280 * 720	**Web Browser** Internet Explorer Version 8 or higher Chrome version 15 or higherFirefox version 7 or higher Safari version 5.1 or higher
Memory 1GB RAM or higher	**Printer** HP Laser Jet Compatible Minimum 300 DPI	**Microsoft Excel** Microsoft Excel 2007 or higher (Required to perform export functions for Picking List, Pre- Invoice Details & Invoice Details. Older versions of Excel won't be supported; however, it is possible touse the system without using the Export functions)

D. Social and Environmental Performance

DS vendor must be in compliance with Williams-Sonoma social and environmental performance in Chapter 1,

2. FULFILMENT GUIDELINES

A. Purchase Order

A purchase order (PO) is a legal document created by Williams-Sonoma Inc. for purchasing merchandise or services from a supplier. The PO includes all agreed upon information about the merchandise or service including cost, quantity, shipping dates, and specific information about the merchandise such as color or size.

Purchase Order Distribution

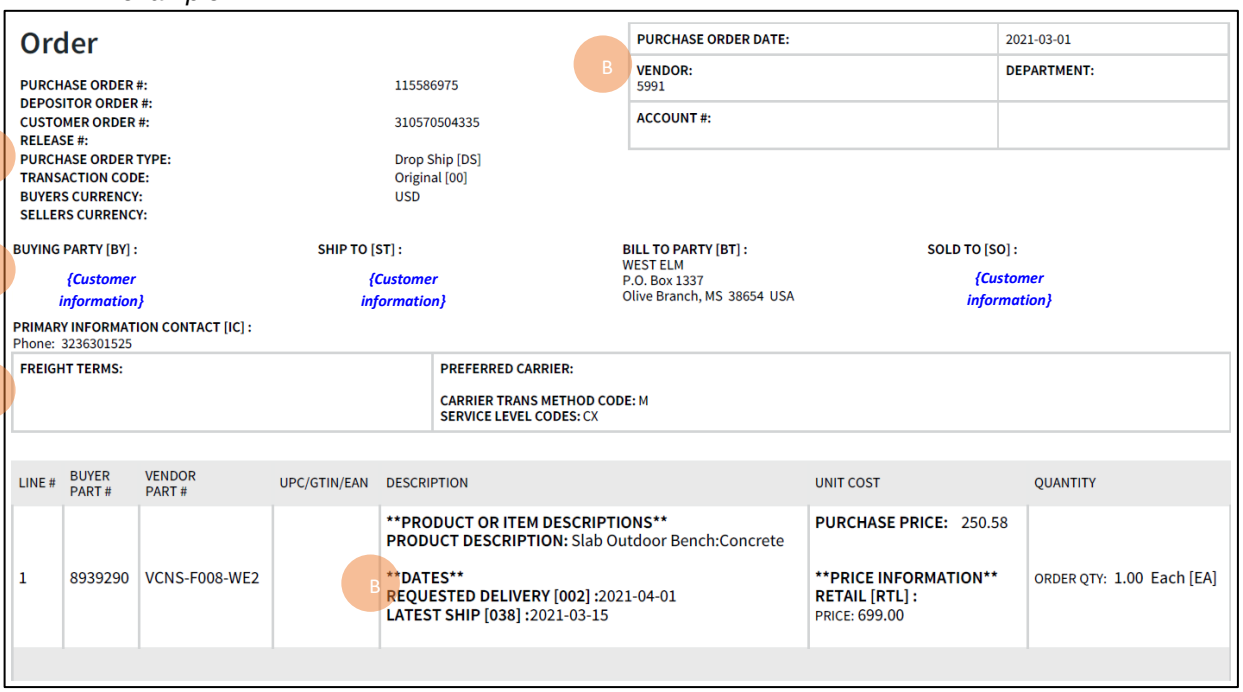
Williams-Sonoma, Inc. sends a Purchase Order (850) to vendor as a request for product and to initiate the fulfillment cycle.

Vendor will need to review a Purchase Order received in your Fulfillment account. Review pertinent order information such as the Requested Delivery Date, Cancel Date, Ship To information, Bill To Ordered By information, Preferred Carrier, Notes/Comments/Special Instructions, and line item information.

Reviewing a Purchase Order

Once the document has loaded, review the Order information

- *Vendor information on the Purchase Order may vary based on our vendor, below is just an example.*



Order

PURCHASE ORDER #: 115586975
DEPOSITOR ORDER #:
CUSTOMER ORDER #: 310570504335
RELEASE #:
A PURCHASE ORDER TYPE: Drop Ship [DS]
TRANSACTION CODE: Original [00]
BUYERS CURRENCY: USD
SELLERS CURRENCY:

B
PURCHASE ORDER DATE: 2021-03-01
VENDOR: 5991
DEPARTMENT:
ACCOUNT #:

C
BUYING PARTY [BY] : {Customer information}
SHIP TO [ST] : {Customer information}
BILL TO PARTY [BT] : WEST ELM, P.O. Box 1337, Olive Branch, MS 38654 USA
SOLD TO [SO] : {Customer information}
PRIMARY INFORMATION CONTACT [IC] : Phone: 3236301525

