



Apparel Packing Standards

– Hanging at Source –

October 2016

Introduction

The purpose of this document is to clearly define 'Apparel Packing Standards' for suppliers involved in the manufacturing and supply of apparel to The Warehouse Group Ltd.

It particularly addresses the standards required for Suppliers involved in hanging at source for The Warehouse Group Ltd.

Policy Statement

It is The Warehouse Group Ltd policy that all packaging:

- *Be fit for its intended purpose of transport, storage, protection, and display.*
- *Comply with our marking, information, and pricing requirements*
- *Conform to our environmental principles of reducing unnecessary packaging, facilitating the re-use and recycling of packaging materials and restricting or eliminating particular types of packaging materials.*
- *Conform to all relevant New Zealand Standards and Regulations.*

This document is in four sections;

- **First section covers HANGERS (Pgs. 3 – 7)**
- **Second section details HANGER COSTS EX TIC AND INVOICING TWL (Pg. 8-9)**
- **Third section covers HANGING / PACKING REQUIREMENTS (Pg. 10-16)**
- **Fourth section covers CARTONS, SUPPLY CHAIN REQUIREMENTS, QUALITY PROCESS AND CHECKS and DELIVERY COMPLIANCE (Pg. 17-21)**

Section 1: HANGERS

From Autumn Winter 17 (AW17) all Suppliers are required to hang garments at source for TWL. Some Suppliers will be requested to start Hanging at Source earlier than AW17, if you are one of those suppliers the TWL team will contact you to discuss your individual cutover dates.

TIC Group are the only authorised Supplier of hangers to TWL. We have nominated a specific hanger range to support our 'Clothing Concept' and desired quality standard – this is detailed below – no unauthorised or counterfeit (copy) hangers will be accepted. Any supplier found to be using counterfeit or unauthorised hangers will be subject to appropriate penalties.

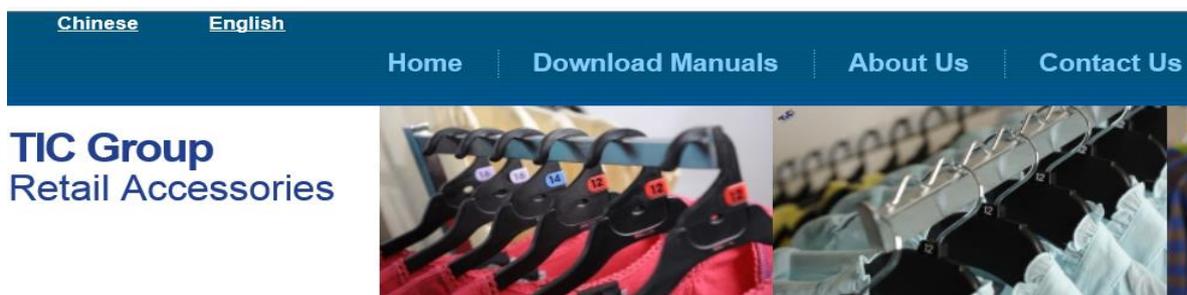
Supply of hangers in China / Bangladesh via TIC Group

TWL Suppliers are required to purchase all hangers from the TWL nominated supplier TIC Group. You will be required to pay TIC directly for hangers on an FIS cost basis.

Suppliers are required to order specific hangers as detailed on TWL confirmed purchase orders. Orders to be placed via local TIC office as detailed below (you will be given access to a Vendor portal to order online).

As part of the set up TIC will be in contact with you to facilitate supplier registration and set you up to use the TIC Vendor Portal tool (as shown below). You will be provided with relevant training material and opportunity to attend a workshop to support your team members.

As a socially responsible retailer, TWL runs a recycling process for standard hangers, which allows the majority of hanger to have a re-use life span of 6+ cycles.



Please Login

Username:

Password:

Remember me

 **Login**

TWL Hanger Range

Garment	TIC Code	Hanger Photo	QTY per CTN	Hanger Size	Type	Size Range	Department
Womens Tops	TH43BL		470	400mm	TOP	XS-3XL 8-20	Womens Tops
	KN44BL		320	420mm	TOP	XS-3XL 8-20	Womens Knitwear only
	TH45BL		370	460mm	TOP	18-28 3XL - 6XL	Kate Madison Only Basics Tops
	KN47BL		290	460mm	TOP	18-28 3XL - 6XL	Kate Madison Knitwear Only Basics Knitwear / Sweatshirts
Womens Bottoms	FL57BL		250	280mm	FoxCLIP	S-3XL 8-28	Womens
	FL58BL		240	310mm	FoxCLIP	3XL - 6XL 18-28	Kate Madison Only
Mens Tops	TH45BL		370	460mm	TOP	S-6XL	All Tops Excluding Knitwear and Jackets
	KN47BL		290	460mm	TOP	S-6XL	Knitwear and Jackets only
Mens Bottoms	FL58BL		240	310mm	FoxCLIP	S-6XL	All Mens

Specific hanger nominations on Orders

TWL may nominate a specific hanger that is contrary to detail provided on this page on actual Orders. This may be done to maximise presentation and minimise in-store space requirements. This will be on an exception basis only and will be annotated in the order notes as "deviation from hanger manual instructions".

