



# Import and Delivery Terms in QVC's Distribution Centre



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## Delivery terms

### **Delivery Terms**

Delivery address:

All goods shipments are to be delivered to the following address:

QVC Italia S.R.L  
Geodis Logistic S.p.A  
Via Dogana Po, 2/A – building H  
29015 Castel San Giovanni (PC) Italy

Delivery deadlines are only valid if they have been confirmed by QVC in writing to [qvc.inbound@geodis.com](mailto:qvc.inbound@geodis.com).

### **Notification - Advance Notice:**

QVC must be notified of the delivery by email writing to [qvc.inbound@geodis.com](mailto:qvc.inbound@geodis.com) (email at least 3-5 days before the latest required date of the PO to obtain a delivery slot as well as have the packing list attached to the notification request).

### **The delivery should always be booked according to the required date indicated on your pdf order (PO)**

The following points need to be considered here:

Monday to Friday: 08:00 am – 01:00 pm  
02:00 pm – 05:00 pm

Break 01:00 pm – 02:00 pm (during this time the entire warehouse is closed)

### **Delivey details to be given:**

- Purchase order (purchase order number)
- Item number
- Delivery Date
- Number of pallets / boxes / pieces
- Deviating delivery quantities
- Packing List
- Dangerous goods information, if applicable



**Note:**

*QVC will apply a specific cost in case of deliveries of which QVC has not received notification (see the cost table below section Goods and Transportation 1). And deliveries without notification will be rejected, or will be subjected to a wait time for processing.*

## Incoming goods (every type of category)

Goods are received at the following times:

Monday to Friday: 08:00 am – 01:00 pm  
02:00 pm – 05:00 pm

Break 01:00 pm – 02:00 pm (during this time the entire warehouse is closed)

**Note:** this timetable is valid for every type of goods category.

The bill of lading and the delivery note (copy or original) must be submitted to the Goods Receiving Office when the delivery is registered. The content of the accompanying documents is listed below.

**Note:** partial deliveries, changes in delivery schedules, as well as premature deliveries, delayed deliveries and quantity deviations, must be reported to the right Supply Chain Operations category via email:

**[BeautyHome.Italy.SupplyChain@qvc.com](mailto:BeautyHome.Italy.SupplyChain@qvc.com)** (Beauty-makeup, Beauty, skin care, Home Style, Electronics, Innovation, Kitchen&Food)

**[Fashion.Italy.SupplyChain@qvc.com](mailto:Fashion.Italy.SupplyChain@qvc.com)** (Apparel)

**[Jewelry.Italy.SupplyChain@qvc.com](mailto:Jewelry.Italy.SupplyChain@qvc.com)** (Jewelry e Accessories)

A partial delivery can only be accepted in exceptional cases, and requires advance approval in writing from QVC. In such cases, this must be notified to QVC at least six (6) days before the delivery deadline.

**Note:** If not respected a penalty will be apply (see the cost section)

**Note:** Please refer to category vendor manual to be informed **how to deliver mixed pallet**. Mixed pallet must be sorted with cost charge to the vendor (see the cost section). For any doubt, please contact **[Italy.supplychain.vendormanual@qvc.com](mailto:Italy.supplychain.vendormanual@qvc.com)**



## Import terms (delivery terms)

The Incoterms (delivery terms), as well as the relevant shipping regulations, that are applied at QVC are described below.

### Incoterm EXW (= Ex Works) designated loading point

Responsibilities of QVC:

- Organisation of the entire transportation (from place of manufacture to arrival at QVC) and payment of the resulting freight and customs costs by QVC

Responsibilities of the vendor:

- Provision of all necessary export and customs documents to the freight carrier and to QVC by the vendor
- Control of the condition of the means of transport provided (truck/container)
- Loading of the goods

Duty	Seller ( <u>Vendor</u> )	Buyer (QVC)
Loading on Truck / Container	No Duty	Responsible
Export declaration	No Duty	Responsible
Transport to the export port	No Duty	Responsible
Unloading and fees at the export port	No Duty	Responsible
Transport to the import port	No Duty	Responsible
Unloading and fees at the import port	No Duty	Responsible
Transport to Consignee	No Duty	Responsible
Custom fee	No Duty	Responsible
Tax fee	No Duty	Responsible