D
FREIGHT TERMS:
PREFERRED CARRIER:
CARRIER TRANS METHOD CODE: M
SERVICE LEVEL CODES: CX

LINE #	BUYER PART #	VENDOR PART #	UPC/GTIN/EAN	DESCRIPTION	UNIT COST	QUANTITY
1	8939290	VCNS-F008-WE2		**PRODUCT OR ITEM DESCRIPTIONS** PRODUCT DESCRIPTION: Slab Outdoor Bench:Concrete B **DATES** REQUESTED DELIVERY [002] :2021-04-01 LATEST SHIP [038] :2021-03-15	PURCHASE PRICE: 250.58 **PRICE INFORMATION** RETAIL [RTL] : PRICE: 699.00	ORDER QTY: 1.00 Each [EA]

Below are definitions of the key terms on each Purchase Order:

a. **PO Type** –Purchase Order Type indicates the Order Management Model for the Order.
b. **Date Information** –Important dates to note which may include one or all the following:
   - PO Date
   - Requested Delivery Date
   - Requested Ship Date

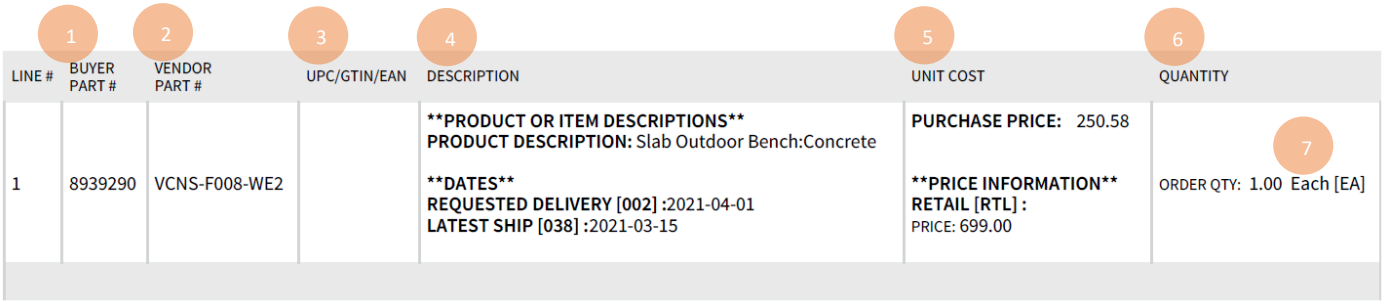
c. Address Information:

- **Ship To** –The delivery location of the shipment.
- **Bill To/Ordered By**–The party receiving payment.
- **Vendor**–Vendor location information.

d. **Freight Terms** – Defines freight terms of sales.

Review item information:

- *Product information on the Purchase Order may vary based, below is just an example.*



LINE #	BUYER PART #	VENDOR PART #	UPC/GTIN/EAN	DESCRIPTION	UNIT COST	QUANTITY
1	8939290	VCNS-F008-WE2		****PRODUCT OR ITEM DESCRIPTIONS**** **PRODUCT DESCRIPTION:** Slab Outdoor Bench:Concrete ****DATES**** **REQUESTED DELIVERY [002] :**2021-04-01 **LATEST SHIP [038] :**2021-03-15	**PURCHASE PRICE:** 250.58 ****PRICE INFORMATION**** **RETAIL [RTL] :** PRICE: 699.00	ORDER QTY: 1.00 Each [EA]

a. **SKU –** Stock Keeping Unit.
b. **Vendor PN –** Vendor (Sellers) Part Number.
c. **UPC/ GTIN –** Universal Product Code/Global Trade Item Number.
d. **Description/ Line-Item Comments –** Contains specific item information such as:
   - Product Description
   - Item Size
   - Item Color
e. **Unit Cost/ Retail Price –** Unit Price and/or Price per Unit of Measure.
f. **Qty –** Total quantity ordered.
g. **UOM** – Unit of Measure.

B. Purchase Order Acknowledgement

Vendor is required to send the Purchase Order Acknowledgement (**855**) to acknowledge receipt of a Purchase order within 24 hours (Business Day). The Purchase Order Acknowledgement can also be used to request changes to an Order.

- Accepted with no changes – vendor will fulfill as ordered
- Accepted with changes – vendor accepts, but requests changes
- Rejected with detail – vendor rejects order and must include Acknowledgement Note

Requesting changes on the Purchase Order Acknowledgement will result in Williams-Sonoma, Inc. sends a Purchase Order Change (**860**).

Williams-Sonoma, Inc. will accept multiple iterations of the Purchase Order Acknowledgement and send additional Acknowledgements if vendor ability to fulfill the Order changes.

If no additional changes are required, continue with the workflow.

Vendor must send the Purchase Order Acknowledgement before sending the Advance Ship Notice or Invoice.

C. Purchase Order Change

If there any change request to the Purchase Order, Williams-Sonoma, Inc. send a Purchase Order Change (**860**) in response to vendor's Purchase Order Acknowledgement.

The Purchase Order Change type will be either:

- **Change** – Updating one or more pieces information on the original Order.
- **Cancellation** – Cancellation of the entire original Order.
- **Replace** – Replacement of all information provided on the original Order.