Garment	TIC Code	Hanger Photo	QTY per CTN	Hanger Size	Type	Size Range	Department
Kids Tops	TH40XBL		900	250mm	TOP	NB - 00 0 - 2.5	Infants Tops
	TH41XBL		700	300mm	TOP	3-7	Girls/Boys Tops
	TH42XBL		670	350mm	TOP	8-16	Girls/Boys Tops
Kids Bottoms	BH59BL		500	180mm	CLIP	NB - 00 0 - 2.5	Infants Bottoms (includes Infants leggings)
	BH60BL		450	210mm	CLIP	3-7	Girls/Boys Bottoms (excl denim/leggings)
	BH64BL		340	260mm	CLIP	8-16	Girls/Boys Bottoms (excl denim/leggings)
	FL56BL		300	210mm	FoxCLIP	3-7	Girls/Boys Bottoms (Denim/Drill only)
	FL57BL		250	280mm	FoxCLIP	8-16	Girls/Boys Bottoms (Denim/Drill only)
	BH56BL		650	120mm	CLIP	3-7 8-16	Girls Leggings only (Not Infants)
	PH54XLBL		420	190mm	CLIP	0-2.5 3-7	Bottoms of Infants+ Girl/Boy 3-7 top & pant sets

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Garment	TIC Code	Hanger Photo	QTY per CTN	Hanger Size	Type	Size Range	Department
Sleepwear	TH40XBL		700	250mm	TOP	0-2.5	Infants tops
	TH41XBL		700	300mm	TOP	3-7	Girls/Boys Tops
	TH42XBL		670	360mm	TOP	8-16	Girls/Boys Tops
	PH54XLBL		420	190mm	CLIP	0-2.5 3-7	Infants Bottoms ,Girls/Boys bottoms
	PH55XLBL		520	250mm	CLIP	8-16	Girls/Boys Bottoms
	TH43BL		470	400mm	TOP	All	Womens, Mens (Pant has garment loops)
	BH61BL		340	280mm	CLIP	All	Womens, Mens (Sleep pant only)
Size Clip	AC16		200	One size	Clip	All	All Hangers (TWL NZ specific must be used refer TWL chart)

Specific hanger nominations on Orders

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**** NOTE SIZE CLIPS SHOWN ARE NOT NZ SIZING PLEASE REFER PAGE 6****

TWL Size Clip Charts

**** NOTE THESE ARE SPECIFIC TO TWL NOT AU STANDARD****

TIC CODE	SIZE DESCRIPTION	CATEGORY	DUAL USE	PMS COLOUR	COLOUR
AC16CNB1365C	N/B	CHILDRENS		1365C	Yellow
AC16C0479	0	CHILDRENS		479	Salmon
AC16C00375	00	CHILDRENS		375	Bright Green
AC16C000161	000	CHILDRENS		161	Brown
AC16C1318	1	CHILDRENS		318	Turquoise
AC16C11/2164	1 1/2	CHILDRENS		164	Orange
AC16C2WHT	2	CHILDRENS		WHT	White
AC16C21/2347	2 1/2	CHILDRENS		347	Dark Green
AC16C3264	3	CHILDRENS		264	Lilac
AC16C43145C	4	CHILDRENS		3145C	Teal
AC16C5185	5	CHILDRENS		185	Red
AC16C6444	6	CHILDRENS		444	Grey
AC16C75615C	7	CHILDRENS		5615C	Olive
AC16C9476	9	CHILDRENS		476	Brown
AC16L81205C	8	LADIESWEAR	CHILDRENS	1205C	Beige
AC16L10164	10	LADIESWEAR	CHILDRENS	164	Orange
AC16L12347	12	LADIESWEAR	CHILDRENS	347	Dark Green
AC16L14286C	14	LADIESWEAR	CHILDRENS	286C	Blue
AC16L161365C	16	LADIESWEAR	CHILDRENS	1365C	Yellow
AC16L18185	18	LADIESWEAR		185	Red
AC16L20WHT	20	LADIESWEAR		WHT	White
AC16L223145C	22	LADIESWEAR		3145C	Teal
AC16L241205C	24	LADIESWEAR		1205C	Beige
AC16L26444	26	LADIESWEAR		444	Grey
AC16L28264	28	LADIESWEAR		264	Lilac
AC16M72WHT	72	MENSWEAR		WHT	White
AC16M77318	77	MENSWEAR		318	Turquoise
AC16M82347	82	MENSWEAR		347	Dark Green
AC16M87185	87	MENSWEAR		185	Red
AC16M92285C	92	MENSWEAR		285C	Blue
AC16M97479	97	MENSWEAR		479	Salmon
AC16M102375	102	MENSWEAR		375	Bright Green
AC16M1071205C	107	MENSWEAR		1205C	Beige
AC16M112479	112	MENSWEAR		479	Salmon
AC16M117164	117	MENSWEAR		164	Orange
AC16AXS318	XS	ALPHA		318	Turquoise
AC16AS347	S	ALPHA		347	Dark Green
AC16AM286C	M	ALPHA		286C	Blue
AC16AL185	L	ALPHA		185	Red
AC16AXLWHT	XL	ALPHA		WHT	White
AC16AXXL375	XXL	ALPHA		375	Bright Green
AC16A3XL1365C	3XL	ALPHA		1365C	Yellow
AC16A4XL476	4XL	ALPHA		476	Dark Brown
AC16A5XL479	5XL	ALPHA		479	Salmon
AC16A6XL264	6XL	ALPHA		264	Lilac

Note: Dual Sizing Garments – Where dual sizing applies to a garment (i.e. 4-6), please use the lowest size for garment size clip (in this example 4). TWL do not use dual size clips

