



PACKAGED PRODUCTS REQUIREMENTS AND TESTING

Revision Sheet

Date	Description of Change
07/10	Sect 7.14 Added applicability to semi-liquids. Added definition of induction seal. Exempted glass containers from induction seal requirements.
04/10	Added new Section 7.11.6 – Products Typically Requiring ISTA 3A Testing.
02/10	Added new Section 7.18 – Why Packages Fail First-Piece Evaluation. Subsequent Sections renumbered.
09/09	Section 7.2.4 & 7.6: Restricted reshipper construction to unbleached kraft paper without a glossy finish. Prohibited E-flute corrugate.
03/08	Reviewed all English to metric conversions; numerous corrections. Added QVC Ribbon logo to first page.
02/08	Sections 7.2.16 & 7.8: Revised number of samples required for ISTA 3A testing. Section 7.3: Corrected inch to centimeter conversion errors. Section 7.3.1: Corrected dimensions for Conveyable and Automatable cartons.
01/08	Section 7.2.2: Added reference to U.S. packaging standards. Section 7.2.9: Clarified representative First-Piece QA Sample definition. Section 7.2.17: Added comparison of finished product packaging to First-Piece QA Sample packaging. Section 7.6: Added reference to U.S. packaging standards. Clarified number of samples required. Section 7.7.1: Removed reference to 3M tape. Section 7.9.3: Updated contact information. Section 7.11.1.1 & 7.11.1.2: Changed Atmospheric Conditioning requirements. Section 7.12.1: Removed option of Heavy Package Labeling being pre-printed on the package. Section 7.17.3: Clarified rounding requirements for Dim Weight. Sections 7.19 & 7.20: Added copies of BV and Intertek Packaging Test Request Forms.
10/07	Complete rewrite of the document. Document Reformatted. Document Retitled. ISTA 3A requirements added.
04/00	Traffic Department renamed to Transportation. Redefined policy on Inbound Freight Collect to Vendor Prepaid.

10/99 Major rewrite of document.

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7.1. INTRODUCTION

7.1.1. QVC’s Unique Position

As the preeminent direct response retailer, QVC utilizes small parcel carriers such as the United States Postal Service (USPS) and the United Parcel Service (UPS) to ship merchandise to our customers. Because of our requirements of shipping from our Distribution Centers directly to our Customers, QVC has different packaging requirements and preferences than traditional brick-and-mortar retailers.

Based on the experience we have gained after having shipped over one billion (1,000,000,000 - and counting!) packages, QVC recognizes the limitations of some generally recognized performance specifications. For some types of products and packages, QVC may require compliance with special design or material specifications.

The specific design or material specifications and requirements that may pertain to the packaging for particular product categories or to the products themselves are defined in the QA Guidelines. Examples of product categories which may be subject design and/or material specifications are: Dietary, Supplements and Food, Cosmetics, Home Textiles, Cleaners, Collectibles, Home Décor, Housewares and Kitchen.

7.1.2. Application

QVC will not accept packaged-products that cannot, in its sole judgment, survive transit and handling from the point of manufacturing to our customers.

This chapter applies to ONLY saleable units. A saleable unit is one SKU as it will be shipped to the QVC customer. By following the requirements outlined in this chapter, merchandise will be better able to survive transit and handling, thereby minimizing customer dissatisfaction and customer returns. In addition, the Shipping and Handling (S&H) charges to our customers can be controlled or reduced, which is to everyone’s benefit. Adherence to these requirements will enable QVC to maximize the use of automated packaging equipment, allowing faster shipment to QVC customers.

7.1.3. This Chapter

This chapter is applicable to the Cosmetics, Dietary Supplements and Food, and Hardgoods product lines

This chapter addresses the ability of individual packaged-products to survive transit and handling, from the time of receipt (in good condition) at the QVC Distribution Center (DC) until the order reaches the customer. This chapter defines the packaged-product tests which all products must pass. Information is also included on packaging and labeling requirements for specific types of products. Throughout this document, the term Packaged-Product refers to the saleable item in the packaging that will be used to ship it to the QVC Customer.

The Manager of Packaging and/or the Director of Quality Assurance, QVC Corporate Quality Assurance Department, must approve any deviations or exceptions to these requirements.

7.1.4. Shipping To the Distribution Center

For information on packaging and shipping product to the QVC Distribution Center, see Chapter 8 “Packaging and Labeling for Shipment into a QVC Distribution Center” and Chapter 9 “Bar Code Requirements” in the Vendor QA Manual.

7.1.5. Additional Information Resources

Section 7.17 containing additional packaging related information and a listing of organizations and publications that can provide further information on packaging and package integrity testing.

7.2. OVERVIEW OF PACKAGED-PRODUCT REQUIREMENTS

NOTE: Compliance with these requirements and tests does not in any way relieve the supplier/vendor from adherence to published carrier regulations or tariffs such as the National Motor Freight Classification regulations. Neither does compliance obviate any liabilities otherwise indicated in the purchase order/agreement. Failure to comply may result in vendor charge backs.

7.2.1. QVC Packaging Goal

Our goal is to ensure that the packaged-products received by our customers arrive without damage. These requirements have been developed to support this important goal.

7.2.2. Packaging Materials

The proper packaging of product, including selection and dimensioning of exterior and interior packaging materials and components ensures that the products purchased by QVC customers arrive in a satisfactory condition. Materials used for both internal and external packaging must conform to normal U.S. packaging standards.

7.2.3. Packaging Cost to be Included in PO Cost

Development and implementation of proper packaging has a cost in time, materials, and labor. QVC expects that the Vendor will consider these costs, and include them when negotiating the Purchase Order Price of the product.

7.2.4. “Reshippers”

Based on the product type and/or size, QVC may require the Vendor to overbox the product in a reshippable container (a reshipper). See Section 7.6 for additional information.

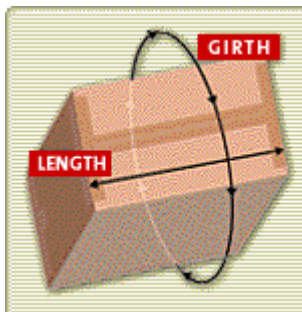
- A) A reshipper is a sturdy outer package which QVC can ship directly to our customers with minimum processing and handling. A reshipper may be the primary product packaging, or an overbox.
- B) A suitable reshipper protects and cushions merchandise within a heavy unbleached brown kraft corrugate container.
- C) A reshipper should have minimal carton markings and graphics, be securely sealed, and meet package testing requirements.
- D) A reshipper may require more than just an overbox, additional internal packaging within the overbox may be required. See Section 7.2.10 for additional information.

7.2.5. Desired Reshipper Dimensions

In order to be processed on QVC's automated distribution lines, the minimum outside dimensions of the reshippers must be 9" X 6" X 1-1/2" (23 cm X 15.5 cm X 4 cm). This information and information on maximum reshipper dimensions is detailed in Section 7.3.1.

7.2.6. Length + Girth

The combined dimension of Length plus Girth is commonly used to define the size of a package. Be advised that UPS imposes a US \$40.00 surcharge on all packages exceeding 130" Length + Girth. The graphic and sample calculation below describes how to determine this value:



Length is the longest side of a package or object.

Girth is the distance all the way around the package or object at its widest point perpendicular to the length.

Add Length and Girth measurements together to obtain total package size.

For Example:

A box is 24" Long by 18" Wide and 12" High.

Length + Girth = L + (2 X W) + (2 X H)

Length + Girth = 24" + (2 X 18") + (2 X 12")

Length + Girth = 24" + 36" + 24"

Length + Girth = 84"

7.2.7. Dimensional Weight

UPS determines shipping charges for all Air shipments (Next Day or 2nd Day) plus all Ground Shipment packages that have a volume of 3 cubic feet or larger. See Section 7.17.3 for a Dimensional Weight Sample calculation.

7.2.8. Packaging for TSV and High Volume PO's

QVC prefers that all Today's Special Value ("TSV's") items and other high unit volume products be packaged in reshippers. A high unit volume product is defined as an item that will have 5,000 or more items shipped to QVC within a year's time.