### Shipping method with delivery term EXW

Category of products	Delivery Terms
Hardgoods	<b>Bulk</b> delivery of the goods (in boxes) in the truck / container - Truck from EU and LCL- LTL shipment from USA are <u>pallettised</u>
Jewelry	<b>Bulk</b> delivery of the goods (in boxes) in the truck / container

**Incoterm D.**

Responsibilities of QVC (Importer of Record):

Import customs clearance and payment of the customs costs incurred

Responsibilities of the vendor:

- Stowage and loading of the goods, organisation and control of the entire transportation process, export customs clearance responsibility and payment of the import freight costs to QVC’s preferred distribution centre.
- Provision of all necessary customs and commercial documentation to QVC and the preferred Freight Forwarder or Courier, to QVC within the stated SLA’s below.

### Delivery Process

All Shipments arriving under **DAP** terms will be delivered to the warehouse of our nominated Customs Brokerage Provider, Expeditors. This new delivery process is ensure our shipments can be cleared and controlled for compliance purposes and consolidated for last mile delivery into our warehouse. Expeditors delivery address is as followed:

**Expeditors**

Via Gorizia, 1  
20096, Seggiano di Pioltello (Milan)  
P.I. IT 10809520157  
CUSTOMS CODE IT371100

The warehouse of our nominatid Customs Brokerage Provider will be able to clear the goods as per the times below:

08.30-13.00 / 14.00-18.00

In order to ensure cleareance and delivery of the goods, please refer to the following steps:

1. **T1:** the T1 has to be raised including Expeditors as “Consignee”. Before performing the delivery, please email to [italy.supplychain@qvc.com](mailto:italy.supplychain@qvc.com) for approval/confirmation
2. **Booking at Pioltello for Customs Cleareance:** the plan is to book a slot to ensure the customs cleareance. The appointment can be booked via email ([mil-qvc@expeditors.com](mailto:mil-qvc@expeditors.com)) with at the latest 24h of notice from the delivery date. Please ensure the shipment information included in the **subject header** of the booking email is clear and includes the following information:



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- Mode of transportation (Air, road, train, sea)
  - Expected day and time of arrival
  - Purchase Order Number (if multiple PO's all must be listed)
  - Delivery Terms & Place of Delivery
3. **Customs Clearance:** Please consider 1 hour stop for On-wheel clearance of the goods. In case of Customs inspection, you will be notified by Expeditors. Unloading/loading operations will be up to Expeditors. In case of inspection that might prevent the delivery to QVC Fulfillment, we require to send a booking cancelation email to [gvc.inbound@geodis.com](mailto:gvc.inbound@geodis.com).
  4. **Delivery of the goods at QVC Fulfillment Center:** Considering the scheduling of the above, please ensure the booking and the delivery at QVC Fulfillment Centre as per actual procedure.

Product group	Delivery conditions
Hardgoods	<u>Palletised</u> delivery of the goods (in boxes) in the truck
	<u>Loose</u> delivery of the goods (in master cartons) in the truck / container
Jewelry	Starting with 15 delivery boxes, <u>palletised</u> delivery of the goods in the truck

**Incoterm DDP (= Delivered Duty Paid) cited destination point**

**Responsibilities on the part of QVC:**

Unloading of the goods at QVC distribution centre.

**Responsibilities of the vendor (Importer of Record):**

Organization and control of the entire transportation, export and import customs clearance process, as well as liability ownership of the resulting freight costs and import customs duties / taxes (In case of extra EU shipment, this is possible only in case in the customs declaration is not mentioned QVC).

Responsibility of registration for VAT purposes and authorised for a valid Economic Operators Registration and Identification number to ensure import clearance and tax responsibility as the 'Importer of Record' in the destination country.