Section 2: HANGER COSTS EX TIC and INVOICING TO TWL

TIC Hanger costs and contacts

Below details the costs your will pay TIC directly for our nominated hangers

AUSTRALIA / NEW ZEALAND

MELBOURNE

232 Blackshaws Road

Altona North

Victoria 3025

Australia

Ph: +613 9392 2343

Fax: +613 9392 2332

Email: dprentice@ticgroup.com.au

Web: www.ticgroup.com.au

HONGKONG

Unit 3, 29/F, Saxon Tower,

7 Cheung Shun Street,

Lai Chi Kok, Kowloon, Hong Kong

Ph: +852 2148 3685

Fax: +852 2148 3085

Email: garis.leung@ticgroupasia.com

Web: www.ticgroupasia.com

SHANGHAI

Unit E, 17/Floor, Hengji Plaza,

No.99, East Huaihai Road,

Huangpu District,

200021, Shanghai, China

Ph: +86 21 6386 0808

Fax: +86 21 6386 9533

Email: jenny.shen@ticgroupasia.com

Web: www.ticgroupasia.com

CODE	COLOURS	DESCRIPTION	CATEGORY	US \$ HS	BOX QTY'S
TOPS					
TH40XBL	BLACK	250mm Top Hanger	Childrens	0.082	900
TH41XBL	BLACK	300mm Top Hanger	Childrens	0.086	700
TH42XBL	BLACK	350mm Top Hanger	Childrens	0.094	670
TH43BL	BLACK	400mm Top Hanger	Adults	0.109	470
TH45BL	BLACK	460mm Top Hanger	Adults	0.125	370
KN44BL	BLACK	420mm Knitwear Hanger	Adults	0.172	320
KN47BL	BLACK	460mm Knitwear Hanger	Adults	0.187	290
BOTTOMS					
BH56BL	BLACK	120mm Bottom Clip Hanger	Childrens	0.120	650
BH59BL	BLACK	180mm Bottom Clip Hanger	Childrens	0.155	500
BH60BL	BLACK	210mm Bottom Clip Hanger	Childrens	0.165	450
BH61BL	BLACK	280mm Bottom Clip Hanger	Childrens	0.195	340
BH64BL	BLACK	260mm Bottom Clip Hanger	Childrens	0.180	340
FL56BL	BLACK	210mm Bottom Fox Lock Hanger	Childrens	0.165	300
FL57BL	BLACK	280mm Bottom Fox Lock Hanger	Adults	0.195	250
FL58BL	BLACK	310mm Bottom Fox Lock Hanger	Adults	0.219	240
PH54XLBL	BLACK	190mm Bottom Prong Hanger with Loop	Childrens	0.094	420
PH55XLBL	BLACK	260mm Bottom Prong Hanger with Loop	Adults	0.126	520
SIZE CLIPS					
AC16	ASSTD	Size Clip	All Groups	0.009	200 bag

NOTES: Prices are exclusive of any Bank Charges, Customs or Port Clearance Fees (where applicable)

LEAD TIMES: **NEW ZEALAND** From receipt of order despatch time in 2 business days

CHINA / HKG: Despatch within 10 days from receipt of sales order / customs documents

BANGLADES Despatch 30 business days from receipt of all documents. Hangers.bd@ticgroupasia.com

BOX QUANTITIES: All deliveries are full carton / bag quantities.

PAYMENT TERMS: Payment prior to delivery (PPD) or 30 days from date of invoice to approved customers.

Note:

Hanger pricing into Bangladesh is on a C&F basis so clearance and delivery is for the Suppliers account / care

Ordering hangers for Sets

TWL may require you to hang garments as a set to make a single sales unit, such as infants and kid's pyjamas

On the TWL purchase order you will see a TWL Code (as below), but you are required to order single hanger types as per the TIC description

TWL Code	TIC Description
TWL300	TH40XBL + PH54XBL
TWL301	TH41XBL + PH54XBL
TWL302	TH42XBL + PH55XLBL



This is what needs to needs to ordered

For hanging instructions please refer to – folding and packing standards ref packing diagram code C1

Recovering the cost of hangers from TWL

TWL require suppliers to show cost of goods as a single line cost (hanger inclusive).

TWL will pay you (the supplier) for the hanger at the same time as goods are paid for on standard commercial documentation.

For NZ Custom's purposes TWL will locally advise hanger quantities applicable on orders at time of clearance

If you have any queries please contact - Maria Purdy TWL International Logistics Manager
maria.purdy@thewarehouse.co.nz

Section 3: HANGING / PACKING REQUIREMENTS

Hanging Requirements

- Garments to be hung on hangers as nominated in specific PO details
- Hanger type and size will be specified on the TWL PO
- When we refer to a hanger we are also referring to the additional size clip that must be added (as applicable size) to the hanger
- Hanger selection will be based on desired garment presentation
- When using bottom hangers, do not include additional pieces of foam, tissue or paper inside the clip jaws
- Hangers must never be included loose in cartons
- Broken Hangers must never be included in cartons