7.2.9. The First-Piece QA Sample

The First-Piece QA Sample is a sample of the Packaged-Product that is submitted to the QVC Corporate QA group for evaluation. The First-Piece QA Sample must be exactly representative of the goods that will be shipped to QVC and received at QVC's Distribution Centers, or of the product as it will be drop shipped to the QVC customer. For additional information see Section 7.4 of this document and also Chapter 2 "First-Piece QA Sample Evaluation".

7.2.10. Internal Packaging of Packaged-Products

Products must be secure, cushioned and immobilized inside the shipping container to protect the contents during the handling and distribution process. The product must be placed inside the outer shipping container the same way every time. Use of interior cushioning materials including corrugated pads, molded or fabricated foam products and loose fill products are generally required. See Section 7.5 for additional information.

7.2.11. High Graphics on Packaged-Products

In brick-and-mortar retail scenarios, product packaging with eye-catching graphics provides advertising value and enhances product image. This is not necessary or in some cases desirable for a shipping container. Products that are of high value, toys, or items likely to be gifts that have high graphics and/or carton markings that identify the package contents must be over-boxed by the vendor in plain kraft colored corrugated containers See Section 7.6 for additional information.

QVC requires reshippers be made of unbleached brown kraft paper (non white) corrugate. Corrugate with a glossy/shiny non porous finish is not acceptable. A reshipper that is made with an E-flute (approximately 1.5mm thickness) corrugate is not acceptable.

7.2.12. Carton Sealing of Packaged-Products

All packaged-products received by QVC must be properly sealed as detailed in Section 7.7.

7.2.13. Banding of Packaged-Products

Banding interferes with QVC distributions conveyor systems. Unless the package is very large or very heavy, the use of banding on the exterior of individual Packaged-Products is not permitted. Refer to Section 7.7.3.

7.2.14. Labeling and Marking Packaged-Products

All Packaged-Products received by QVC must be properly marked, labeled and bar coded and meet requirements set out in Chapter 8 “Packaging and Labeling for Shipment into a QVC Distribution Center” and Chapter 9 “Bar Code Requirements” of the QVC Guidelines, General Requirements. Other special consideration labeling is described in Sections 7.2.20, 7.2.21, 7.13, and 7.14 of this document.

7.2.15. Basic Package Performance Testing (ISTA 1A)

All Packaged-Products must pass minimum package performance test criteria and testing as outlined in Section 7.8. This will generally require passing International Safe Transit Association (ISTA) Test Method 1A.

7.2.16. Alternative Package Performance Testing (ISTA 3A)

QVC will require some products to be tested using ISTA Test Method 3A.

ISTA 3A testing will entail submitting one (1) QA sample for evaluation to an ISTA certified third party package testing laboratory. The affected categories will include but are not limited to the following: Most TSV’s, kitchen electrics, floor care appliances, glass and ceramic products, air treatment products (heaters, air purifiers, air conditioners, etc.), packaged-products greater than two (2.0) cubic feet, and products weighing in excess of ten (10.0) pounds. See Section 7.8 for additional information.

Reorders of previously approved items will not require ISTA 3A unless otherwise requested by QVC QA.

7.2.17. Distribution Center Packaging Audits

During the PSFGA process and upon receipt of the bulk goods at the QVC distribution center a number of packaged-products are subjected to package testing. The number of packages tested will be determined by the size of the shipment and the applicable sampling protocol.

Sampling is normally performed in accordance with ANSI/ASQ Z 1.4, Special Inspection Level S-2, with an Acceptable Quality Level (AQL) of 6.5%.

The finished product packaging will be compared to the packaging approved during the First-Piece QA Sample process. Any deviation from the approved packaging may be cause for rejection of the product or for imposition of vendor chargebacks.

The fact that a First-Piece QA Sample has passed package testing does not guarantee that goods from the PO receipt will also pass testing at the DC. Should the bulk goods fail package testing at the DC, we may at our option choose to over pack the item in a QVC box. This incremental cost may be incurred by the vendor.

7.2.18. Package Testing at 3rd Party Laboratories

QVC recommends and supports efforts to have packaged-products tested at International Safe Transit Association (ISTA) certified labs before First-Piece QA samples are submitted to QVC. Refer to Section 7.9.

7.2.19. Package Testing of Heavy Packaged-Products

QVC will not test any packaged-product samples that weigh over 100 Lbs (45.3 Kg). A 3rd party ISTA-certified test lab must be used to test these samples. Refer to Section 7.9.

7.2.20. Labeling of Heavy Packaged-Products

For any packaged-product 70 Lbs (31.8 Kg) or greater, UPS Heavy Weight labeling is required on two adjacent sides. Refer to Section 7.11.6.

7.2.21. HazMat Packaged-Products

Products that are classified as hazardous for the purposes of transportation must be in reshippers preprinted or labeled with the appropriate Consumer Commodity / ORM-D or other applicable warnings as outlined in Section 7.13.

7.2.22. Liquids Packaging

QVC has special requirements for liquids to ensure that such products are packaged adequately to survive handling and transit without leakage. Certain container labeling and package marking requirements are also required. For more information see Section 7.14.

7.2.23. Master Cartons

Master cartons are not generally required by QVC. If master cartons are used they must contain at least four (4) saleable items unless otherwise approved by QVC QA and QVC Vendor Compliance. All master cartons must meet the requirements defined in Chapter 8 "Packaging and Labeling for Shipment into a QVC Distribution Center".

7.2.24. Unit Loads of Packaged-Products

QVC recommends unitizing all pallet loads with edge protectors and stretch wrap. Pallet loads must not have any overhang. Refer to Chapter 8 “Packaging and Labeling for Shipment into a QVC Distribution Center”.

7.2.25. Multi-Box Items

A multi-box item is a single saleable unit which is shipped to the customer as two or more separate packaged units. Each separate shipping carton of a multi-box unit must meet all of the applicable requirements for a package of that weight and dimensions. Each package must be marked to indicate the total number of packages in the shipment. (i.e. “1 of 2” and “2 of 2”.) See Chapter 4 “Hardgoods General QVC Requirements”

7.3. ACCEPTABLE QVC PACKAGED-PRODUCTS SIZES AND WEIGHTS

QVC ships over 100 million packaged-products to our customers annually using the United States Postal Service (USPS), United Parcel Service (UPS) and common carrier trucks. Each of these means of delivery has size and weight limitations. In addition, QVC’s Distribution Centers utilize processing and handling equipment having minimum and maximum dimensional and weight constraints.

In order to be processed on QVC’s automated distribution lines, the minimum outside dimensions reshippers used to package products must be 9” X 6” X 1-1/2” (23 cm X 15.5 cm X 4 cm).

The maximum package limitations that can be accepted for receipt into and shipment from our distribution centers are as follows:

- A) Up to 150 pounds or 70 kilograms
- B) Up to 165 inches or 419 centimeters in combined length and girth – see below
- C) Up to 108 inches or 274 centimeters in length

NOTE: Packaged-products exceeding these limitations may not be shipped to QVC distribution centers. Instead, these items may be eligible to be drop shipped from the vendor’s facility to our customers. Consult your QVC Merchant and refer to the “Drop Ship Guidelines” on the Vendor QA Website.

7.3.1. QVC DISTRIBUTION CENTER PACKAGED-PRODUCTS SIZE CONSTRAINTS

QVC has three internal classifications for reshippers: automation eligible; non-automation eligible; and conveyor ineligible. These classifications are defined below in order of preference.

NOTE: At times, only minor changes are required in the vendor's packaging to accommodate the automation eligible requirements. In these cases the QVC QA Department may request or even require vendors to make such changes.