Changes to line items may include the following:

- Change of Shipment Dates
- Item Additions (*not a request vendor should make*)
- Item Deletions (*not a request vendor should make*)
- Change of Price
- Change of Quantity (*not a request vendor should make*)
- Replace All Values

Purchase Order Changes have the same Document ID as the original Purchase Order and will show on the transactions tab and the Workflow. To view the Purchase Order Change, click on the Purchase Order Change Document ID.

Changes must be Accepted or Rejected within Fulfillment to continue working with the Orders.

D. Purchase Order Change Acknowledgement

Vendor to review the Purchase Order change and send the Purchase Order Change Acknowledgement (**865**) within 24 hours (Business Day) of receiving the Purchase Order.

Changes must be Accepted or Rejected within Fulfillment to continue working with the Order.

If additional updates are needed after receiving a Purchase Order Change (**860**), or if vendor ability to fulfill the order changes – send an additional Purchase Order Acknowledgement (**855**) (repeated above step I to III).

If no additional changes are required, continue with the workflow.

For more instruction, please access the Training center in SPS Commerce system for the SPS Fulfilment Guide.

E. Customer Cancellations and PO Cancellations

For order cancellation request:

- When cancellation request is from customer
  Customer service will send the request to Drop Ship Operations team to cancel the order. Drop Ship Operations team will verify the order status with vendor. If vendor confirms the production for order has not started, Drop Ship Operations team to proceed cancelling the order with vendor and all unshipped line items will move to cancelled status. While, in the case where vendor has started production of order, Drop Ship Operations team will get customer service to notify customer that the PO cannot be cancelled.
- When cancellation request is from vendor
  Orders will be cancelled by Drop Ship Operations team after sending cancellation notifications to customer service.

3. LABEL REQUIREMENTS

A. Williams Sonoma Branded Packing Slip

WSI Branded Packing slips must be present inside each carton listing required information per attachment.

WSI Brand Packaging Slip.xlsx

B. Williams Sonoma GS1-128 Shipping Label

For “Drop Ship Flow Through” orders shipped through any carrier (WSI Transportation Network, Parcel, or 3rd Party carriers), the WSI shipping label must be placed on the outside of the package and must be formatted with a GS1-128 shipping serial ID per the requirements in the attachment.

WSI GS1-128 Shipping Label.xlsx

C. Parcel Shipment Labels

On parcel shipment labels, any reference fields should list the WSI “Customer Order#” and WSI “Purchase Order#”. Example below, UPS labels should list Reference No. 1 field as the WSI “Customer Order#” and Reference No. 2 field as the WSI “Purchase Order#”.



Reference fields

Reference no.1: Customer order number
Reference no.2: Purchase order number

All Drop Ship parcel vendors shipping via UPS are expected to conform to this shipping label format, and properly upload the manifest for all UPS packages being shipped. Non-compliant manifests/shipping labels will result in chargebacks for all drop ship shipments.

4. GENERAL QUALITY ASSURANCE & INSPECTION REQUIREMENTS

A. All DS orders must be in compliance with Williams-Sonoma quality assurance and packaging guidelines outlined in Chapter 5 and Chapter 7,

B. All products must comply with country of destination regulatory requirements and have valid documents / reports archived and available on-demand

C. All DS orders must be 100% inspected to confirm First Quality product prior to packaging

a. Defect Classification List (DCL) must be adhered to (link below): https://wsiadmin2.sharepoint.com/sites/isas/main/wsgo/qa/WSI%26VENDOR/QUALITY%20ASSURANCE/Forms/AllItems.aspx?id=%2Fsites%2Fisas%2Fmain%2Fwsgo%2Fqa%2FWSI%26VENDOR%2FQUALITY%20ASSURANCE%2FDOCS%20%26%20SOP%2FDefect%20Classification%20Lists&viewid=69fb0473%2Dc1a8%2D48ee%2D8d83%2D9af00a1a0afd

b. Color compliance against approved MCP / color bands / bulk lots / brand standards

c. Product size / dimensions must comply against approved drawings / specifications / samples / reports

d. Construction must comply against approved drawings / specifications / samples / reports

e. Knock-down items must be assembled to verify hardware and alignment compliance and wherever necessary checked for functionality i.e., recliner motion, swivel base, drawers, etc.

f. Modular items like sofas, desks, media centers or closets must be inspected together to assure assembly and color matching between skus / components

g. Product labelling format and content must be confirmed to be in compliance with all regulatory requirements and product identifiers confirmed to match the master carton labels

h. Packaging materials must be in compliance with WSI standards; exceptions can be provided by Williams-Sonoma Quality Assurance

i. Packing Slips and Carton Labels must be adhered to the outside of every carton; label format and content must be in compliance with the respective requirements for Air or Sea shipments and in accordance with the requirements by Country of Destination

j. If using “No Stack” cones these must be strapped in place on either a single or unitized load. They generally stand 8” tall. If found crushed WSI DC will check for load damages.

k. MP programs will require the package testing of top dollar and high return rate items at either the CRB lab or our WSGO overseas labs. The MP program manager will co-ordinate with the vendor which skus will be tested and at what lab.