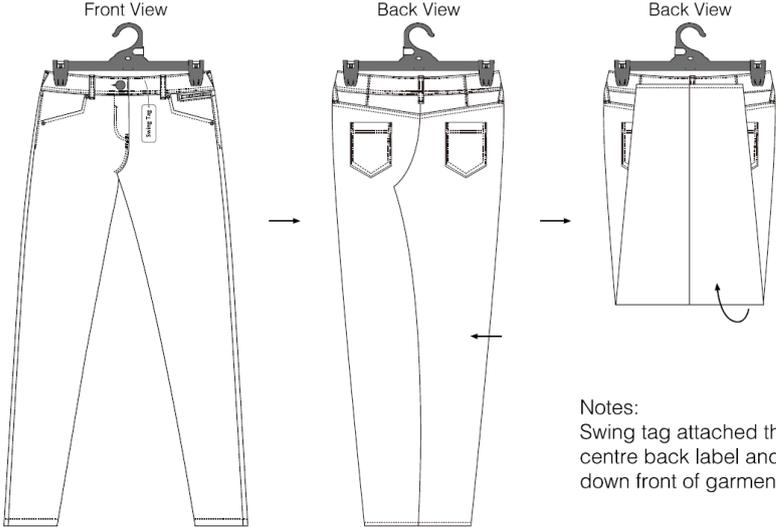
Folding and Packing Standards

All Apparel Suppliers are to ensure that

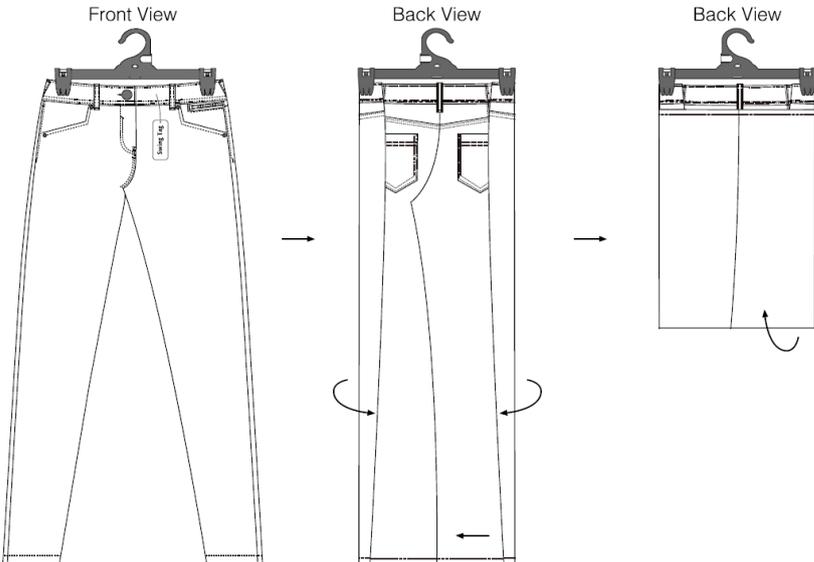
- Garments are clean and dry before packing
- Staff handling the garments have clean hands and the general environment is clean and dust free
- All garments to be folded as per garment folding instructions detailed in this document
Refer to specific folding methods to minimise creasing or crushing of garments in transit

Product Type	Image Code	Description
Pants, Jeans, Leggings, Skirts and Shorts Though images show only pants they are also suitable for shorts. Shorts do not require centre fold. Though images show only long skirts they are also suitable for short skirts. Short skirts do not require centre fold.	P1 P2 P3 D1 D2	Front hung pants – regular sizes Front hung pants - larger sizes Side hung pants – Active Intent Men’s / Formal Men’s and Kate Madison Front hung skirt – regular sizes Front hung skirt - larger sizes
Tops (including Knitwear) Though images show only long sleeve tops they are also suitable for short sleeve tops	T1 T2	Front hung top – regular sizes Front hung top - larger sizes
Dresses and Nightgowns	D3 D4	Front hung dress – regular sizes Front hung dress - larger sizes
Kids Pyjamas and Coordinate Sets Top on appropriate top hanger Bottom on appropriate clip hanger Loop on clip hanger to be placed over hook on top hanger	C1	Front hung, connected set of pyjamas
Adult Pyjamas Adults PJ’s are to be hung on a single top hanger with bottoms secured by hanger loop	C2	Front Hung, bottoms secured by hanger loops to hanger
Shirts	S1	Front hung, arms folded and secured
Girls Leggings As noted on order	L1	Side hung, hems clipped to hanger
Swimwear As specified on orders		

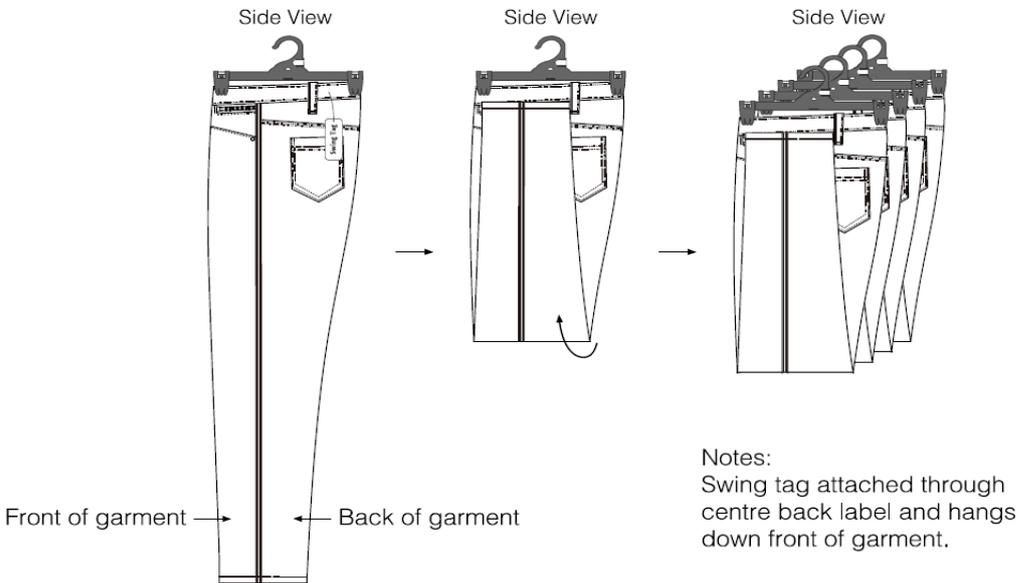
P1 – Front Hung Pants – (S – 3XL Men’s), (8-20 & S – 2XL Women’s), (Active Intent)



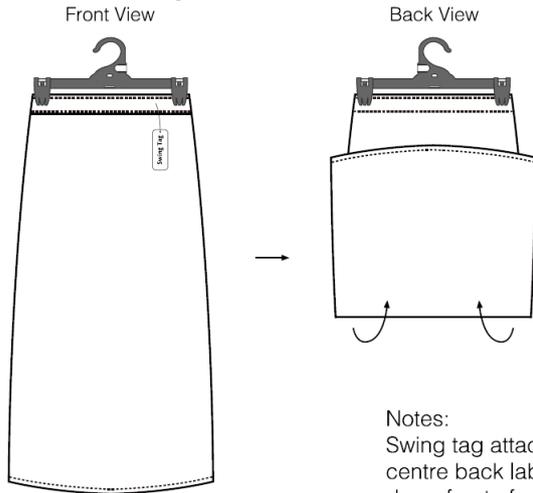
P2 – Front Hung Pants – (4XL – 6XL Men’s), (18 – 28 & 3XL – 6XL Women’s)