- A) An automation eligible reshipper will have minimum outside dimensions of 9" X 6" X 1-1/2" (23 cm X 15.5 cm X 4 cm) and may not have outside dimensions greater than 36" X 24" X 24" (91.5 cm X 61 cm X 61 cm) in order to run on QVC's automated pack lines. The customer's packslip and the QVC Program Guide are automatically inserted into a 9" X 6" (23 cm X 15 cm) envelope, which in turn is "hot glued" onto the shipping carton.
- B) A non-automation eligible reshipper will have minimum outside dimensions of at least 4-5/8" X 4" X 1-1/2" (12 cm X 10 cm X 4 cm) in order for the QVC shipping label to be applied to the box. The packslip and QVC Program Guide are placed inside the package for non-automatable reshippers.
- C) A conveyor ineligible reshipper will have outside dimensions equal to or greater than 36" X 24" X 24" (91.5 cm X 61 cm X 61 cm). In addition, packaged-products that weigh in excess of 70 Lbs (31.8 Kg) or have approved banding cannot be put on QVC conveyors.

7.3.2. DROP SHIPPED PACKAGED-PRODUCTS

QVC has designated certain products as being appropriate for drop shipment directly to the customer; other products may be considered on a case-by-case basis. Normally drop shipped products include:

- Highly perishable products (food or plants).
- Personalized products.
- Packaged-products that exceed the QVC acceptable packaged-product sizes. (These items are over 150 pounds [70 kilograms] or are greater than 165 inches [419 centimeters] in length and girth combined or are greater than 108 inches [274 centimeters] in length.)

All drop shipped merchandise is required to comply with all Packaged-Product Requirements and Testing as outlined in this document. There is further information related to drop shipping on the QVC Vendor Web Site under the "Drop Ship Supplier Quick Reference Guide" and the Chapters in the "Guidelines, Drop Ship" section.

7.3.3. PACKAGED-PRODUCTS GREATER THAN 2.0 CUBIC FEET

Vendors are advised that QVC takes an additional \$3.75 margin on packaged-products in excess of 2.0 cubic feet in order to recoup additional handling and storage costs. Cubic feet of packaged-product = (outside length in inches X outside width in inches X outside depth in inches) divided by (1728 cubic inches per cubic foot). In some cases, a small adjustment to the packaging can eliminate this charge.

For Example: A box is 18" Long by 14" Wide and 14" High.
Cubic Ft = (L X W X H) / 1728
Cubic Ft = (18" X 14" X 14") / 1728 "/ft³
Cubic Ft =(3528 inches³) / 1728 inches³ / foot³
Cubic Ft =2.04 cubic feet.

Note that by making the package only 1" shorter in only one dimension, the package will be less than 2.0 cubic feet, and \$3.25 cheaper to ship.

7.4. FIRST-PIECE QA SAMPLE PREPARTION AND SUBMITTALS

To ensure testing is performed with the product in a near a perfect condition as possible, packaged-products submitted to QVC as First-Piece QA samples should be over-packaged for shipment to QVC. Packaged-products that have already been subjected to the rigors of transportation through shipment to QVC cannot be assumed to represent standard conditions. Simply applying a shipping label to the sample may not be appropriate. We strongly suggest the following:

- A) Make certain that the product itself is packaged exactly as it will be shipped to QVC's Distribution Center.
- B) Over-pack the item and its packaging (the sample) in a manner that will protect the sample during transit to QVC.
- C) Tamper-evident security tape is recommended, particularly for packages originating outside the USA.
- D) Mark the over pack shipping carton with words such as "QA Sample Inside".
- E) Either:
 - Send the required documentation via email to QVCQA@qvc.com and to your QVC merchandising representative. For accurate reference, all email communication MUST INCLUDE the QVC item number.

OR

- Include all required documentation with the sample inside the over pack shipping carton.

More complete information on the First-Piece QA Sample Evaluation is available in Chapter 2 “First-Piece QA Sample Evaluation”.

7.5. INTERNAL CUSHIONING AND IMMOBILIZATION MATERIALS

7.5.1. Internal Packaging

The primary function of packaging is to absorb or modify the energy from impacts, shaking, rattling, rolling, squeezing and dropping experienced from the distribution environment. The product must be protected and preserved in its original undamaged condition from the point of manufacture to receipt by our customers.

Internal packaging materials are used to cushion, secure and immobilize the product within the shipping container. Failure to completely cushion and adequately immobilize products and their components can and will lead to abrasion and breakage. Inadequate amounts of internal cushioning, and improperly or poorly used internal cushioning and immobilization materials are the leading cause of in-transit damage and delivery failure.

When possible, packaging materials should be sustainable in nature. Materials that can be easily recycled, reused and reduced are preferred.

7.5.2. Acceptable Internal Packaging Materials

Any material that will deflect under an applied load can act as a cushioning material, by extending the amount of time over which the velocity of an object decelerates upon impact.

Figure 1 - Acceptable Internal Packaging Materials

Acceptable	Not Acceptable
Molded & Fabricated EPS ¹	Cornstarch Loose Fill
EPS Loose Fill	Popcorn
Polyurethane Foam in Place	Wadded Newspaper
Molded Paper Pulp Forms	Shredded Newspaper
Molded & Fabricated “Poly” Foams	Stretch or Shrink Wrap/Film
Encapsulated Air Sheets (Bubblewrap®) ²	Straw
Inflatable Air Bags ³	Shredded Paper
Corrugated Pads, Diecuts, Partitions, Build-ups, Scored Sheets & Shapes	
Solid Fiberboard Pads, Diecuts, Partitions, Build-ups, Scored Sheets & Shapes	
Tissue Paper ²	
Poly Foam Sheeting and Wraps ²	
Plastic Poly Bags	
Suspension Packs – Plastic Film/Corrugated	
Wadded Paper (Not preferred)	

1. Any molded and/or fabricated Expanded Polystyrene (EPS) (e.g. Styrofoam) material used for interior packaging must be of high quality with consistent density. The EPS foam utilized must not display conditions of excessive fracturing, flaking, dusting, and/or disintegration. These conditions not only affect the performance of the foam but also make for a very poor presentation to our customers. Packaged-products using poor quality EPS will be rejected.

2. When using bubblewrap, poly foam sheeting wraps and tissue paper, repeatability and consistency of use are critical. Once a successful and acceptable packaged-product design is achieved, the same amount, size, type and pack out methodology using these internal cushioning and immobilization materials must be consistent in order to protect the products. With bubblewrap, one side is flat and the other side has all the bubbles on it. The most effective use of bubblewrap is to wrap the item with the bubble side facing in on the product you want to protect.

3. Instead of packing single bags, keep air bags “chained” together as much as possible. This will help to keep the product protected and braced more effectively. Use enough air bags to fill out the interior with the flaps of the container supported and square when secured with tape. Do not over pack or “crown” the box. Over stuffing boxes will make it difficult to apply shipping labels and envelopes, to stack the boxes later in the shipping cycle, and could potentially cause the boxes to burst.

Beyond merely filling the void between the product and the box, cushioning absorbs shocks. Corrugate inserts or molded polystyrene can also increase the stacking strength of the entire package, so that the product itself does not support any of the compressive loads encountered in the distribution process. Reinforcing corners is a particularly effective method.

7.5.3. Unacceptable Internal Packaging Materials

Popcorn or cornstarch-based cushioning, wadded newspaper, shredded paper and straw are not acceptable.

Plastic stretch or shrink wrap/film on the outside of individual shipping containers is not allowed.

Mailing tubes are not permitted unless specifically approved by QA.

7.6. MINIMUM CARTON STRENGTH REQUIREMENTS

QVC requires that all products be packaged such that they will arrive at QVC without damage, can be handled within QVC's distribution environment without damage, and are protected against moisture, humidity, dirt and abrasion. Some smaller products may be individually packaged without corrugate boxes; examples include videotapes, books, compact disks, software, cosmetics and other small items.

Larger items are required to be packaged in fiberboard containers, generally in corrugated containers. All corrugate materials must conform to normal U.S. packaging industry standards.

The minimum carton strength requirements outlined below apply to individual Packaged-Products.

- A) Merchandise should be packaged in fiberboard containers. Each carton must bear a legible certificate of a carton manufacturer on the outside surface, guaranteeing that the carton conforms to such specifications. Domestic corrugate suppliers should have no difficulty manufacturing and certifying to these specifications.
- B) Boxes must be made of single-wall or double-wall corrugated fiberboard having proper bending qualities. The facings must be firmly glued to the corrugating medium at all points of contact. The corrugating medium must be made of board weighing no less than 26 pounds per 1,000 square feet.
- C) Boxes must comply with the minimum Edge Crush (ECT) Test and Burst Test requirements outlined below. Testing must be conducted in accordance

with Technical Association of Pulp and Paper Industry (TAPPI) Official Test Methods, however only one (1) test sample is required to be tested.