- If package testing has failures deemed unacceptable by the brand, the brand reserves the right to make the item unsellable until inventory with an implemented corrective action is available.
- The MP program manager can also request a packaging review at our certified ISTA CRB lab for any MP sku.
- Lastly, any MP sku item deemed problematic by the DC will be reviewed by this same CRB lab.

D. Vendors must retain an archive of all valid documentation/ inspection reports/ test reports to be available on-demand to WSI Personnel

5. WSI TRANSPORTATION NETWORK ROUTING REQUIREMENTS

A. Domestic Transportation Routing Guide

For “Drop Ship Flow Through” deliveries, all shipments must be routed through the Manhattan Portal so that an appointment can be scheduled. The WSI BOL# provided by the WSI Domestic Logistics team (Ex. RT0000000000) is required on all ASNs in the Bill of Lading field.
For more transportation routing details, please refer to chapter 9,

B. Manhattan Portal

For instructions on creating shipments within the Manhattan Portal, please refer to training documents found in the “Related document” link next to Domestic Shipment manual.

6. ASN REQUIREMENTS

A. SPS Williams Sonoma ASN Specific Training Guide

Advance Ship Notices (ASN or EDI document 856) are required to be transmitted within 24 hours of the shipment leaving the vendor’s facility. They can be sent as soon as the WSI Bill of Lading# is provided (Ex. RT0000000000) prior to leaving the vendor’s facility as long as the shipment will not be altered. Parcel shipment ASNs can be transmitted as soon as the label is created as long as it is not more than 72 hours prior to the shipment leaving the vendor’s facility.

B. WSI ASN Requirement Snapshot

For vendor’s utilizing the SPS Webforms platform for EDI document transmission, please refer to the attached user guide for step-by-step instructions.

Williams Sonoma
ASN Specific Trair

C. WSI ASN Compliance Vendor Memo

For EDI or SPS webforms vendors, below is a quick snapshot of required data for the ASN/856 document.

WSI ASN REQUIRED INFORMATION FIELDS		Drop Ship - Direct to Consumer		Drop Ship - Flow Through		
		Parcel Shipment	Freight Shipment	Shipping WSI Freight	Parcel Shipment	Freight Shipment
	Supplemental Docmentation	Division specific branded packing slip inside the carton	Division specific branded packing slip inside the carton	Division specific branded packing slip inside the carton and GS1 Shipping Label on outside of carton	Division specific branded packing slip inside the carton and GS1 Shipping Label on outside of carton	Division specific branded packing slip inside the carton and GS1 Shipping Label on outside of carton
HEADER	Bill of Lading# REF02 (REF01 = BM)	Leave Blank	Leave Blank	RT0000000000 (RT + 10 Digits) Provided by Domestic Logistics after load sumbitted in WSI TMS	Leave Blank	Carrier provided tracking number (Carrier Pro number if BOL is unavailable)
HEADER	Carrier Pro# REF02 (REF01 = CN or 2I)	UPS 1Z Tracking Number (or other parcel tracking number)	Carrier provided tracking number (can be vendor BOL or Trailer#)	Leave Blank	UPS 1Z Tracking Number (or other parcel tracking number)	Leave Blank
HEADER	Location ID (Ship-To)	Leave Blank	Leave Blank	Must be WSI Location ID	Must be WSI Location ID	Must be WSI Location ID
PO LINE DETAIL	Shipping Serial ID MAN02 (MAN01=GM)	Leave Blank	Leave Blank	GS1 Serial Number	GS1 Serial Number	GS1 Serial Number
PO LINE DETAIL	Carrier Package ID MAN02 (MAN01=CP)	UPS 1Z Tracking Number (or other parcel tracking number)	Carrier provided tracking number (can be vendor BOL or Trailer#)	Leave Blank	UPS 1Z Tracking Number (or other parcel tracking number)	Leave Blank
PO LINE DETAIL	Buyer Part# LIN03 (LIN02=SK)	WSI SKU If item is bundled, only the component/subline can be present.	WSI SKU If item is bundled, only the component/subline can be present.	WSI SKU If item is bundled, only the component/subline can be present.	WSI SKU If item is bundled, only the component/subline can be present.	WSI SKU If item is bundled, only the component/subline can be present.
PO LINE DETAIL	Customer Order# REF02 (REF01=CO)	WSI 12 Digit Customer Order#	WSI 12 Digit Customer Order#	WSI 12 Digit Customer Order#	WSI 12 Digit Customer Order#	WSI 12 Digit Customer Order#
PO LINE DETAIL	Line Sequence ID LIN01	Line # Must Match Line# on Original	Line # Must Match Line# on Original	Line # Must Match Line# on Original	Line # Must Match Line# on Original	Line # Must Match Line# on Original

Please refer to the attached memo that addresses FAQs and frequent vendor compliance issues for the ASN/856 document.



ASN Vendor Memo.docx

Any non-compliant will result in chargebacks for all drop ship shipments. For details compliance requirements please refer to chapter 10.

D. SPS Williams Sonoma 856 Ship Notice/Manifest

For EDI vendors, please refer to the manifest in the above linked attachment for mapping requirements for the ASN/856 document.