P3 – Side Hung Pants - (Men’s Formal Pants), (Women’s Kate Madison All)

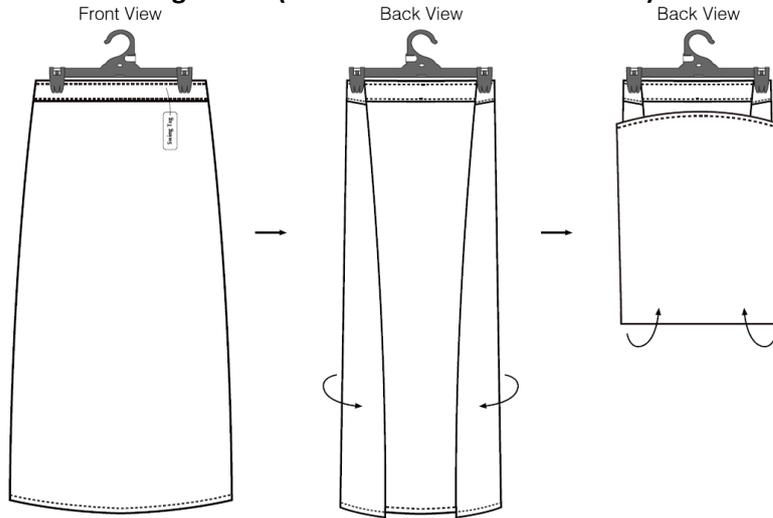


D1 – Front Hung Skirt – (8 – 20 & S – 2XL Women’s)

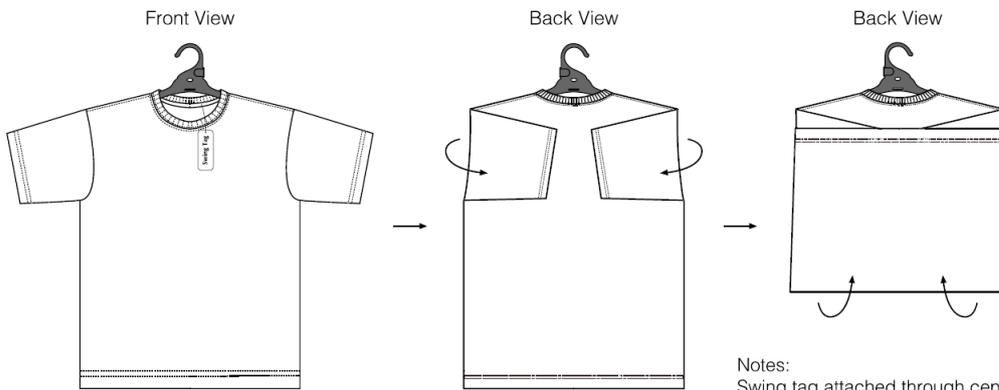


Notes:
Swing tag attached through
centre back label and hangs
down front of garment.

D2 – Front Hung Skirt – (18 – 28 & 3XL – 6XL Women’s)

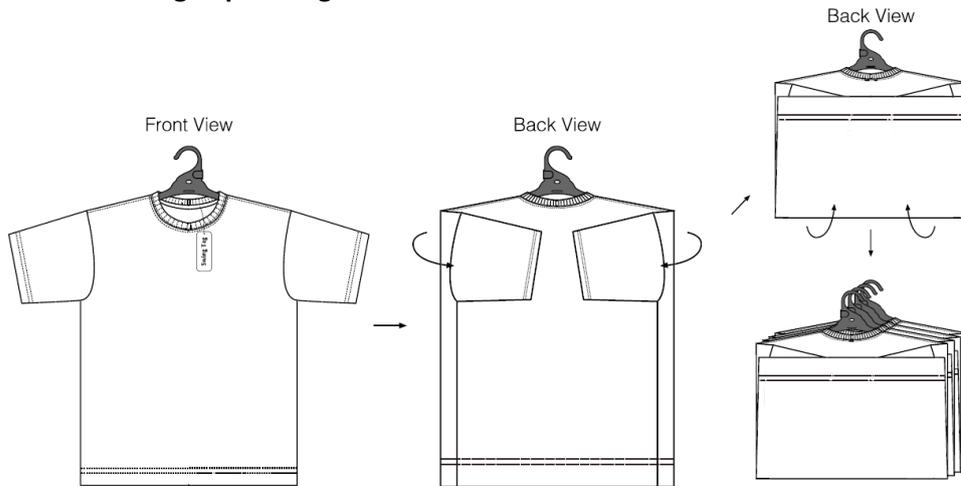


T1 – Front Hung Tops – Regular sizes



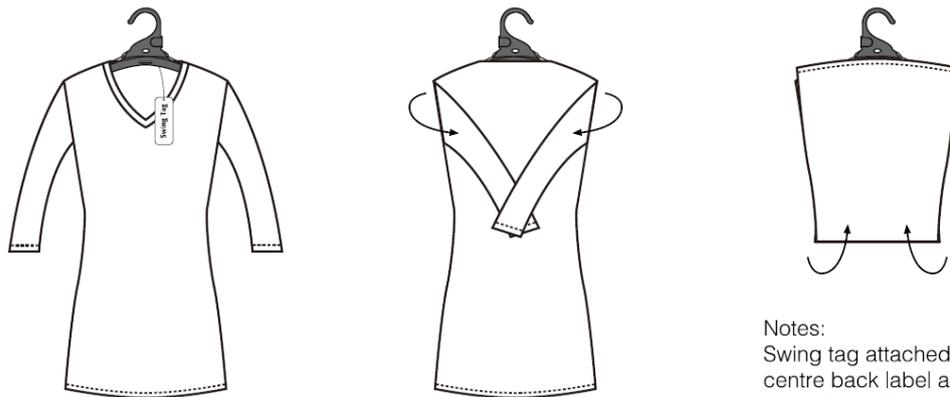
Notes:
Swing tag attached through centre
back label (or centre back hanging
loop if label printed directly onto
fabric of garment) and hangs out
front of garment.