**Responsibilities of the vendor:**

Mode of dispatch for delivery condition DDP:

Product group	Delivery conditions
Hardgoods	<u>Palletised</u> delivery of the goods (in boxes) in the truck
	<u>Loose</u> delivery of the goods (in master cartons) in the truck / container
Jewelry	Starting with 15 delivery boxes, <u>palletised</u> delivery of the goods in the truck



Loading on Truck / Container	Responsible	No Duty
Export declaration	Responsible	No Duty
Transport to the export port	Responsible	No Duty
Unloading and fees at the export port	Responsible	No Duty
Transport to the import port	Responsible	No Duty
Unloading and fees at the import port	Responsible	No Duty
Transport to Consignee	Responsible	No Duty
Custom fee	Responsible	No Duty
Tax fee	Responsible	No Duty

## DOCUMENTS

### TRANSPORT DOCUMENTS, CUSTOMS DOCUMENTS, SHIPPING DOCUMENT

We require all vendors shipping by **Sea, Air, and Road** (including **DAP** shipments) to pre-notify **QVC, Expeditors** and preferred **Freight Forwarder** in advance of the shipment arriving at the port of destination by providing the appropriate finalized commercial documentation prior to the goods departing the country of export as per the mentioned service levels set out below and in accordance with the mandatory requirements of the Purchase Order contract by contacting the following:

**QVC:** [italy.supplychain@qvc.com](mailto:italy.supplychain@qvc.com)

**Expeditors:** [Mil-qvc@expeditors.com](mailto:Mil-qvc@expeditors.com)

+ Freight Forwarder email address

Please ensure the shipment information included in the subject header of the pre-notification email is clear and includes the following information:

- 1) Expected time of arrival
- 2) Purchase Order Number (if multiple PO's use one for reference)
- 3) Delivery Terms & Place of Delivery

### Service levels for pre-notification by mode of transport

**Air/Road:** all commercial documentation must be emailed to the above contacts at least **5 to 7 days** prior to the goods arriving at **PLACE** of destination.

**Sea:** all commercial documentation must be emailed to the above contacts at least **10 to 14 days** prior to the goods arriving at the port of destination.



**Failure to provide correct commercial documentation**

QVC reserves the right to apply a chargeback in accordance with our vendor policy relating to commercial documentation non-conformance, including origin certificates, and any associated incurred costs, such as demurrage or detention. In the event that commercial documentation is not provided within the above service levels set out or information contained within the commercial invoice is missing or inaccurate, a chargeback of **€250** per invoice will be applied, as well as any irrecoverable duty paid related preferential shipments.

Please refer to section [TBC] for chargeback criteria.

Queries related to freight and customs documentations can be sent to [Italy.SupplyChain@qvc.com](mailto:Italy.SupplyChain@qvc.com).

Dispatch address for original customs documentation:

QVC Italia S.R.L  
Geodis Logistic S.p.A  
Via Dogana Po, 2/A – building H  
29015 Castel San Giovanni (PC) Italy  
**c.a Supply Chain Dept.**

**Issued to:**

QVC Italia srl Via Guzzina 18  
20861 Brugherio (MB) Italy

**TRANSPORT DOCUMENTS**

Incoterm (freight term) **AND PLACE OF DELIVERY**

The following transport documents must be enclosed with each shipment, depend-ing on the mode and means of transport:

<u>Transport docu- ments</u>	<u>Air freight</u>	<u>Sea freight</u>	<u>Overland transport</u>
Europe	AWB	-	CMR
Italy	-	-	<u>bill of lading</u>
<u>Overseas</u>	AWB	<u>Seawaybill</u>	-

Each transport document must contain the information listed below:

- Delivery date
- Incoterm (freight term)
- Number of pallets or number of packages
- Number of boxes per pallet
- Volume in cbm (and/or weight in kg)



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In order to avoid demurrage and detention costs for vendors, QVC has included a non-negotiable bill of lading (Express B/L/Seaway Bill) in the letter of credit terms for compliance with the letter of credit terms which must be sent to the bank with the other documents designated in the letter of credit.

If an original bill of lading was made out in exceptional cases, this must contain the following information.

### **Special characteristics of the transport documents that must be used for ocean freight shipments**

#### **a) Bill of lading Italy using FCR for POs with L/C**

The bill of lading should only be drawn up for letter of credit (L/C) transactions. It is used to ensure that the vendor is paid for the goods.

In other words, QVC cannot dispose of the goods until the original bill of lading has been submitted to the shipping company by the forwarding freight carrier. The document dispatch must be organised by the vendor (or the freight carrier if he has been commissioned to do this) as follows:

1/3 Original bill of lading must remain with the vendor for security

1/3 Original bill of lading must be sent to the Wells Fargo Bank – Hong Kong

1/3 Original bill of lading must be sent to the following address:

QVC Italia S.R.L

Geodis Logistics S.p.A.

attn. Supply Chain Department Via Dogana Po, 2/A

29015 Castel San Giovanni Italy

If 1/3 of the BL is not provided to QVC at least three (3) days prior to the arrival of the vessel, any demurrage and detention costs will be charged to the vendor.