Figure 2 - Minimum Edge Crush Test (ECT) and Burst Test Requirements

Package Weight (lbs.)	Minimum Edge Crush Test (lbs./in. width)	Minimum Burst Test (lbs./sq. in.)
< 20	28	150
21 – 35	32	200
36 – 50	40	250
51 – 65	48	275
66 – 80	48/51	275/350
81 – 100	51	350
101 –120	61	400
121 – 140	61	400
> 140	71	500

NOTE: The chart above is not meant to suggest equivalence between Minimum Edge Crush and Minimum Burst tests.

- D) Products that are not rigid (such as comforters, bedding, pillows or other products that will not support loads on their own) will be required to be packaged in a heavier box (higher burst test or ECT). Excessive bulging and/or crowning of the corrugated box are unacceptable.



- E) White "glossy" boxes as reshippers are not acceptable. The box should be such that the outer paper does not have a glossy, "shiny" varnish or other non porous coating.

- F) Shipping containers intended to be reshippers must not be made from e-flute corrugated or solid fiberboard.
- G) Self-erecting containers are not permitted for any packaged-products weighing more than 2.2 Lbs (1Kg).
- H) Because QVC sells its merchandise through televised presentation and demonstration, the expensive three- or four-color point-of-sale display cartons that may be preferred by other retailers are not preferred by QVC. Heavy brown kraft corrugate with minimal markings is preferred. Furthermore, products and items with high graphic cartons that are of high value, toys or items likely to be gifts should be over-boxed by vendor in plain kraft colored corrugated containers.
- I) Containers that are considered open window display boxes are generally not allowed. The open windows must be covered or the entire carton must be shrink-wrapped. This is to make certain that any loose fill packaging material and dust does not get inside the package.
- J) Corrugated cartons must be “new”. Previously used corrugate is not permissible.
- K) Corrugate made with recycled paperboard is acceptable, so long as the minimum edge crush test and minimum burst strength requirements are satisfied. The Fiberboard Box Association encourages the use of the “Corrugated Recycles” symbol on corrugate boxes.

7.7. CARTON SEALING REQUIREMENTS

All cartons or other packaging must be securely sealed to prevent damage to the contents that may be caused by moisture, humidity, dirt, pest infestation, handling and tampering. In addition to protecting the contents, a securely sealed carton indicates to the final consumer an assurance that items purchased are “new” and have not experienced tampering.

7.7.1. TAPING

- A) Boxes must be securely closed or sealed parallel to the opening of the box with a high quality pressure-sensitive or reinforced kraft tape that is at least 2 inches (5 cm) wide. Water-activated tape is discouraged, in that it frequently is not applied properly and may open in transit. Minimize any gap between the flaps forming the center seam before sealing. Staples are not permitted on packages less than 70 pounds.
- B) All packages in excess of 70 Lbs (31.8 Kg) must be packaged in double wall corrugate, preferably with seams that are stitched or stapled, not glued.

Large packages may require banding, and if so, then a minimum of two bands in each direction is required. (See sections 7.7.2. and 7.11. for more information)

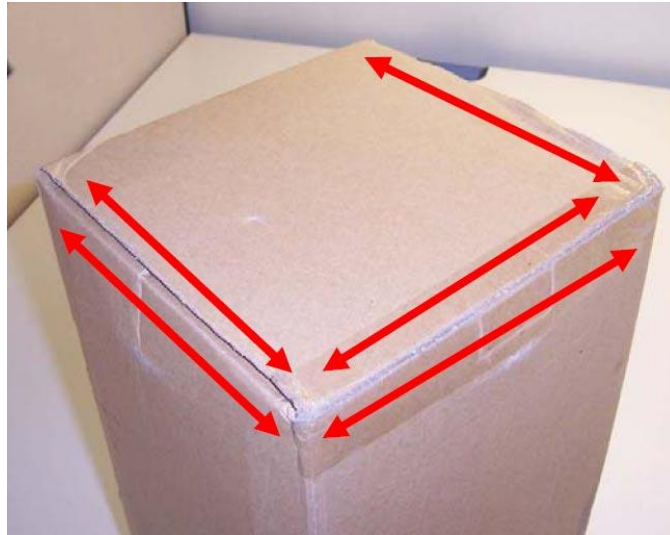


Figure 3 - Taping Tuck-Top Boxes

- C) Tuck top cartons must be sealed with tape along all edges of the opening.
- D) The Vendor must ensure that required carton markings are not covered with tape.
- E) Bar codes are not to be placed over carton seams nor covered with tape.
- F) For most packages, QVC recommends that the "6-strip" or "H-pattern" taping method be used as illustrated below:

7.7.2. "H-Pattern" Taping

Using the 6-strip or H-pattern taping method is especially important for larger or heavier packages to prevent carton handlers from using the unsealed carton flaps as "hand-holes". The QVC QA Department may request or require vendors to use the 6-strip or H-pattern taping method.

NOTE: Cartons coming open in transit are one of the leading reasons for package delivery failure.



Figure 4 - H-Pattern Taping, Strip 1

- A) Tape parallel to the opening of the box

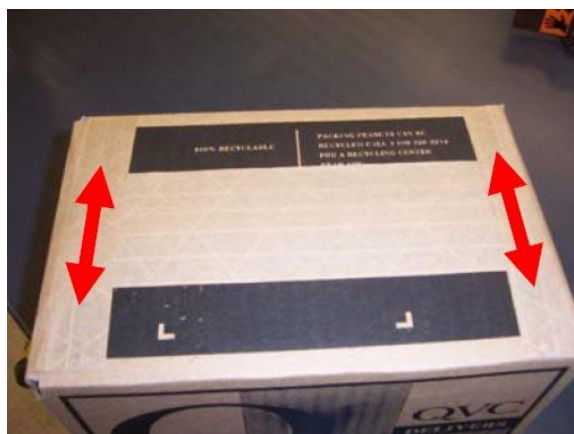


Figure 5 - H-Pattern Taping, Strips 2 and 3

- B) Apply Tape on the edges perpendicular to the first strip to form the letter “H”
- C) Repeat for the other side of the package

7.7.3. BANDING

QVC generally does not allow the use of banding (strapping) on packaged-products received at our distribution centers. Banded products cannot be safely put on QVC conveyors.

- A) Banding is not permitted on any products with outside dimensions equal to or less than 36” X 24” X 24” (91.5 cm X 61 cm X 61 cm) unless explicitly approved in advance by QVC Corporate Quality Assurance.
- B) When approved for use, banding should not act as the sole means of keeping the packaged-product intact and securely closed.

- C) Packaged-products that weigh in excess of 70 Lbs (31.8 Kg) are approved for banding.
- D) Polypropylene banding is the only approved type of banding. Metal banding is not permitted.
- E) The tension, including appropriate sealing of the bands, must be such that the bands remain intact and tight throughout the distribution cycle.
- F) Multiple banding, including banding in two directions, may be required in order to adequately contain the product.
- G) The use of banding edge protectors (90° plastic angles) or similar devices is strongly suggested for banded products. These protectors will aid in distributing the load and tension of the bands so as to mitigate and avoid cutting into the edges of the packaging.
- H) The First-Piece QA Sample of any product that has been approved for banding must be banded in the same manner as the deliverable product.

7.8. PACKAGED-PRODUCT TESTING

The International Safe Transit Association (“ISTA”, <http://www.ista.org>) has developed a variety of internationally recognized package test protocols that predict the ability of a packaged-product to survive transit and handling. Many of these tests are “challenge tests” in that they challenge a packaged-product to withstand a series of pre-determined hazards.

QVC is equipped with package testing equipment that meets ISTA and ASTM requirements, and tests packaged-products utilizing the ISTA 1A and 3A protocols.

QVC requires that most packaged-products pass a variation of the ISTA Integrity Test Procedure 1A, depending on the weight and size of the packaged-product. This test is outlined below in Section 7.10 and does not purport to simulate the distribution environment. Rather, this test method simply tests the relative “robustness” of the packaged product.