T2 – Front Hung Tops – Larger sizes



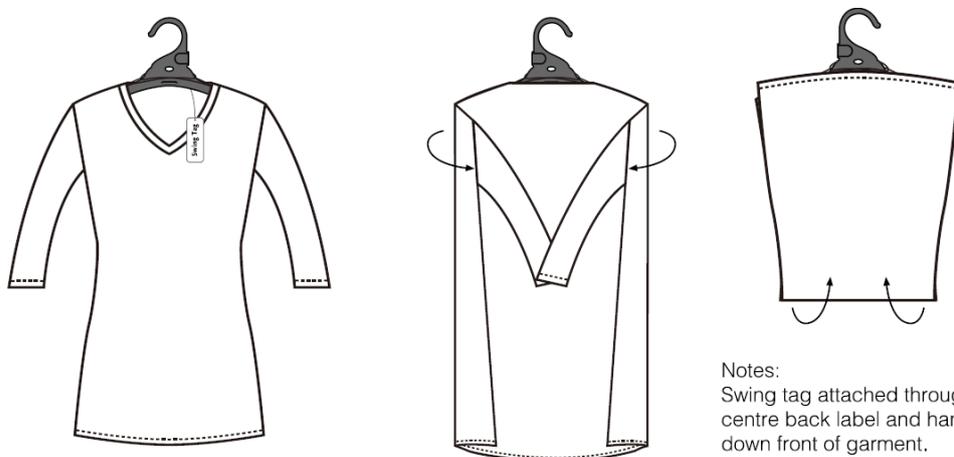
Notes:
 Swing tag attached through centre back label (or centre back hanging loop if label printed directly onto fabric of garment) and hangs out front of garment.

D3 – Front Hung Dress / Nightgown– Regular sizes



Notes:
 Swing tag attached through centre back label and hangs down front of garment.

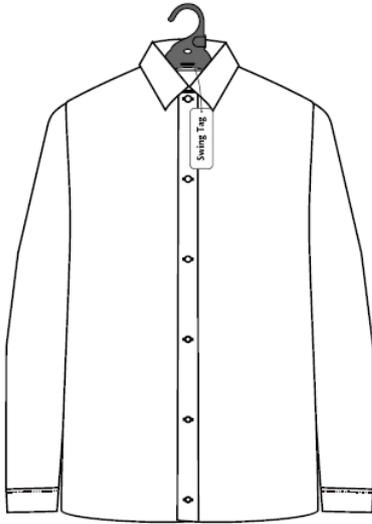
D4 – Front Hung Dress / Nightgown–Larger sizes



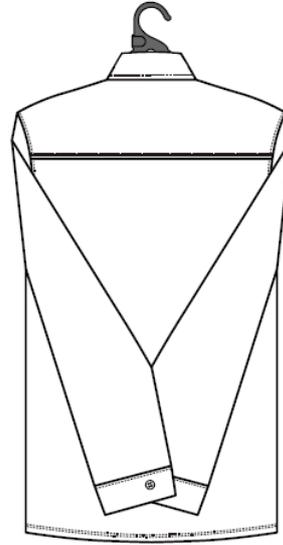
Notes:
 Swing tag attached through centre back label and hangs down front of garment.

S1 – Shirts

Front View



Back View



Notes:

Swing tag attached through centre back [label] and hangs down front of garment.

L1 – Side Hung Girls Leggings

1, Fold garment seam to seam with back of garment to right



2, Fold up legs and close clips over hems to secure.



Notes:

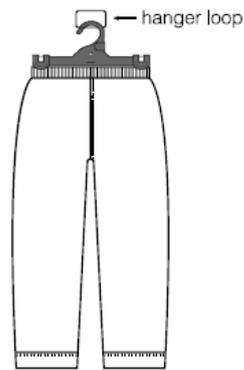
Swing tag to be attached to the hanger loop sewn into the waistband of the legging.

C1 – Kids Pyjamas

1, Hung top on top hanger



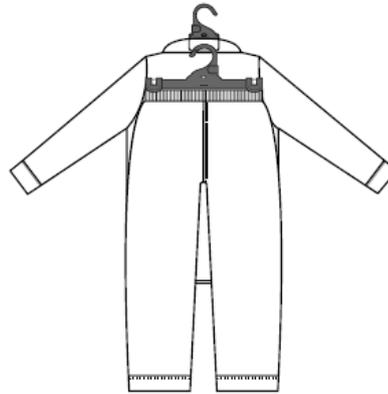
2, Clip pants onto bottom hanger



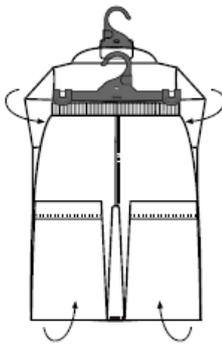
3, Turn over top front down



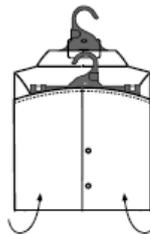
4, Hook loop of pants hanger over hook of top hanger
Front of top will face forward, front of pant will face back