#### **b) Seawaybill**

The seawaybill (also referred to as express-B/L) must be used for all payment conditions, with the exception of letter of credit transactions.

The seawaybill is a non-negotiable transport document and does not need to be submitted to the importer as an original document to obtain the release of the containers in the harbour.

This transport document should only be selected by the vendor if nothing to the contrary has been agreed in the letter of credit conditions.

## **CUSTOMS DOCUMENTS**

All import shipments liable to customs duty must contain the necessary documents, including preference and movement certificates required to clear customs, and must be submitted to the [Italy.SupplyChain@qvc.com](mailto:Italy.SupplyChain@qvc.com) as per



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the stated service levels in **section 4**. In case of Bill of Lading and customs preference documents original are needed. The customs documents for Italy must be issued to QVC Italia S.R.L (see address stated in section 4).

**Customs documents may include the following:**

- 1) Commercial invoice
- 2) Customs Preference Documents based on **country of origin** (certificate of origin)
- 3) Packing list

**Information requirements for drawing up the commercial invoice:**

- Invoice number
- Invoice date
- Country of origin
- Incoterm (terms of shipment)
- Place of Delivery
- QVC purchase order number/s
- Complete QVC item number/s (with colour, size)
- Description of the QVC item/s
- Material composition (proportional specification in percent)
- Total delivery quantity in units
- Delivery quantity per QVC item number in units
- Unit price per item
- Total price per QVC item number
- Total invoice amount excl. VAT (net)
- Origin Declarations e.g. CETA or REX (if applicable)
- Type of mussel species i.e. CITES (if applicable)
- Anti-Dumping Statement (if applicable)
- Weight

Note: an example template of a commercial invoice can be provided on request by contacting the Supply Chain team [Italy.SupplyChain@qvc.com](mailto:Italy.SupplyChain@qvc.com)

## SHIPPING DOCUMENT

In addition to the customs documents and transport documents, the following documents must be included with each delivery:

**Delivery note:**

The delivery note (see the sample below) explains the content of the delivery and must include the following information:

- Delivery date
- QVC PO number
- Vendor number
- Complete QVC item number (with colour, size)
- Delivery quantity per QVC item number in units



- Description of the QVC item
- Total delivery quantity in units
- where applicable, indication of the expiry date and/or dangerous goods

The information on the delivery note must be entered in Italian or English, as well as the national language. One copy of the delivery note must accompany the bill of lading and the driver must submit this copy to Goods Receiving.

The second copy of the delivery note must be in a shipping pouch fastened on the first box that is visible after opening the container (if the shipment consists of loose boxes), or fastened on the first pallet that is visible after opening the truck (bonded on the wrapping foil).

If the delivery note contains different PO numbers, each item number must clearly and uniquely assigned to a PO number.

Two delivery notes must always be made out per truck/container, regardless of whether it is a partial delivery or a complete delivery. If the delivery for an order consists of several trucks/containers, two delivery notes must also be made out per truck/container. Partial deliveries must be noted on the delivery note, as must be a precise list of article nos., PO number, product designation and quantity of the QVC article number.

## VENDOR SAMPLE

QVC will not absorb any cost for freight, duty or VAT in receiving samples from Vendors.

In order to receive them, all shipments of samples from extra EU countries need to be shipped under DDP Brugherio (Delivery Duty Paid) Incoterm, to the following address:

QVC Italia srl,  
[ c.a. BUYER NAME / QA TEAM MEMEBER]  
Via Guzzina 18 Brugherio  
20861 (MB) Italy  
Direct Dial +39-03-99891000



The Vendor is required to make sure that package is addressed to the actual responsible Merchandise Team / QA team (name and surname) for ease of identification.

When shipping beauty samples for broadcasting purpose / live show, the CPNP number must be indicated in the commercial invoice.

## PALLETISATION

Euro pallets are exchanged on delivery “one-to-one” and for items that are “of the same type and quality”.