7. ACCOUNTS PAYABLE

A. Invoice Requirement

The guidelines listed below pertain to any items shipped to our Distribution Centers (DCs), our stores, or any 3rd party. Items must be invoiced at the same unit of measure as given on the purchase order. There should be no freight charges on invoices that are paid by Letter of Credit or Wire Transfer.

Invoices must be in legible English and contain the following information:

- Seller's/Shipper's name and address
- Manufacturer's name and address
- Purchaser/Buyer's name
- Ship to location
- Invoice type code (for example: Debit[DR])
- WSI SKU number(s)
- SKU description on PO
- Quantity of each SKU
- Purchase price of each unit in currency of sale
- Total purchase price
- Type of currency (e.g. Euro, US Dollars, etc.)

B. Payment Requirement

Invoices must be presented to WSI within 30 days of shipment. Invoices not received within 90 days will not be considered for payment.

- Payment terms: WSI will pay for merchandise within 30 days from invoice date, so long as
  (i) merchandise has been received at WSI's distribution center or
  (ii) proof of delivery for direct ship merchandise is provided with invoice submission.
- Payment method: WSI will pay electronically via an ACH (Automated Clearing House) payment method
- PO Cancelled without Notification: Need give WSI the payment approves for PO which cancelled after booking or shipment

C. Payable Contact

For questions about outstanding invoices, please contact the accounts payable representative handling your account.

You may also e-mail:

Domestic Merchandise Payables MerchandisePayables@wsgc.com

8. INVENTORY ADVICE

The Inventory Advice (846) is required for Williams-Sonoma, Inc. vendors fulfilling Dropship Orders. Send an Inventory Advice to provide Williams-Sonoma, Inc. with visibility into your inventory available for sale.

The Inventory Advice should represent corporate level quantities regardless of the number of Ship From locations you have.
You are required to submit at least once a day/five working days a week or per alignment with corresponding merchant.

- List all agreed upon items in the Inventory Advice, including stocked items which may temporarily have zero inventories.
- Do not send (zero) inventory records for custom or made to order items for which you do not carry inventory.
- If you have items on order that you expect to be available for sale on a future date, send multiple QTY/DTM segments.

Dropship Support Contact

If you have any questions related to our dropship requirements or policies please contact:

- For questions regarding to Drop Ship processing, please email to:
  Drop Ship Operations - DropShipOperations@WSGC.com
  TupeloDSOps - TupeloDSOps@wsgc.com
  WS EDI Support – WS_EDISupport@wsgc.com (for WS vendors that are set up in DSUI/DS App)
- For technical questions, please email to our direct ship support team WSIDirectShipSupport@WSGC.com
- For technical questions regarding order fulfillment documents and requirements, please contact your dedicated SPS Commerce support representative with whom you have been working throughout the process or email support@spscommerce.com.

GLOSSARY

5-S system	A lean manufacturing tool that improves workplace efficiency and eliminates waste, engaging people through the use of 'Standards' and 'Discipline'
AATCC	American Association of Textile Chemists and Colorists
ACE	Avery Dennison's online ticket ordering website
ACH	Automated Clearing House
ADD	Antidumping Duties
Agent	Refers to WSI appointed Agents
ANSI Format	American National Standards Institute Format A Microsoft-related standard for character set encoding and a modification of the American Standard Code for Information Interchange (ASCII) character set.
AP	Account Payable
APEX	Apex Logistics A freight forwarder utilized by WSI
AQL Standard	Acceptable Quality Limit Standard AQL is defined as the "quality level that is the worst tolerable" where it indicated the maximum number of defective units, beyond which a batch is rejected.
ASTM Standard	ASTM standards are used worldwide to improve product quality, enhance safety and facilitate trade
AUD	Australian Dollar
AUS	Australia
AWB	Airway bill. The shipping document used for the transportation of air freight: includes conditions, limitations of liability, shipping instructions, description of commodity, and applicable transportation charges.
B/L or BOL	Bill of Lading. A shipping document issued by a freight carrier acknowledging that goods have been received as cargo for shipment to WSI (or designated consignee)
BCD	Best can do
BSE	Bovine Spongiform Encephalopathy (commonly referred to as "mad cow disease"
BTH	A common plasticizer used in the production of polyethylene If the color standards are stored in plastic, in order to prevent yellowing, the plastic should be free from BTH (a common plasticizer used in the