5, Fold in arms of top and fold up legs of pants



6, Double fold the top as indicated

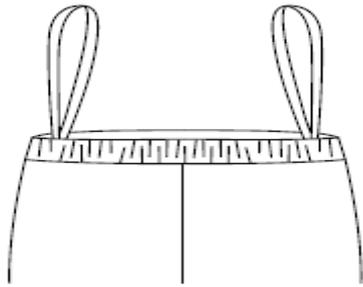


7, Front view after packing

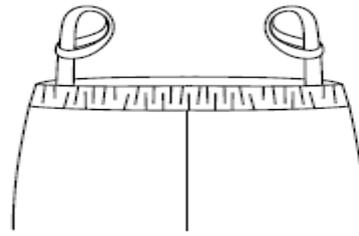


C2 – Adults Pyjamas

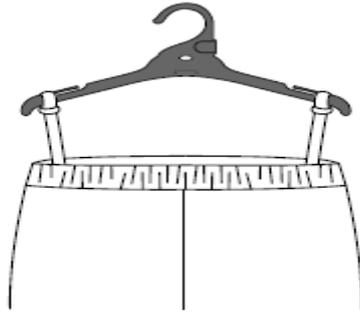
1. Flat the pants and make the hanger loop



2. Make the hanger loop into ring shape



3. Place the ring part on the hanger, and secure it.

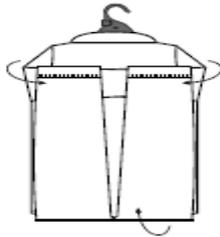


4. Put the top on the hanger over the pants

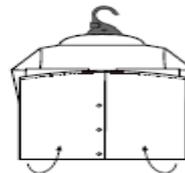


Notes:
Swing tag attached through
centre back label and hangs
down front of garment.

5. Fold the garment as indicated



6. Back view after packing



7. Front view after packing



Loops for Adults Pyjamas

Measurement for Women's & Men's

- Loop to finish 37cm long from top edge of waistband to hanger hook (All sizes & styles)
 - Waistband width needs to be taken into account

Hanger loop quality

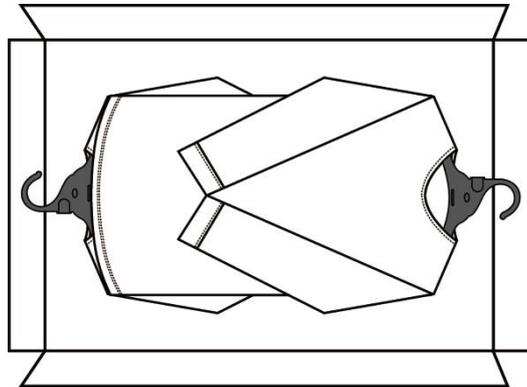
- Satin ribbon
- 4mm wide
- Must not fray easily
- Colour match to garment

Loop position

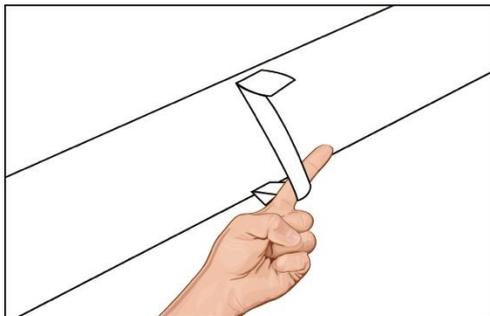
- Loop on fold
- Insert into lower edge of waistband at side seam, turn hanger turn hanger tape up & stitch back across ribbon
- Must be securely inserted and stitched into seam so ribbon does not fray or pull out of seam

Packing Standards continued -

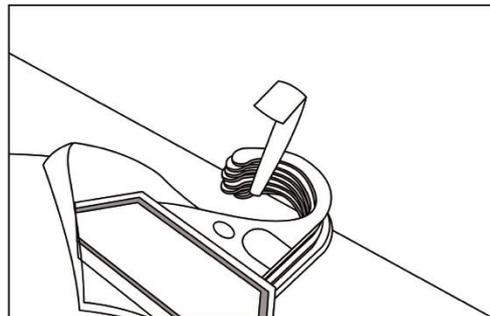
- Pre-hung garments to be grouped and secured together with a rubber band on the hangers
- All garments **MUST** be on hangers
- To ensure a balanced loading of garments within a carton, lay garments end to end in small groups



- Hangers must be tied/secured to side of cartons to minimise movement (see following pictures for example)



Elastic/ribbon stapled/tied at end of carton



Hangers hooked – prevents movement in transit

- Carton liner poly bags to be used with garments grouped and folded

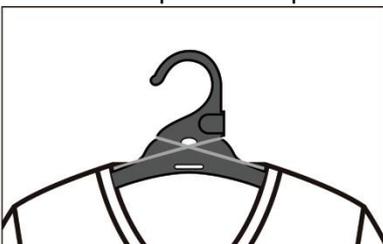
It's important that the garments arrive as crease free as possible

To avoid creasing

- **Fold as instructed**
- **Use the right size box**
- **Sleeves to be folded as instructed (do not roll sleeves up)**

Garment hanger tapes

TWL may specifically nominate the inclusion of garment hanger tapes on specs for garments that require support and presentation positioning whilst on a hanger. Where this is applicable on a (top) garment please ensure the tapes are looped over the neck of the hanger as shown in diagram below



Tissue Paper and Poly Bags

- Tissue paper MUST NOT be used unless approved by Buying and Sourcing Manager H2T
- The use of tissue paper creates operational inefficiencies and safety issues for TWL stores
- Minimising the use of unnecessary packaging is key to TWL Environmental Policies

- Polythene bags are intended to provide in-transit protective covering for garments. If garments are to held in reserve they also provide dust protection for storage.
- The over use of poly bags causes a number of operational inefficiencies, Environmental issues, Health and Safety issues for TWL team members and unnecessary increased cost of goods

Suppliers therefore must consider the below hierarchy when using poly bags

1. Carton liner poly bag – to be used when buy pack is at a carton level quantity or where replenishment units are supplied at multiples to full a carton
2. Multi-unit poly bag – to be used when cartons need to be opened for allocation and allocation can be done without opening multi-unit poly bags.
3. Individual unit poly bag – Only upon prior agreement from Buying and Sourcing Manager H2T