Furthermore, the following packing guidelines must be complied with for the palletising of goods:

- In cases where the delivery is less than 10 master cartons no wooden pallet is required.
- Pallets must not be stacked on top of one another in the truck.
- Only EU EPAL Standard wooden pallets (1200 x 800mm) will be accepted with a full perimeter base and 4-way entry. Only exchangeable EPAL EURO pallets will be accepted. The Euro pallets must be 1200 mm x 800 mm in size and comply with DIN 15 146 T2, UIC guideline 435-2 or quality classification standard class A or B (recommendations for use in automatic systems, machine-compatible, conveyable, high rack-stackable). see Annex A.6.8 for details. If pallets come from extra UE must be also fumigated pellets (always EURO EPAL).

The Euro pallet is recognisable by the EPAL symbol:

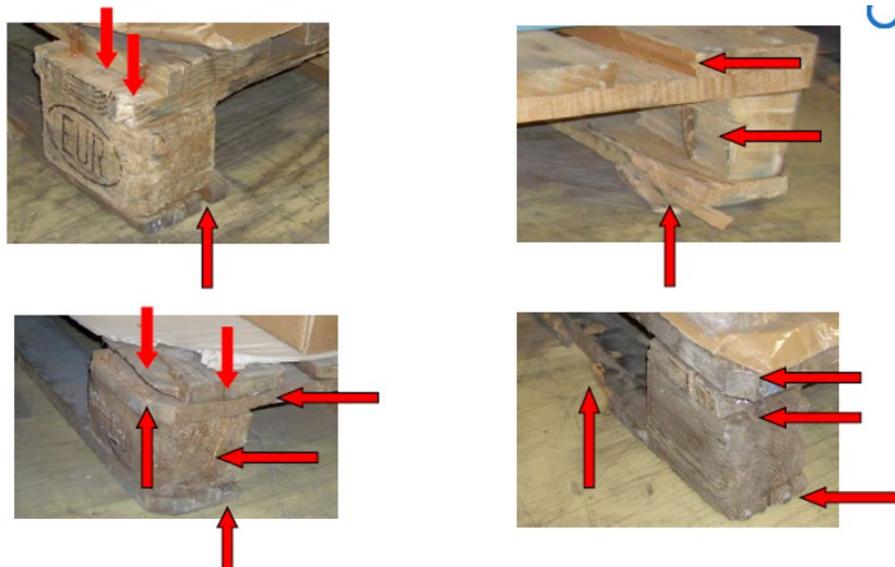


All pallets must arrive at QVC in a flawless condition. Pallets can no longer be exchanged if they have one or more of the following defects:

- A board is missing, is broken at a slant or diagonally.
- More than two base or top boards or a transverse board are splintered off in such a way that more than one nail or screw shaft is visible per board.
- A block is missing, or is still attached but twisted, broken or split.



- The country code on the right (e.g. EUR) and the label of a railway company or pallet organisation (e.g. EPAL) on the left are missing.
- Components have been used for repairs which are obviously not authorised (too thin, too narrow, too short boards or blocks), or the general condition is so poor that the load-bearing capacity is no longer as-sured (decaying, rotten boards or blocks, or several broken off).



The height of the packed pallet must not exceed 1950 mm, including pallet. Deviations from these limits are not permitted.

The weight of the packed pallet must not exceed 600 kg, including pallet. Deviations from these limits are not permitted.

The basic dimensions of the pallet may not be exceeded as a result of protruding cartons. Furthermore, it should be noted that only vertically-stacked pallets are accepted.

The load must be stable in shape.

The basic dimensions of the pallet may not be exceeded as a result of protruding cartons.

Furthermore, it should be noted that only vertically-stacked pallets are accepted.

Only intermediate layers of cardboard are permitted as filling for a pallet for load stability. Edge protectors and straps may not be used for this purpose.

Pallets must be packed unmixed, meaning that only articles with one QVC article number and matrix (size and colour) may be placed on a pallet. The number of master cartons/product cartons on the pallet must be the same with each delivery. The only exceptions from this are micro-quantities and sub-quantities which cannot be packed to form full pallets.