QVC ships almost all of its products using small parcel distribution systems. A package test method that more closely represents the nature and intensities of the hazards typically found in the distribution or small parcel shipping environment is ISTA Procedure 3A: Packaged-Products for Parcel Delivery System Shipments 70Kg (150 Lb) or Less (standard, small, flat or elongated).

QVC will require some products to be tested using ISTA Test Method 3A. This will entail submitting one (1) QA sample for evaluation to a third party package testing laboratory. The affected categories will include but are not limited to the following: Most TSV's, kitchen electrics, floor care appliances, glass and ceramic products, air

treatment products, packaged-products greater than two (2) cubic feet, and products weighing in excess of 10 pounds.

7.8.1. Product Damage

Any product damage incurred as a result of the package testing will be a cause for rejection of the product. This includes both structural failure and cosmetic damage that would make the product unacceptable to the customer. The product must be completely functional, without breakage, scratching, denting, scuffing or other damage to the product or its accessories.

7.8.2. Package Degradation

7.8.2.1. Display Box Damage

Packages that enhance the value of the product, such as display boxes for collectible dolls, die cast cars and similar items, will not be accepted if the packages exhibit any indications of degradation.

7.8.2.2. Minor Degradation

Some minor degradation in the package itself (as distinguished from the contents of the package) is expected and acceptable. For example, depending on the product and packaging, QVC may accept, at its discretion, packages that incur minor corner or edge crushing, or minor scuffing to the carton graphics.

Some internal cushioning/packaging deformation and cracking is acceptable.

7.8.2.3. Unacceptable Package Degradation

QVC will not accept packages that either for package testing or for receipt at QVC distribution centers that:

- Exhibit complete cushion material fracture and/or cushion damage such that adequate product protection is compromised is not acceptable.
- Have holes in packages.
- Have edge ruptures of the package to the extent that it can no longer contain the product or support the product's weight
- Exhibit failure of packaging joints and surfaces which result in internal packaging to lose its original configuration.

7.9. PACKAGE TESTING AT ISTA-CERTIFIED TEST LABORATORIES

QVC supports and accepts packaged-product testing by ISTA-certified test labs as outlined below.

Upon receipt of test reports from an ISTA-certified test lab, the QVC QA group will verify and compare the submitted First-Piece QA sample to the detailed descriptions contained in the test report.

7.9.1. Third-Party Package Testing Process

- A) Design an appropriate package that will protect the product and withstand the rigors of the small parcel distribution environment.
- B) Make every effort to use a suitable corrugated shipping container that we can in turn use to ship your product to our customer. A plain shipping container without graphics is preferred.
- C) Test the packaged-product at an ISTA-certified test lab. Re-design and re-test when appropriate. An ISTA certified test lab may be found by accessing the ISTA web site at <http://www.ista.org> or <http://www.ista.org/Login/labsearch.php>.
- D) After performing the packaging tests, all individual units must be examined carefully for defects. This inspection must include appearance, functionality, and any other factor that would affect the expected use of the product.
- E) Make certain that the chosen test lab understands QVC packaging testing requirements completely. The vendor is authorized to send a copy of this chapter directly to the test lab.
- F) Once an adequate package has been developed, the vendor must establish procedures to pack the product in the designed packaging, and to ensure that the product is packaged the same way each time. Periodically review and monitor this procedure to ensure compliance.
- G) Upon successful completion of the packaged-product testing, the vendor must forward a copy of the test report along with the First-Piece QA Sample submission. Electronic copies of the test report are preferred, email to QVCQA@qvc.com.
Ensure that the test results are also forwarded to the responsible QVC Merchandising representative.

7.9.2. Packaging Test Reports

The test report must include the following information, in specific instances additional information may be required:

- A) Item name
- B) Manufacturer's model number
- C) QVC SKU number
- D) Country of origin
- E) Detail of packaged-product testing
- F) Characteristics of tested item including:
 - External dimensions of packaging/shipping container
 - Gross weight
 - Box style
 - Corrugated material used
 - Type of manufacturer's joint
 - Box closure method
- G) Detailed descriptions of the interior packaging including all components
- H) The test evaluator's conclusions on the suitability of the packaging
- I) Results of the post-test product examination.

7.9.3. Approved Package Testing Labs in China:

NOTE: Sample Packaging Test Request Forms are attached at the end of this document. The Vendor may obtain electronic copies of these forms by contacting the labs at the addresses shown on the sample forms.



<http://www.bureauveritas.com>

Bureau Veritas Consumer Products Services Division Laboratories
Unit 406, Vanta Industrial Centre
21-33 Tai Lin Pai Road, Kwai Chung, N.T., Hong Kong
Phone: 852-2418-1222 Fax: 852-2401-0378

Bureau Veritas Hong Kong Limited
Pacific Trade Centre, 1st Floor
2 Kai Hing Road, Kowloon, Hong Kong
Phone: 852-2331-0888 Fax: 852-2331-0889
Sample Pick-up: 852-2331-0333
Contact: Raymond Lam (testing)
Email: bvcps_sales@hk.bureauveritas.com

Bureau Veritas Hong Kong Limited
4th Floor, B Bulding, Min Li Da Industrial Building
Honghualing Industrial Park, Liu Xian Road
Xili, Nanshan District
SHENZHEN 518955, Chna
Phone: 86-755-86000151 Fax: 86-755-8600157
Email: bvcps_szinfo@cn.bureauveritas.com



<http://www.intertek-labtest.com/>

{Testing Laboratory}

Intertek Testing Services Shenzhen Ltd.
7/F., Shekou Technology Main Building,
Industrial 7th Road, Shekou, Shenzhen 518067, China
Phone: (86-755) 2683 7000 Fax: (86-755) 2683 7118/9
Email: Cicy Tao (cicy.tao@intertek.com) / Elaine Ye (elaine.ye@intertek.com) /
Gracie Wang (gracie.wang@intertek.com)

{For Inspection, Audit, & CSR}

Intertek Testing Services Shenzhen Ltd.
5/F, M-Space, Bldg. A, Nanhai Ave. South, Shekou
Phone: (86-755)2686 1668/2602 0830 Fax: (86-755) 2667 6688/2602 0888
Email: labtest.shenzhen@intertek.com

7.10. QVC ISTA PROCEDURE 1A

ISTA 1A defines testing requirements for Packaged-Products up to 150 pounds

ISTA Procedure 1A entails subjecting a packaged-product first to vibration testing, and then to drop/impact testing. ISTA 1A specifies a 10-point drop test. QVC performs one additional corner drop. This modified procedure is called QVC ISTA PROCEDURE 1A.

7.10.1. Test Procedure

7.10.1.1. Pre-Existing Damage

Examine the product and its packaging for any pre-existing damage.

7.10.1.2. Vibration Test

Subject the packaged-product to 14,200 vibratory impacts, with a vibration amplitude (distance) such that the packaged-product momentarily leaves the surface of the vibration table, by 1/16" (0.16 cm). Depending on the weight of the product, the vibration frequency will be in the range of 150 to 300 Cycles Per Minute (CPM) (2.5 to 5 Hz), with test duration of 47 to 90 minutes.