	production of polyethylene). U-Line offers BHT free plastic bags.
BV	Bureau Veritas. One of WSI's 3rd party providers for product testing, package testing, and factory inspections.
CA	California
CAN	Canada
CAP	Corrective Action Plan
CBM	Cubic Meter. Used to determine freight charges based on utilization of space in a shipping container.
CBP	Customs and Border Protection
CCC Mark	China Compulsory Certificate mark Commonly known as a CCC Mark, is a compulsory safety mark for many products imported, sold or used in the Chinese market.
CD	Corrugation Direction
CFIA	Canadian Food Inspection Agency
CFR Standard	Code of Federal Regulations Standard A codification of the general and permanent rules that were published in the Federal Register by the Executive departments and agencies of the Federal Government.
CFS	Container Freight Station. Location where cargo is consolidated for WSI to meet full container load requirements.
CFU	Colony Forming Units
CGSB	Canadian General Standards Board
Channel	Either DTC or Retail. The WSI channel is the distribution path that ships merchandise a. Direct to customer (DTC) or b. Direct to store (Retail). On WSI POs the concept codes include the 2-digit concept initials (PB, PK, PT, WS, WH, WE, MG, RJ, OT) plus the 1-digit channel initial ('R' for Retail, 'M' for DTC).
CMO	Conveyable Mail Order
Concept	A concept is any of the following WSI brands: Pottery Barn, Pottery Barn Kids, Pottery Barn Teen, Williams-Sonoma, Williams-Sonoma Home, West Elm, Mark and Graham, Rejuvenation and Outlet. These are represented on WSI POs as: PB, PK, PT, WS, WH, WE, MG, RJ or OT plus the 1-digit channel initial 'R' for Retail, 'M' for DTC (e.g. PBR denotes order is for Pottery Barn Retail).

Conveyable Product (DTC)	See “DTC Packaging”.
Conveyable Product (Retail)	Reshippable packaged product less than 52 x 35 x 32 inches and less than 75 lbs. Each conveyable retail master carton must be constructed of corrugated cardboard unless otherwise specified. This product is handled on conveyor systems and packaging must be sufficient to protect merchandise in this mechanized environment.
COO	Country of Origin or Certificate of Origin
CPC	Children’s Product Certificate
CPSC	Consumer Product Safety Commission An independent agency of the U.S. government that seeks to protect the public from unreasonable risks of injury or death associated with the use of the thousands of types of consumer products under the agency's jurisdiction.
CPSIA	Consumer Product Safety Improvement Act
CSSC	Center Special Slotted Container
CTPAT	Customs – Trade Partnership Against Terrorism
CVD	Countervailing Duties
Ship Exec Portal	Ship Exec Portal A Web-based shipping application utilized by WSI for courier shipment services
CY	Container Yard. Destination where shipping containers are delivered.
D&Q	Damage & Quality
DAMCO	DAMCO Logistics A freight forwarder utilized by WSI
DC	Distribution Center. WSI has 6 distribution centers: • Olive Branch 1 (OB1) in Olive Branch, MS USA • Olive Branch 2 (OB2) in Olive Branch, MS USA • Sonoma Cove (SCC) in Memphis, TN USA • West Coast DC (LAX) in Ontario, CA USA • East Coast DC (JER) in Cranbury, NJ USA • Dallas DC (DDC) in Arlington, TX USA • Georgia DC (GEO) in Braselton, GA USA ○ Sometimes known as South East DC (SEDC)
DCC	Double Cover Container
DDP	Deliver Duty Paid. The seller is responsible for export and import clearance, and payment of import duties and fees. A transportation term that indicates that the price of the goods includes delivery at the sellers’ expense to the buyers dock with all carriage, insurance, and duties paid.

DE CMC	Delta Error Color Measurement Committee
DF	Dust Flaps
DH CMC	Delta Hue Color Measurement Committee
DIM	Dimensional weight. Used by carriers to determine weight for packages by volume (specifically used for air shipments).
DL	Distribution Lot. A DL quantity is a Retail only packaging requirement. The DL is the quantity of a given SKU that WSI ships to a retail store. Retail items must be packaged in the DL quantity specified on the official WSI purchase order. In most all cases, this quantity must be packed in a re-shippable inner carton so WSI's distribution centers may efficiently pick and ship the DL quantity to a store without any additional packaging. Note: The SKU DL quantity is defaulted to 1 on all DTC POs.
DMF	Dimethyl Fumarate
DOT	Department of Transportation
DSC	Design Style Container
DST	Design Style Tray
DTC	Direct-To-Customer. Includes both Catalog and Internet channels. It is the distribution channel that distributes merchandise directly to customer via UPS or WSI's preferred white glove delivery carrier for furniture.
DTC Packaging	Conveyable Product: Product that falls into the carton dimensions as shown in the below diagram. At WSI's distribution center, this product is picked and placed into totes (baskets) with other items and sent down a conveyor to a packing station. At the packing station, the product is over-packed into a brown corrugated carton so it may be shipped to customers. Each Conveyable selling unit must be individually packaged to protect the product during tote transport with other items (other items can be up to 30 lbs. in weight). This individual packaging can consist of a non-reshippable plain corrugated carton, display box, poly bag, foam case, or other protective sleeve. Non-conveyable Product: Product that falls into the carton dimensions as shown in the below diagram (any product that exceeds the conveyable product limitations is non-conveyable). At WSI's distribution center, this product is picked and shipped out in the original vendor packaging. Each Non-conveyable selling unit must be individually packaged in a reshippable, corrugated carton unless otherwise specified. This product is not handled on conveyor systems. It is manually picked and loaded onto outbound trailers by WSI associates.