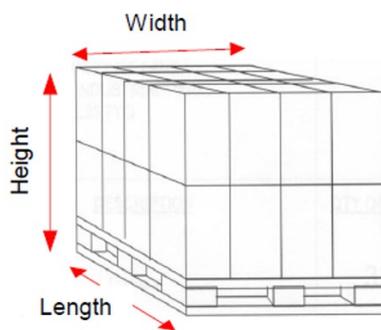
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A pallet which consists of at least two different article numbers must have a clearly-visible packing slip. Physical separation is necessary within the pallet. It is best to have one layer per article number and matrix. If the individual quantity per article number and matrix is too small, products with identical article numbers are to be packed in blocks and unmixed within a layer.

The packing slip must be labelled “MIXED PALLET” and contain the following information:

1. PO number
2. complete QVC article number (with colour, size)
3. brief description of the QVC article
4. no. per article number per pallet
5. dangerous goods label and/or expiry date



The goods must be protected against falling off and against theft. The pallet must only be wrapped around with transparent stretch foil. Further, each pallet must be covered with transparent foil, black foil, shrink wrapping or cardboard inlay. The pallet must also be wrapped tightly with transparent stretch foil and without any loose foil ends (e.g. cut edge of the foil, end of the stretch wrap). The ends of the foil may be glued or thermally sealed to the pallet. No knots on the base of the pallet are however permitted.

The cartons must not overhang the pallet.

Saleable units loaded directly onto the pallet must be laid flat and not on their side.

There must be a consistent number of cartons per layer and per pallet.

QVC will exchange pallets on a one-for-one basis at the time of delivery if a Pallet Exchange Note is provided and the pallets comply with QVC requirements.

The packed pallet should be shrink-wrapped/stretch-wrapped (in clear or opaque plastic) to create a secure, sealed outer.

We prefer that the shrink wrap is not placed over the top of pallet. However, if this is unavoidable, the covering on the top must be tight and not flapping. If in doubt, please place tape corner to corner to hold the wrap down.

Vendors must ensure all shrink-wrap is tightly wrapped and excess pieces cut off.



## MIXED PALLET

In order to maximise load space, vendors are allowed to load multiple SKUs on one (1) pallet in order to achieve maximum pallet heights. Where feasible a SKU must be placed on one pallet and **MUST** not be spread across numerous pallets.

It is not allowed to split the same PO in different delivery making more mixed pallet.

These should be loaded by the rear door of the container or trailer if domestic. In this situation the largest SKUs must be loaded on pallets first with the smaller SKU at the top of pallets.

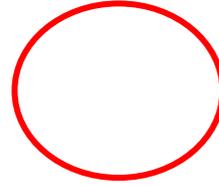
Mixed pallets must be marked as mixed and have a **divider between the SKUs for ease of receipt at the DC. The divider should be a slip sheet covering the complete layer (cardboard)**. Small quantities (50 units or under) must be placed in master cartons.



For further assistance please contact [Italy.SupplyChain.VendorManual@qvc.com](mailto:Italy.SupplyChain.VendorManual@qvc.com)

Mixed pallet must be identify applying the “MIXED PALLET” label:





Customer orientation is one of our most important guidelines. This primarily includes our customer and supply service, the best possible quality of our goods, the correct marking of goods and their environmental but stable packaging.

Only if proper procedures are used can our customers receive the goods they order in perfect condition and in good time.

If the defined requirements are not adhered to, we reserve the right to charge the vendor for the additional costs that are incurred, or to return goods at the vendor's expense. Further rights, in particular compensation, are unaffected by this. If costs are incurred over and above these amounts, these will be charged separately, amounts that have already been paid being allowed against these.

Should there be any enquiries regarding logistical requirements, such as packaging, loading devices or labelling, these can be sent to the Operational Vendor Compliance Department.

If vendors have any enquiries regarding product quality, they can contact the QA Department (First Piece Inspection) in Brugherio (Italy.QA@qvc.com)

QVC ITALIA srl  
Ufficio Acquisti Via Guzzina, 18  
20047 Brugherio (Monza e Brianza) – Italy.

## Non-compliance with the quality and logistics terms

The following provisions come into force in case of any violations of QVC's delivery terms. This applies to the inspection of the quantity delivered with regard to the quality of the product and the logistical requirements (see QVC Vendor Manuals on "Quality Assurance" and QVC Vendor Manuals on "Logistics"). QVC also reserves the right to reject the entire shipment in case of non-compliance with the listed terms.