7.10.1.3. Drop/Impact Test

Weigh the Packaged-Product (with the product inside) to determine the appropriate drop height:

Package Weight	Drop Height
Up to 20.9 pounds (9.5 kg)	30 inches (76 cm)
21.0 to 40.9 pounds (18.6 kg)	24 inches (61 cm)
41.0 to 60.9 pounds (27.7 kg)	18 inches (46 cm)
61.0 to 100 pounds (45.5 kg)	12 inches (31 cm)

Number of Drops and Orientation: Drop the Packaged-Product eleven (11) times from the appropriate height on a bare, hard (steel plate or concrete) floor, in the following order:

- 1st drop - corner of packaged-products manufacturer's joint
- 2nd – 4th drop - 3 edges radiating from manufacturer's joint in 1st drop
- Shortest edge radiating from corner tested
- Next longest edge radiating from corner tested
- Longest edge radiating from corner tested

- 5th drop - on the corner diagonally farthest from the 1st drop corner
- 6th drop & 7th drop – one of the smallest faces of the container then the opposite small face
- 8th drop & 9th drop – one of the medium faces of the container then the opposite medium face
- 10th drop & 11th drop – one of the largest faces of the container then the opposite large face



DROP 1

Most Fragile Corner
(Manufacturer's Joint)



DROP 2

Shortest Edge From DROP 1
Corner



DROP 3

Medium Edge From DROP 1
Corner



DROP 4

Longest Edge From
DROP 1 Corner

Drop 1 Corner



DROP 5

Farthest Corner From
DROP 1 Corner



DROP 6

Smallest Flat Face



DROP 7

Opposite Smallest Flat
Face



DROP 8

Medium Flat Face



DROP 9

Opposite Medium Flat Face



DROP 10

Largest Flat Face



DROP 11

Opposite Largest Flat Face

7.10.1.4. Product Inspection

NOTE: Even if the product is undamaged, if QVC believes there is excessive packaging damage, improved packaging will be required.

After performing the drop tests, examine the product and its packaging for defects. The packaging must be intact.

Inspect the product for any physical or functional damage. This inspection includes checking for the ability of the item to be assembled and its overall functionality. If the product is found to be damaged in any way or does not function properly, the packaging must be improved and retested.

7.11. ISTA 3A

ISTA 3A testing is used for Packaged Products for Parcel Delivery System Shipment 150 Lb (70Kg) or less

ISTA 3A
General Simulation Performance Test Procedure

Packaged-Products for Parcel Delivery System Shipment 3A
70 kg (150 lb) or Less

ISTA, Your Alliance in Transport Packaging, is the world leader in Performance Tests for Packaged-Products.

ISTA 3 Series tests are advanced tests and are designed to:

- Challenge the capability of the package and product to withstand transport hazards, but
- Utilize general simulation of actual transport hazards, and
- Do not necessarily comply with carrier packaging regulations.

When properly executed, ISTA procedures will provide tangible benefits of:

- Product to market time reduction
- Confidence in product launch
- Reduction in damages and product loss
- Balanced distribution costs
- Customer satisfaction contributing to increased market share

There are three sections to this Procedure: Overview, Testing and Reporting

- Overview provides general knowledge required before testing and
- Testing presents the specific instructions to do laboratory testing and
- Reporting indicates what data shall be recorded to submit a test report to ISTA.

Two systems of weights and measures are presented in ISTA test procedures: SI (Metric) or English system (Inch-Pound). Metric units are shown first followed by the Inch-Pound units in parentheses, there are exceptions in some tables (when shown separately).

Familiarity with the following units and symbols used in this document is required:

For measuring	Metric units and symbols	English units and symbols
Weight	kilograms (kg) or grams (g)	pounds (lb)
Distance	meters (m) or millimeters (mm)	feet (ft) or inches (in)
Volume	Cubic centimeters (cm ³)	Cubic inches (in ³)
Density	kilograms per cubic meter (kg/m ³)	pounds per cubic inch (lb/in ³)
Temperature	Celsius (°C)	Fahrenheit (°F)
Absolute Pressure	Kilopascal (kPa)	Pounds per square inch (psi)

- Either system may be used as the unit of measure (standard units), but
- The standard units chosen shall be used consistently throughout the procedure.
- Units are converted to two significant figures and
- Not exact equivalents.

NOTE:
In other ISTA Test Procedures 66 kilograms is used as the conversion from 150 pounds. In 3A, 70 kilograms and 150 pounds are used because it's a common dividing point found in parcel delivery systems from countries that use either metric (SI) or English (inch-pounds) units of measure.

VERY IMPORTANT:
The entire document shall be read and understood before proceeding with a test.

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NOTE: Depending on the packaged-product and in QVC's sole judgment, other package testing procedures and protocols may be utilized as outlined in Section 7.16. This testing may also require testing of multiple samples.

ISTA 3A is designed to provide a laboratory simulation of forces and conditions present in the transport environments for individual packaged products using a Parcel delivery method.

The following is a list summarizes the procedures used for the ISTA 3A test. Detailed procedures can be obtained from ISTA or an ISTA 3A certified lab.

7.11.1. Atmospheric Preconditioning

One test specimen will be conditioned to the current ambient lab conditions for 24 hours.

7.11.2. Atmospheric Conditioning

Packaged products are subjected to tropical temperatures of 100°F and 85% RH for 24 hours. Wood and wood-like products will then be conditioned to desert temperatures of 140°F and 30% RH for 12 hours.

7.11.3. Shock (1)

Packages are dropped 9 times from various heights and orientations. (Drop height is determined by the weight of the package.)

7.11.4. Vibration

Random with and with out a top load. (Top loads are determined using the formula given in the 2007 ISTA Resource Book under 3A testing)

7.11.5. Shock (2)

Packages are dropped 8 times from various heights and orientations. (Drop height is determined by the weight of the package. The final drop is made onto a “hazard”)

NOTE: The QVC Corporate QA Packaging Team will not test any packaged-product sample that weighs over 100 pounds. These packaged-products must be tested at an independent 3rd party ISTA-certified test lab as outlined in Sections 7.9 and 7.11 below.

7.11.6. Products Typically Requiring ISTA 3A Testing

NOTE: At the sole discretion of QVC-QA, ISTA 3A Testing may be required for any specific product.

Christmas Decorations	Dutch Ovens	Planters (Ceramic)
Cameras	Fans & Ventilators	Portable Hard Drives
DVD & VCR Players	Figurines & Sculpture	Pots & Pans - Electric
Home Audio	Fitness Equipment	Pressure Cookers - Electric
Air Cleaners	Flameless Candles with Hurricanes	Roasters & Rotisseries
Air Mattresses	Floorcare & Vacuums	Roasting Pans/w glass lids
All-In-One Printers	Hand Mixers	Sauce Pans/w glass lids
Bakers, Casseroles, Etc.	HD Flat Panel TVs	Scanners
Baking Sheets	HD Projection TVs	Electrical Slicers & Graters & Choppers
Baking Tools	Heaters & A/C	Slow Cookers
Glass Bar Accessories	Home Fragrance & Fresheners made with glass	Speakers
Beverageware	Humidifiers & Dehumidifiers	Stained Glass Panels
Bird Feeders	Indoor Grills	Stand Mixers
Blenders	Indoor Lighting	Standard Printers
Breadmakers	Jewelry Storage	Steamers & Poachers
Cabinets & Chests	Juicers	Steamers & Rice Cookers
Car Appliances	Kitchen Carts & Islands	Stockpots
Cleaning	Kitchen Scales	Storage & Shelves
Clock Radios	Lawn Decorations	Toaster Ovens & Broilers
Coffee & Tea Pots - Serving Pieces	Mirrors	Vacuum Sealers
Collectables	Mixing Bowls (Glass)	Video Game Systems
Coffee Makers	MP3 Players	Waffle Makers
Convection Ovens	Music Boxes	Wall Décor made with glass
Glass/Ceramic Cookie Jars & Canisters	Musical Instruments	Warming Trays
Cups & Saucers	Netbooks	Water Filters
Cutlery	Notebook Computers	Water Gardens & Fountains
Decorative Botanicals	Office Furniture	Water Globes
Deep Fryers	Outdoor Furniture	
Desktop/laptop PCs	Photo Printers	
Dessert & Salad Plates	Photo Storage Systems	
Digital Camcorders	Picture Frames	
Digital Cameras		
Digital Photo Frames & Viewers		
Dinner Plates		

7.12. LARGE PACKAGE REQUIREMENTS

7.12.1. Packages 70 Lbs (31.8 Kg) and Larger

NOTE: The vendor is responsible for the procurement of any required “Heavy Package Labeling” and the proper placement of such labels on all reshippers.

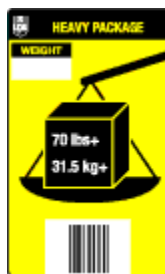


Figure 6 - UPS Heavy Package Label

Any packaged-product that weighs 70 pounds (31.8 kilograms) or more will require “Heavy Package” labels to be placed on two adjacent sides of the package. These labels are available from UPS (United Parcel Service).