Williams-Sonoma, Inc

Conveyable vs. Non-conveyable Package Dimensions (DTC only)

Con = conveyable
NC = non-conveyable

Dimensions below are in inches

Longest Dimension \ 2nd Longest Dimension	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27
1	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
2	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
3	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
4	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
5	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
6	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
7	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
8	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
9	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
10	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
11	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
12	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
13	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
14	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
15	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
16	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
17	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
18	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
19	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
20	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
21	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
22	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
23	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
24	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
25	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
26	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
27	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	con	NC	NC	NC	NC	NC	NC	NC	NC	NC
28	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC
29	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC	NC

Additional weight and size limitations:

Items with a 3rd dimension of 12 inches or more are considered non-conveyable Items exceeding 5832 cubic inches (L x W x H) are considered non-conveyable. Items exceeding 30 lbs. (13.6 kgs.) are considered non-conveyable.

ERF	Expedited Request Form
ETA	Estimated Time of Arrival.
ETD	Estimated Time of Delivery.
EU	European Union
EU REACH	REACH - Registration, Evaluation, Authorization and Restriction of Chemicals An European Union regulation adopted to improve the protection of human health and the environment from the risks that can be posed by chemicals
Expeditors	Expeditors International A freight forwarder utilized by WSI
EXW	Ex Works.

	The buyer is responsible for export and import clearance, and payment of import duties and fees.
Farnsworth-Munsell 100 Hue Test	A color vision test
FCA	Free Carrier (Incoterm) The seller gives the goods, cleared for export, to the buyer's carrier at a specified place. The buyer is then responsible for getting transported to the specified place of final delivery.
FCL	Full Container Load. Refers to containers that are fully utilized with no unused space.
FCR	Freight Cargo Receipt / Forwarders Cargo Receipt Document passed to the shipper from the freight carrier upon receipt of import goods for shipment.
FDA / USFDA	Food and Drug Administration A federal agency of the United States Department of Health and Human Services
FIFO	First In First Out
FMEA	Failure Modes and Effects Analysis A step-by-step approach for identifying all possible failures in a design, a manufacturing or assembly process, or a product or service
FOB	Free On Board (Incoterm) The seller is responsible for export clearance and the buyer is responsible for import clearance and payment of import duty and fees.
FOC	Free of Charge
FOL	Full Overlap Slotted
FPF	Five Panel Folder
FPU	Fabric Production Unit
FSANZ	Food Standards Australia, New Zealand
FSC COC Certification	Forest Stewardship Council Chain of Custody Certification
FTD	Full Telescoping Design
Full Case Product	Conveyable, re-shippable packaged product greater than 9 x 6 x 2 inches but less than 52 x 35 x 32 inches, and greater than 2 lbs. but less than 75 lbs. This product is shipped to retail stores in the original vendor packaging. This packaged product is processed on WSI conveyor systems for efficient distribution to WSI stores.
GCM	Grams per Cubic Centimeter
GMP	General Manufacturing Practices
GOTS	Global Organic Textile Standard
GPU	Garment Production Testing

GSP	General System of Preferences
GT Nexus	A web based collaboration platform utilized by WSI for PO distribution and confirmation
GW, NW, NNW	"Gross Weight," "Net Weight" and "Tare Weight"
HACCP	Hazard Analysis and Critical Control Point
HDoA	High Degree of Assurance
HSC	Half Slotted Container
HTS Code	Harmonized Tariff Schedule Code
IABFLO	International Association of Bedding and Furniture Law Officials
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
ICQ	Istituto Certificazione Qualità. One of WSI's 3rd party providers for package testing and product testing for non-furniture product.
IFTA	Israel Free Trade Area
IMDG	International Maritime Dangerous Goods
ISTA	International Safe Transit Association An organization focused on the specific concerns of transport packaging.
ISTA CPLP	ISTA Certified Packaging Laboratory Professional
ISTA-3A	Packaging vibration and drop test method used for all products that can be delivered via UPS to retail and DTC customers.
ITS	Intertek Testing Services. One of WSI's 3rd party providers for product testing and factory inspections.
KD	Knocked- Down
KGM	Kilograms per Cubic Meter
KSA	Kingdom of Saudi Arabia
KUCAS	Kuwait Conformity Assurance Scheme
L/C	Letter of Credit
LC	Landed Cost
LCL	Loose Container Load / Less than Full container Loads
Level II Inspection	Normal product inspection level. For WSI, this follows an AQL of 2.5 per Mil Stnd. 105 for majors, zero safety defects, and is typically carried out at our distribution center.

