



# LOGISTIC VENDOR MANUAL FOR HARD GOODS



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NOTE:

at the link below, you can find some video content to go along with the logistics manuals that will be useful for the preparation of your goods:

<https://corporate.qvc.it/en-logistics/> (self help videos)

passwd: qvc4info

## GENERAL SALEABLE UNIT PACKAGING

Cut protection for master cartons is required. This does not affect the regulation for the product cartons.

QVC considers the packaging and labelling of product to be just as important as the quality of the actual item supplied: therefore, deliveries may be rejected for failure to comply with QVC's packaging requirements.

- The packaging of bulk stock must mirror either the sample provided to QVC QA or the information provided in the submitted specification card (spec card) and which received an accepted (or conditional) disposition.
- All packaging must be securely sealed to maintain the product within and prevent tampering.
- All open seams must be secured by means of tape using the "6- strip" or "H- pattern" taping method as this provides the most secure seal. Ideally this should be applied using a tape dispenser and should not cover the barcode label, wholly or in part. All corners must be sealed down as shown below.



- All voids should be filled with corrugated paper inserts and/or "crunch paper".



Corrugated paper



Crunch paper

- All cartons should be big enough that they remain cuboid once sealed.



- A set of two or more pieces, sold as one saleable unit, must be packaged in one single carton.
- Saleable unit cartons must be in a clean dust free condition.
- If the boxes containing the sales unit were to be wrapped in thermo-retracted film or sealed with heat-sealed polyethylene, it is necessary to take into consideration that, in the event of rework, they cannot be repackaged in the same way and that the costs will be charged to the vendor including material costs used to repackage the product.
- All warranties and other literature must be enclosed within the packaging.
- Product cartons that are oversized (longer than a pallet length) or that weigh more than 30 kg, require separate 2-man handling.
- **Temperature-sensitive products must have the stock indication on the carton with the arrow indicating the direction of storage (candles).**

## ATTENTION:

The Italian Legislative Decree of 3 September 2020, n°116 has come into force since 26 September 2020, amending Legislative Decree 152/2006 and implementing the European directive on waste (EU 2018/851) as well as the one on packaging and packaging waste (2018/852).

The Law has made the “Environmental labelling” mandatory on all packaging in Italy.

The aim is to prevent and reduce the impact of packaging and packaging waste on the environment, ensuring at the same time a high level of environmental protection.

With regard to the new Requirements relating to the environmental marking of packaging (Article 219 (5) of Legislative Decree 152/2006), all packaging (primary, secondary, tertiary) shall mandatory be labeled with:

1. Indications relating to the separate collection, reuse, recovery and recycling as well as correct information to consumers on the final destination of the packaging.
2. Indicate the nature of the packaging materials used: by using the alphanumerical code provided by Commission Decision 97/129/EC. For plastic packaging made from polymers or polymer



combinations not expressly provided for in Decision 97/129/EC, reference may be made to the UNI standards.

This environment label is valid for product carton and vendor carton.

## Master Carton

If your saleable unit carton can be safely stacked directly into a pallet, respecting the wooden pallet size, then master cartons are not required, if this is not the case then the following carton requirements must be followed. We remind you that the master carton is required when the product is less than the minimum master carton size required of **320mm length x 190mm width x 140mm**

QVC recommends that all open seams are secured by means of tape (self-adhesive polypropylene packaging tape 45mm wide) using the “6-strip” or “H-pattern” taping method as this provides the most secure seal. Ideally this should be applied using a tape dispenser and should not cover the barcode label, wholly or in part. **ATTENTION! No metal staple or straps are allowed.**

**Cut protection for master cartons is required.** This does not affect the regulation for the product cartons.

All voids should be filled with plain shredded card, bubble wrap, cardboard or polybag

Any partial cartons should have a label attached above the master carton label with the word “PARTIAL”. This carton should be placed on the top layer of the pallet.

Minimum units per carton 4 and anything less please contact [Italy.SupplyChain.VendorManual@qvc.com](mailto:Italy.SupplyChain.VendorManual@qvc.com)

Affix the label at the top right/top left/ on the narrow side or affix in the center of the master carton and away from any closure and on the external short side



Master carton must have just the QVC label applied. Any other labels are not accepted.

### **Hardgoods:**

Master Carton dimensions to a maximum of 600 mm L x 400 mm H x 400 mm W

Maximum weight 30 KGs. Per Master Carton

## PRODUCT CARTON SPECIFICS

All saleable units must be delivered to QVC in mail order ready packaging. The vendor manual requires a product carton for all items bigger than **320mm length x 190mm width x 140mm**.

The following exception is made for this scheme.