**NOTE:** Logistical reworks found during the inbound process and during quality inspection are always performed without prior consultation with the vendor while QC reworks depending on the timing between NC and Show Date or depending on a specific amount communicated to the Vendor. In special cases warehouse can perform the rework without prior consultation due to the lack of answer by the vendor.

**NOTE:** goods must be arrived in our warehouse intact and in clean condition. If any anomaly is detected (color and smell included) goods may be rejected.

## No compliance costs / Chargeback

Reworking which QVC needs to carry out because a delivery is not of the requisite standard will be charged using the list of costs set out below.

The amounts below are net amounts, not including the statutory rate of turnover tax.  
QVC reserves the right with regard to the following points:

- to appoint an external company to carry out any reworking that is needed as a result of goods having been delivered which were not of the requisite standard,
- to carry out the reworking without prior consultation in special cases,
- furthermore, to implement the necessary reworking or to charge the additional process effort.

NOTE: Additional costs caused by logistical defects will also be charged if the goods are subsequently rejected for quality-related reasons.

The reworking costs will be charged using a chargeback form.

Category	No.	Reason for compensation	Detailed information, see LHL section:	Compensation/ chargeback
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Incoming goods and transportation And customs Procedures	1.1	Failure to book warehouse delivery prior to required booking date As per PO instruction	A.2.1.	QVC 250.00 € flat-rate
	1.2	Booking of shipment after original required LDS (Last Date to Ship) or Delivery after PO due date, as per vendor contract / PO.	General Purchasing Terms of QVC Item 4.4	Costs per PO: 0.5 % of the value of the goods per day of delay, up to a maximum of 20% of the value of the order
	1.3	Failure to deliver in agreed timeslot	A.2.1.	QVC 250.00 € flat-rate
	1.4	Failure to comply with QVC freight instruction (eg bill of lading)	A.2.	QVC 250.00 € flat-rate + additional costs incurred
	1.5	Failure to provide or complete commercial documentation correctly, including invoices, preference certification, forms and customs statements / origin declarations		QVC 250.00 € flat-rate + Duty Charges
	1.6	Failure to provide an unambiguous product description resulting in customs delay or additional cost of import duties		QVC 250.00 € flat-rate + Duty Charges

Delivery	2.1	Received product does not match QA sample / spec card	A.3.5/B.1/C.1/D.1.	QVC 50.00 € flat-rate
	2.2	Unauthorised partial shipment (over 5% variance on unit amount)	A.5.3.	QVC 250.00 € flat-rate + freight costs incurred
	2.3	Unauthorised over shipments (over 5% variance on unit amount)	A.5.3.	QVC 250.00 € flat-rate + freight costs incurred
	2.4	Delivery unsafe for unloading (eg Missing tie down / cargo securing)	A.3.1/A.3.3.	QVC 250.00 € flat-rate
	2.5	Failure to include complete and accurate legible delivery documents	A.2.3	QVC 250.00 € flat-rate
	2.6	Non QVC product preventing unloading	A.3.1.	QVC 250.00 € flat-rate
	2.7			QVC 250.00 € flat-rate

	3.1	Missing or incorrect Item (product) / master carton barcode labelling	B.4/C.4/D.3.	QVC 250.00 € flat-rate + 3PL manpower costs + material costs
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Articles and packaging	3.2	Overbagging (put the items into a shippable polybag) of Incorrect or faulty product packaging		QVC 250.00 € flat-rate + 3PL manpower costs + material costs
	3.3	Overboxing (put the items into a shippable product carton) of Incorrect or faulty product packaging	B.2/C.2/D.2.	QVC 250.00 € flat-rate + 3PL manpower costs + material costs