Level III Inspection	Tightened product inspection level. For WSI, this follows an AQL of 2.5 per Mil Stnd 105, zero safety defects, and is typically carried out at our distribution center.
LTL	Less Than Truckload
MC	Master Case or Master Carton. The MC is the quantity of a given SKU in the outer master carton. For Retail, the master carton may contain one or more DLs. If MC and DL are equal for a Retail PO SKU, there will be no inner cartons necessary. DTC and Retail SKU's can never be mixed in a master carton.
MC	Moisture Content
MDF	Medium-density fiberboard
Metamerism	A phenomenon exhibited by a pair of colors that match under one or more sets of real or calculated conditions and do not match when these conditions are changed.
Mfg. Declaration	Manufacturer's Declaration
MG	Mark and Graham One of WSI brand / Concept
MID	Manufactures Identification
MO	Mail Order. (Another term for DTC.)
MOQ	Minimum Order Quantity. The minimum order quantity of a given SKU that can be purchased from the Vendor by WSI.
MOV	Minimum Order Value
MPN	Most probable number
MSDS	Material Data Safety Sheet
MTS	Modern Testing Services
Mvt. (China)	Movement (in China)
N/A	Not Applicable / Does Not Apply
NAFTA	North America Free Trade Agreement
Non-Conveyable Product (DTC)	See "DTC Packaging".
Non-Conveyable Product (Retail)	Reshippable packaged product exceeding 52 x 35 x 32 inches and/or greater than 75 lbs. Each Non- conveyable selling unit must be individually packaged in a reshippable, corrugated carton unless otherwise specified. This product is not handled on conveyor systems. It is manually picked and loaded onto outbound trailers by WSI associates.
NY	New York

OB1	Olive Branch 1 (Distribution Center, See DC)
OB2	Olive Branch 2 (Distribution Center, See DC)
OCS	Organic Content Standard
OMS	Order Management Specialist
OPF	One Piece Folder
ORM-D material	Other Regulated Materials for Domestic transport only
OT	Outlet Refers to WSI retail stores
OTR	Outlet Retail
P/L	Packing List. A document listing the merchandise in a particular shipment indicating the purchase order, SKU, SKU description, and quantity for each unit shipped.
Pac Trac	Package Test Report Database
PB	Pottery Barn
PB Brands	Includes Pottery Barn, Pottery Barn Kids, and Pottery Barn Teen
PBK or PK	Pottery Barn Kids
PBT or PT	Pottery Barn Teen
PCF	Pounds per Cubic Foot
PCIS	Product Change Information Sheet
PCP	Pentachlorophenol
PD	Product Development
PG	Product Guidelines
pH	A numeric scale used to specify how acidic or basic an aqueous solution
PLM	Product Life Management
PO	Purchase Order. The official agreement issued by WSI to Vendor to purchase merchandise.
POC	Purchase Order Collaboration
POD	Proof of Delivery
Port of LA / LB	Port of Los Angeles / Long Beach
PRO Number	Usually a carrier generated number representing the Load Number for less than truckload (LTL) shipments

QA	Quality Assurance
QMS	Quality Management System
QTX File	QuickTime Image File
R	Retail is the distribution channel that distributes merchandise to final customers through Williams- Sonoma, Inc. retail stores.
Retail	Retail is the distribution channel that distributes merchandise to final customers through WSI retail stores
RETT	Roll End Tuck Top
RJ	Rejuvenation One of WSI brand / Concept
RSC	Regular Slotted Container
RTA	Ready-To-Assemble
RTP	Reasonable Testing Program
RTV	Return to Vendor
S-1 Inspection	A product inspection consisting of a sampling of 1-5 units. This inspection occurs for every inbound shipment received for WSI for quality and vendor manual compliance purposes.
SCAC	Standard Carrier Alpha Code An US code used to identify road transport companies
Selling Unit Quantity	The selling unit quantity for a SKU may be an individual item (i.e. 1 piece) or a set (i.e. 4 plates, 4 bowls, or 4 mugs). The official WSI purchase order will determine the number of selling units (i.e. pieces or sets) ordered for each SKU. Vendors must pack, label and ship per the selling unit quantity on the PO.
SF	San Francisco
SKD	Semi-Knocked Down
SKU	Stock keeping unit. A unique WSI number assigned to identify each and every product. This unique SKU number is referenced throughout the entire process from ordering, receiving, inventory to shipping to customers.
Split-Case Product	Product packed in a) bulk b) cartons that are not re-shippable or c) cartons less than 9 x 6 x 2 inches and/or less than 2 lbs. This product is manually picked, consolidated and over-boxed at WSI's distribution centers so it may be processed on WSI's conveyor systems (i.e. as full-case product). WSI requests all items be packed as full-case product to avoid the high labor costs associated with picking and boxing split- case product.
SU	Selling Unit
SVHC	Substances of Very High Concern
TER	Technical Evaluation Report

TIR	Technical Inspection Report
TL	Truckload
TRF	Test Request Form
TT	Wire Transfer
UAE	United Arab Emirates
UK	United Kingdom
UL-ICQ	Underwriters Laboratories-ICQ A global company specialized in testing, inspection and certification services.
UPS	United Parcel Service A freight forwarder utilized by WSI
USD	U.S. Dollar
USDA NOP	United States Department of Agriculture National Organic Program
USPPI	US Principal Party in Interest
WE	West Elm One of WSI brand / Concept
WH / WSH	Williams-Sonoma Home One of WSI brand / Concept
WOS	Web Ordering Solution (Avery)
WS	Williams-Sonoma One of WSI brand / Concept
WSGO	Williams Sonoma Global Offices
WSI	Williams-Sonoma, Inc. Includes all brands: Williams-Sonoma, Williams-Sonoma Home, Pottery Barn, Pottery Barn Kids, Pottery Barn Teen, West Elm, Mark and Graham, Rejuvenation and Outlet.
WSSPL	Williams-Sonoma Singapore Pte Ltd