Products can be packed in polybags if they meet the attached requirements:

- Home textile items



- Maximum height: 160mm
- Maximum width: 335mm
- Maximum length: 500mm
- Maximum weight: 3.000g
- Min. 2 items per master carton
- The article must have a square base
- Not fragile

**!ATTENTION! DO NOT USE THE PRODUCT LABEL TO CLOSE THE PRODUCT CARTON**

**Bedding /Soft Furnishings/Towels:**

Each saleable unit must be individually packed in a mail order carton. Each carton should be large enough to accommodate the item without losing the cuboid shape.

**Note:** *Any price must delete. No prices reported are allowed. If we receive goods with prices reported (on box, polybag, tag etc...), the rework will be necessary*

**Carpet:**

If the carpets are delivered in a box and do not exceed the standard pallet size (120x80), must be stack on the pallet sorted by SKU

If the carpets are not delivered in a box but wrapped in a plastic film and it is not possible to stack them on a pallet, carpets must be delivered in a pallbox sorted by SKU

**Note:** *Any price must delete. No prices reported are allowed. If we receive goods with prices reported (on box, polybag, tag etc...), the rework will be necessary.*

**Dangerous Goods:**

All Dangerous Goods (DG) are required to have a label (UN, CLP Lithium etc..) attached to the outer mailer. The QVC **product barcode** label will need to be placed on the opposite face to the **DG labels or below**. UN, CLP Lithium (etc) **must not cover the product barcode**.

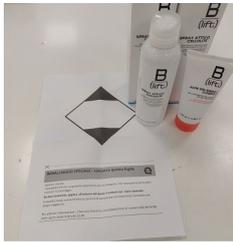


**Dangerous products** must be labelled both on the master carton and on the packaging of each individual product

**In the case of flammable products**, the respective label must be affixed both externally on the master carton and on the packaging of each individual product, and must not be applied to the opening/closing of the packaging.



In addition, again in the case of flammable products, a **return note** must be placed on each product for possible customer returns.



**!!!!**The closure of the product package must be ensured always with at least a piece of tape in order to avoid any kind of opening during the operations.

Also slide box must be closed with a piece of tape.

Plastic bag must be correctly close



Also slide boxes must be ensured



### POLYBAG SPECIFICATION AND SUFFOCATION WARNING

Polybags should only be made of polyethylene (PE) or polypropylene (PP). **Transparent and colourless HDPE** (High Density Polyethylene) with a thick- ness of approximately **40 microns** must be used as material. The suffocation warning **must be applied and written in Italian** and contain the following statement or something substantially similar:

TENERE LONTANO DALLA PORTATA DEI BAMBINI  
PUO' CAUSARE SOFFOCAMENTO  
Attenzione: Tenere il sacchetto lontano dalla portata dei bambini.  
Non utilizzare in culle, letti, carrozzine o box.  
Il film sottile può aggrapparsi a naso e la bocca e impedire la respirazione.



Even though few retailers demand a label warning of danger of suffocation, QVC wants to set a signal in this respect, as our customers' safety is very important to us. We have made a rule for this purpose and would like to request our suppliers to adhere to it.



Some plastic packaging films and polybags can pose a suffocation hazard for children. That is why QVC considers it necessary to mark some wrapping films and plastic bags with a warning to this effect. QVC's guidelines for notices warning of the danger of suffocation have been conceived to ensure the safety of products that can get into the hands of children.

Flexible plastic film bags (polybags) with all of the following dimensions require a suffocation warning:

- 1) An opening greater than 17 cm when placed flat.
- 2) An opening with a circumference greater than 35 cm when opened.
- 3) Nominal wall thickness less than 0.04 mm
- 4) A length greater than 35 cm.
- 5) A width greater than 20 cm.

Note: The warning is required only when the flexible plastic bag has all of the dimensions listed above. For example, if the circumference is 38 cm, but the bag is thicker than 0.04 mm, then a suffocation warning is not required or for example, if the sheet is less than 0.04 mm thick and the length is 38cm, but the width is only 17. cm, then a suffocation warning is not required.

The suffocation warning should be prominently visible to the customer. The warning should be printed on the bag or sheet, or on a pressure-sensitive label securely attached to the bag or sheet. If printed on the bag or sheet, the warning should be framed in a box. In either case, the print type should be boldface, clear and legible, and of a different typeface than the typeface used on other labels on the bag or sheet.

## DROP TEST:

During the quality control (QC) inside the warehouse, a drop test will be carried on in order to verify that the product inside the packaging is not damaged during transport. This test involves a drop from a predetermined height on several faces of the product carton (for more details refer to [italy.supplychain.vendormanual@qvc.com](mailto:italy.supplychain.vendormanual@qvc.com)). In case of failure of the test, Vendor Compliance Team will contact the supplier to request that the packaging be reprocessed, charging him the cost. Fragile or spouted bottles and products must be packaged with special care.

## PRESENTATION OF THE PACKAGING STRUCTURE:

The following possibilities exist for packing the goods in a box and on a pallet.