Articles and packaging	3.4	100 % inspection (Logistical requirements, eg mismatch between delivery note / quantity information on the master carton)	A.4.2.	QVC 250.00 € flat-rate + 3PL manpower costs + material costs
	3.5	Addition to contents Adding batteries to contents Removal of incorrect part/item Addition and removal to contents	A.4.	QVC 250.00 € flat-rate + 3PL manpower costs + material costs
		Sortation of product (after QC rejection, requirements defined by QC)		QVC 250.00 € flat-rate + 3PL manpower costs + material costs
	3.7	Cartons not securely sealed	B.2.3/C.2.3/D.2.3.	QVC 250.00 € flat-rate + 3PL manpower costs + material costs
	3.8	Garment on hangers: <b>Delivery of hanging goods is not allowed.</b>	<b>C.5.</b>	QVC 250.00 € flat-rate + 3PL manpower costs + material costs
	3.9	Incorrect master carton packaging	B.2/B.3/C.2/ C.3/D.2.	QVC 250.00 € flat-rate + 3PL manpower costs + material costs

Pallets	4.1	Mixed pallets not according to specific guidelines	A.3.4.	QVC 250.00 € flat-rate + manpower
	4.2	Repalletisation (over height / weight / overhang / wrong pallet / broken pallet / damaged pallet / extra pallets)	A.3.4.	QVC 50.00 € flat-rate + manpower
	4.3	Incorrect Pallet wrapping (Transparent foil / foil on top missing / foil lower than pallet / lose end of foil / foil knots on pallets / cardboard corners / straps around the pallet)	A.3.4.	QVC 250.00 € flat-rate + manpower
	4.4	Missed pallet exchange upon delivery or upon product returns (PRN / CRTV / RTV)	A.3.4.	QVC250.00 € flat-rate

	5.1	Storage costs due to refusing the return of goods (RTV / CRTV / PRN)	A.4.1/A.5.1/A.5.4.	5.00 € per pallet per calendar week started + QVC 250.00 € flat-rate
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Re	5.2	RTV / CRTV / PRN for disposal of goods (RTV / CRTV / PRN)	A.3.6. + A.5.4.	QVC 250.00 € flat-rate + manpower
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**NOTE:** If the vendor's delivery does not correspond to the released sample of the first piece inspection, the goods will be rejected and sent back to the vendor at the vendor's expense, or any required rework will be billed to the vendor. Changes to the product / product packaging should only be made after consultation with and written consent from the QA Department. If goods are shipped to the Distribution Centre without prior consent, the delivery will also be refused and sent back to the vendor at vendor's expense. All quality requirements imposed on the QVC items are described in the quality manuals. The manuals and videos are available on the QVC Vendor Portal to this link <https://corporate.qvc.it/en-logistics/>



## Import and Delivery Terms

### REASONS FOR COMPLIANCE GUIDE

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

QVC's requirements are designed to ensure timely and accurate processing of goods received from the vendor, and then onwards to QVC's customers.

Compliance with these requirements is essential for QVC to maintain its high standards of customer service and to also meet its legal customs obligations. Therefore, a vendor chargeback policy is in place to highlight all non-compliance issues.

If you have any queries or challenges in meeting the requirements contact QVC Supply Chain Department [Italy.SupplyChain.VendorManual@qvc.com](mailto:Italy.SupplyChain.VendorManual@qvc.com)

#### **1.1 Compliance Guidelines for delivery to QVC:**

1. Always comply to the **packaging** requirements
2. Always comply to the **labelling** requirements
3. Always comply to the **palletisation** requirements
4. Always comply with the **customs** requirements
5. Always comply to the **delivery / booking** requirements
6. If in doubt contact QVC Supply Chain Department or Vendor Manual

#### **1.2 Top 10 Reasons for Delivery Non-compliance**

1. Item doesn't match passed QA sample please refer to QA Manual
2. Saleable unit not labelled or labelled incorrectly as per bar coding requirements
3. Pallet not labelled or labelled incorrectly
4. Pack slip missing or incorrect
5. Master/vendor carton not labelled or labelled incorrectly as per barcoding requirements
6. Delivery No Show or Late
7. Pallet incorrectly loaded (over height, inconsistent units per pallet, poorly wrapped pallet)
8. Items not/incorrectly labelled -regulatory symbols/requirements
9. Packaging differs from FPI Sample or spec card
10. Missing Italian anti suffocation warning on polybag

For any doubts about Top 10 Reasons for Delivery Non-compliance please refer to [Italy.SupplyChain.VendorManual@qvc.com](mailto:Italy.SupplyChain.VendorManual@qvc.com) or [Italy.QA@qvc.com](mailto:Italy.QA@qvc.com)

**! It is not possible to store product for which is mandatory the control of the temperature!**