7.12.2. Packages 100 Lbs (45.3 Kg) and Larger

NOTE: The QVC Corporate QA Packaging Team will not test any packaged-product sample that weighs over 100 pounds.

All packaged-products weighing between 100 Lbs (45.3 Kg) and 150 Lbs (68.2 Kg) must be tested at an independent 3rd party ISTA certified test lab using ISTA 3A testing procedure as outlined in Section 7.9.

7.12.3. Packages 150 Lbs (68.2 Kg) and Larger

Packages over 150 Lbs (68.2 Kg) are usually shipped more economically by motor freight carriers, and are more likely to be drop-shipped directly to the customer. Please email the QVC QA department at QVCQA@gvc.com for information on requirements and recommendations on very large package shipment.

7.12.4. QVC Definition of Large Packages

“Large Packages” are defined by QVC as those Packaged-Products that meet any of the criteria below:

- A) Weight of package is over 100 pounds.
- B) The length plus girth is between 84” (213 cm) and 165” (419 cm), and whose weight is between 50 Lbs (22.7 Kg) and 150 Lbs (68.2 Kg).
- C) The length plus girth is over 165” (419 cm), and whose weight is greater than 150 Lbs (68.2 Kg).

7.12.5. QVC “Large Packages” Guidelines

Due to the manner in which large packages are handled, and the excessive damage complaints that QVC has experienced with such packages, QVC has special guidelines and requirements for large packages, as follows:

- A) Reshippers: All large packages must pass the package integrity tests outlined below in the vendor’s packaging. QVC cannot over pack large packages.
- B) Reshipper Carton Style: Specific carton styles for large packages or highly-elongated packages - defined as those packages where the ratio of the longest and next longest dimension is greater than two – may be appropriate. QVC recommends that “full-overlap slotted containers” (FOSC), as opposed to “regular slotted containers” (RSC), be used for large packages or highly-elongated packages, in order to reinforce the ends and improve the package’s ability to be stacked and sustain compressive forces.
- C) Immobilization/Cushioning: The contents of large packages must be immobilized within the package using custom-fitted corrugate or foam inserts. Loose void fill, wadded paper, straw and the like are not an effective means of immobilizing or cushioning large or heavy contents. It is important to use foam of sufficient strength and thickness for heavy packages; if the foam is too weak, it may break when subjected to mechanical shock or impact.
- D) Carton Sealing: When taped, large packages must be sealed using the “6-strip” or “H-pattern” taping method. In addition to tape, staples are frequently necessary. Two-part containers, and highly-elongated containers, frequently require polypropylene strapping/banding.

- E) Package Orientation: Packages must be designed to withstand shipping and handling in any package orientation, even upside-down. It is strongly recommended that whenever possible, highly elongated packages be shipped to QVC in their upright position.

- F) Human (Ergonomic) Factors: Package handlers can generally be expected to keep products in what they believe to be the package's upright position. Take advantage of this expected behavior. Carton markings, including orientation arrows, should encourage handlers to keep the package in its most favorable orientation. Make sure that the contents are not packed upside-down in the package. Indicate the weight, in both pounds and kilograms, on the package so that handlers can prepare mentally and physically for the task of moving the package. Note that UPS and FEDEX require a "Heavy Package Label" for all packages weighing in excess of 70 pounds (31.8 Kg). So long as they do not detract from the package's overall ability to withstand forces and impacts, reinforced "hand holes" are encouraged. Well-placed hand holes will encourage shipping in the most favorable orientation. In addition, a package with hand holes would be expected to experience fewer drops.

After performing the drop tests, examine the product and its packaging for defects. The product is inspected for any physical or functional damage. This inspection includes checking for the ability of the item to be assembled and its overall functionality. The packaging must be intact. If the product is found to be damaged in any way or does not function properly, the packaging must be improved and retested.

7.13. HAZARDOUS MATERIALS CARTON MARKING REQUIREMENTS

Title 49 of the United States Code of Federal Regulations (49 CFR) addresses the U.S. Department of Transportation regulations for transporting hazardous material. Some people may be surprised to learn that many common consumer products are considered hazardous for transportation purposes, usually because of their corrosive or flammable nature.

QVC will not offer for sale any product that contains hazardous materials (as defined in 49 CFR 172.101) unless it is eligible for the less restrictive ORM-D (Other Regulated Materials - Class D) classification. Items classified as ORM-D are Consumer Commodities containing hazardous materials that appear on the 49 CFR 172.101 table, but are granted some exemption due to their form, quantity and packaging.

QVC requires vendors to comply with all applicable laws and regulations, and therefore to mark both master cartons and individual shipping cartons for items that are classified as consumer commodities with the proper shipping name “Consumer Commodity” and with “ORM-D.” The ORM-D mark must appear on at least one side or end of the package, and should not appear with other markings. The ORM-D designation must immediately follow or be placed below the proper shipping name of the material, i.e. Consumer Commodity. The ORM-D designation must be placed within a rectangle that is approximately 0.25 in. (6.3 mm) from the designation. (See 49 CFR 172.301 and 172.316.) An example of an acceptable mark is shown below:



7.14. LIQUIDS PACKAGING

QVC-QA will reject any product which shows any evidence of leakage during package testing.

QVC has special requirements for liquids to ensure that such products are packaged adequately to survive handling and transit without leakage, and to ensure that minimum container labeling and package marking requirements are satisfied. QVC has zero-tolerance for leakage, especially for Hazardous Materials (“HazMats”). “Leakers” represent a service failure to our customers, and leakage can and will damage other products in the distribution stream.

The requirements outlined below apply to all liquid products, including aerosols, sold by QVC that are packaged in glass, metal or plastic containers. These requirements may be applied to powders or semi-liquids at the discretion of QVC’s Quality Assurance Departments. These requirements address packaging and labeling of liquids; they do not address the ability of the liquids to perform their intended function(s).

7.14.1. GENERAL LIQUID PACKAGING REQUIREMENTS

- A) All liquid products must be packaged in corrugated containers and meet the requirements as outlined in section 7.6.
- B) The packaging for liquids must be designed to contain and protect the contents from damage and leakage throughout the entire distribution system. Care must be taken to ensure that glass, metal or plastic containers are immobilized and cushioned within the corrugated shipping container. It is recommended that the top/closure be protected with cushioning material as described in section 7.5.
- C) There are hundreds, if not thousands, of materials, and combinations thereof, available to develop a closure system. The vendor is solely responsible for the selection of the appropriate cap liner (gasket) and inner seal so as to pass all the tests and specifications. Cap liners are generally required to minimize or resist torque back-off or decay. Except for high-quality induction seals, inner seals generally make only a slight contribution to a leak-proof system (although inner seals may satisfy requirements for tamper-evidence).
- D) QVC may require, at its discretion, a letter certifying compatibility of the chemical contents and the container, including closure system.
- E) Induction seal- Non-contact method of heating a metallic disk to hermetically seal the top of a plastic container/bottle. The heat sealing process takes place after the container as been filled and capped to its proper torque.
- F) ALL liquids containing 8 fluid ounces (237 ml) and greater per plastic polymer container MUST have high-quality induction seal.
- G) Glass containers/bottles are not required to have an induction seal at any size (fluid volume). QVC QA discourages the use of glass containers/bottles as they are more likely to show signs of leakage without the proper sealing.
- H) The vendor must include the Material Safety Data Sheet(s) along with all submitted First-Piece QA samples. Refer to Chapter 4 General QVC Requirements for more information on Material Safety Data Sheets, Hazardous and Toxic Chemicals, Volatile Organic Compounds, and Hazardous Material.

7.15. THE TRANSPORTATION AND DISTRIBUTION ENVIRONMENT

The first step in designing effective packaging is to understand the hazards that a package will encounter in the transportation and distribution environment. By failing to understand this environment, too little packaging, or too much packaging, is likely to result. Too little packaging will, result in unacceptably high levels of transit damage. Too much packaging wastes scarce resources, adds unnecessarily to the solid waste stream, and costs money for labor and packaging materials.