- Poly bags must be clear (no colouring) and have the recycling logo 
- Poly bags must be BHT free (butylated hydroxy toluene)
- Poly bags must be a minimum weight of 10 mu
- Do not use Polypropylene bags
- Poly bags must be odour free and contain no contaminants
- Safety of poly bags / carton liners is provided by having air holes (via hole-punching or perforations) to eliminate the risk of suffocation to children. All plastic bags need the recycling logo and the following information on them, **Text must be in CAPITALS**

CAUTION:
THIS BAG IS NOT A TOY.
TO AVOID DANGER OF SUFFOCATION
KEEP THIS BAG AWAY FROM
CHILDREN

Variations of this safety warning are acceptable, however they must provide a similar statement

Section 3: CARTONS, SUPPLY CHAIN REQUIREMENTS, QUALITY PROCESS AND CHECKS and DELIVERY COMPLIANCE

Carton Standards

Cartons must be of a suitable standard and quality to protect merchandise from damage under typical conditions of transport and handling

- Carton size must be chosen to closely fit the volume of contents within.
- Garments must not be squashed to fit the size of a carton (resulting in excessive creasing or damage to garments)
- Merchandise must not overfill the carton
- It is TWL policy that we do not accept second hand cartons for any deliveries
- Metal staples, metal strapping and polypropylene strapping are not to be used to seal cartons, tape is acceptable

The minimum acceptable board grade carton is to be:

- Board grade 4
- C flute (Flutes must run vertical to ensure box stacking is fully maximised)
- Single wall
- Inferior quality board should not be used

Cartons are encouraged to be

- Made of recycled material
- Contain no bleaches
- Be free of surface treatments
- Only constructed from board (no additional materials like plastic films)
- Easy to open without tools

Carton Markings

All outer cartons must be clearly marked with the information as specified on the purchase order contract and detailing carton weight / cbm.

Below are examples of what good looks like

All deliveries to TWL DC's must have approved labels or carton marking in the correct position, clearly visible.

Section A (front carton mark on both sides)



Section B (side carton mark on both sides)

Description: WDRE MAT KNIT DRESS
 QTY: 10 SETS
 Cube:50X48X12 CM
 Net Weight: 2.5 KG
 Gross Weight: 3.5 KG
 2-100000-222773

SIZE	S	M	L	XL	2XL	3XL
COLOUR						
CH/MRLS	2	2	2	2	1	1



Make sure the pack/carton contains **exactly** what is shown on the label. **Information about style, PO, and barcode must be accurate. Please refer to the checks we will do and the penalties for errors as outlined below**

Standard Weight Marking Icons for Outer Shipping Carton and Heavy Weight/Bulky Products

All single packaged product, inners and outers, or transit packaging carton containing more than one item that weighs in excess of 12kg or is of a bulky nature, must carry the approved Weight/Bulky marking icons below.

For packages and outer cartons 12kg or over , the following markings are required	
	<p>RECOMMENDED: 12kg-20kg to have 2 person lift icon</p> <p>THIS IS IN ADDITION TO THE MANDATORY GROSS CARTON WEIGHT STATED ON THE SHIPPING MARKINGS</p> <p>This icon can be located on below link under Packaging section http://www.thewarehouse.co.nz/red/catalog/suppliers</p>
12KG	<p>Weight marking</p> <p>Packages and outer cartons 12kg or over should carry the weight of the item</p>
	<p>The MAXIMUM weight of any one carton of Apparel must NOT exceed <u>20kg</u> and must be labelled as above requirements</p>

Supply Chain Requirements

- The carton must be able to withstand the impacts of an automated supply chain. These impacts may include conveyors, sortation trays, chutes, robotic picking and forklift transportation
- The carton must be safe and easy for team members to pick from a pallet. It should be able to be safely stacked with other products on a mixed pallet of products.
- Cartons must be deemed fit for purpose. It must be of sufficient strength and quality to be able to withstand double pallet stacking without creasing or collapsing
- Carton size must be chosen to closely fit the contents within. Merchandise must not be crushed into cartons, over filling or empty spaces left in the top of the cartons are not acceptable
- Second hand cartons are not acceptable
- Cartons should be taped closed with enough tape to secure the box but not too much to block efficient store opening operations
- Ensure the labelling/markings are as per requirements including specifications, placement and quality
- Ensure the carton does not display any misleading information or unrelated printed matter
- Do not use brown paper wrapping
- Do not use any form of strapping
- Do not use carton stapling as it is a health and safety risk for our distribution and store colleagues

Quality Processes and Checks

All shipments will go through our in country Quality checking hub and will be checked by our qualified and experienced QA team in country

In addition to this we will perform number of checks when the garments arrive at our Distribution Centre

Apart from the product specifications imposed by our Quality Assurance teams, the following supply chain requirements will also be assessed in the inspection:

Carton markings – must be as requirements

Carton Quality – must be as requirements

Packing accuracy – 100% compliance to packing specifications listed on purchase orders is expected. Overs, Shorts and substitution are not allowed without the express permission of the TWL team.

Filling Efficiency – Cartons are expected to be filled economically while not compromising product quality. Overfill or under fill of cartons is not allowed.

Information Accuracy – information present on the carton markings is expected to align to actual contents of the carton. Deviation of information is not allowed.

Product Packaging – should be exactly as specified

Product placement within the carton – it is expected that products are placed in accordance to requirements communicated to you.

Delivery Compliance

If/when a quality or quantity issue occurs the Supplier will be expected to:

- Pay for all remedial work required in country or at the Distribution Centre to meet the agreed standard of quality
- Pay for any transport costs that are incurred to get the stock back to the DC for rework
- Compensate for all additional handling costs at Store / DC
- If the remedial work results missing intended on-show date then missed sales compensation will also apply