The distribution environment consists of all the handling, storage, transportation and other events to which a package is subjected, from the time of its manufacture until it reaches the final consumer. Consider, for example, a consumer product manufactured in China, and a partial list of the hazards that may be encountered before the product reaches the ultimate consumer:

1. Staged on an incompletely protected loading dock during monsoon rains, waiting for truck to arrive
2. Impact shocks and drops during container loading
3. Compression on bottom layers, due to being stacked 10' high
4. (Very) bumpy roads via truck transit to the railroad
5. Drop impact when put onto railroad carrier
6. Vibration during rail transit
7. Rail car coupling/decoupling
8. Ambient conditions: 100° F, 70% relative humidity (thus reducing strength of corrugate)
9. Dropped three feet by crane onto oceangoing vessel
10. Swaying/vibration on vessel; small hole in container lets in rain; wide temperature variation during ocean transit from Asia to the United States
11. Vessel unloading
12. Truck or railroad loading
13. Vibration; bumps, potholes, running over curbs during truck transit
14. Receipt at QVC receiving dock

15. Impact shocks and drops during the palletization process
16. Possibly stacked two pallets high
17. Individual customer orders picked and delivered to the pack line; order packed; travels upside down through one mile of conveyors until reaching roller conveyor into truck; impacts, sliding or tumbling from one level of conveyor to another; lateral forces experienced during conveyor jams
18. Random package loading into UPS trailer; compression forces on bottom packages
19. UPS pick-up, truck/train transit to UPS hub; vibration, bumps, potholes
20. Sorting and conveying at UPS hub
21. Truck transit to local UPS facility; temperature in Minnesota is -7° F
22. Random package loading into UPS “package car” for delivery to customer
23. Dropped from UPS package car; dragged up steps to customer’s door

The above represents merely a partial listing of the handling and hazards that each and every package may encounter. The vendor must design packaging so that the product survives all of these hazards:

- Vibration
- Mechanical Shock
- Static and Dynamic Compression
- Drop Impacts
- Abrasion
- Deformation
- Temperature
- Relative Humidity
- Water Damage
- Tampering

With continuing advances in electronics miniaturization, small and sophisticated data recorders with more and more memory are now being used by packaging engineers, UPS, Federal Express (FEDEX), and leading universities, such as Michigan State University’s world-renowned School of Packaging, to measure the hazards encountered in the distribution environment. Research indicates that packages are dropped an

average of fifteen (15) times from an average of 18", with one drop of 42" or more. This ongoing research is leading to revisions to recognized package integrity testing protocols so as to better simulate the actual hazards encountered by packages and predict the ability to survive transit. QVC actively supports such research, and will incorporate the findings into our evolving requirements.

7.16. ADDITIONAL ISTA TEST PROCEDURES

- A) Integrity Test Procedure 1A: Individual Packaged-Products 150 Lb (68Kg) or Less
- B) Integrity Test Procedure 1B: Individual Packaged-Products Over 150 Lb (68Kg)
- C) Integrity Test Procedure 1C: Extended Testing for Individual Packaged-Products 150 Lb (68Kg) or Less
- D) Integrity Test Procedure 1C: Extended Testing for Individual Packaged-Products Over 150 Lb (68Kg)
- E) Integrity Test Procedure 1E: Unitized Loads
- F) Integrity Test Project 1F: Closed Reusable Transport Containers for Loads up to 150 Lb (68 Kg) or Less
- G) Integrity Test Procedure 1G: Individual Packaged-Products 150 Lb (68Kg) or less
- H) Integrity Test Procedure 1H: Individual Packaged-Products Over 150 Lb (68Kg)
- I) Integrity-Plus Test Procedure 2A: Individual Packaged-Products 150 Lb (68Kg) or less
- J) Integrity-Plus Test Procedure 2B: Individual Packaged-Products Over 150 Lb (68Kg)
- K) General Simulation Performance Test Procedure 3A: Packaged-Products for Parcel Delivery Systems Shipment, 70 Kg (150 Lbs) or Less
- L) General Simulation Test Project 3C: Parcel Delivery System Shipments 150 Lb (68 Kg) or Less
- M) General Simulation Test Project 3D: Small Packaged-Products 1 lb (454 g) or less Bagged for Shipment
- N) General Simulation Test Project 3E: Unitized Loads of Same Product

All of the above ISTA test procedures and projects are available from ISTA (please see Section 7.17 for ordering information). Note that ISTA is experimenting with test procedures for “Packaged Furniture” (Project 3-10) and “Thermal Performance Testing of Temperature-Controlled Transport Packaging” (Project 5-14).

7.17. PACKAGING RELATED RESOURCES

7.17.1. Organizations / Businesses

International Safe Transit Association (ISTA)
1400 Abbott Road, Suite 310
East Lansing, MI 48823-1900
Phone: (517) 333-3437 or (800) FOR-ISTA (800-367-4782)
Fax: (517) 333-3813
www.ista.org
E-mail: ista@ista.org

UPS Professional Services (United Parcel Service)
Package Lab
1 UPS Way
Hodgkins, IL 60525
Phone: (708) 387-4560 or (877) 877-7229
Fax: (708) 387 - 4555
E-mail: info@ups-psi.com

Institute of Packaging Professionals (IOPP)
481 Carlisle Drive
Herndon, VA 22070
Phone: (703) 318-8970 or (703) 814-4960
www.packinfo.world.org
E-mail: iopp@pkgmatters.com

7.17.2. Literature and Documents

Handbook of Corrugated and Solid Fibre Boxes, published by The Fibre Box Association, 2850 Golf Road, Rolling Meadows, IL 60008, Phone: (708) 364-9600.

Fundamentals of Packaging Technology, by Walter Soroka (Herndon, VA: Institute of Packaging Professionals), 1995. The "IOPP Bookstore" is an excellent source of publications on packaging.

International Safe Transit Association, Package Integrity Test Procedure 1A (For Testing Packaged-Products Weighing 150 Pounds (63 kg) or less.)

7.17.3. Sample Calculation: Dimensional Weight

In order to more accurately reflect the cost of shipping small heavy packages and large light packages, UPS has introduced Dimensional Weight. A weight/volume calculation is performed to determine the shipping costs of a package.

Example: A package is 23.25" Long by 18" Wide and 17.5" High, and weighs 27 lbs, 6 oz. Calculations are for US Domestic shipments, other calculation factors apply to International shipments.

- A) Determine the Length, Width and Height dimensions used for calculation by rounding any fractional dimension to the nearest whole inch:
23.25" Long rounds down to 23"
18" Wide remains 18"
17.5" High rounds up to 18"
- B) Calculate the volume of the packages in cubic inches:
Volume = L" X W" X H"
Volume = 23" X 18" X 18"
Volume = 7452 cubic inches
- C) Determine the actual weight of the package and round any fractional weight UP to the next higher pound:
27 lbs, 6 oz is rounded up to 28 lbs.
Actual Weight = 28 lbs
- D) Determine the Dimensional Weight:
- IF you are using UPS Ground Shipment, AND the package volume is LESS THAN 5184 cubic inches, use the Actual Weight of the package.
 - IF you are using UPS Ground Shipment, and the package volume is 5184 cubic inches or larger, OR if you are using UPS Air Shipment:
Divide the volume of the package by 198 and round UP to the next full pound.
Dimensional Weight = package volume / 198
Dimensional Weight = 7452 / 198
Dimensional Weight = 37.6 Lbs
Dimensional Weight = 38 Lbs
- E) Shipping costs are calculated using the LARGER of the Dimensional Weight OR the Actual Weight. In this example, the shipping costs are based on the Dimensional Weight of 38 Lbs, even though the actual (rounded-up) weight was only 28 Lbs.

7.18. WHY PACKAGES FAIL FIRST-PIECE EVALUATION

The following list enumerates SOME of the most common reasons a product will fail the Packaging Evaluation portion of the First-Piece Sample Evaluation.

- The product has a PO quantity over 5,000 units and is not packed in a reshipper.
- Product leaks during testing or does not contain the required induction seal. (All products over 8 fl oz must contain a foil induction seal.)
- Product breaks during package testing. (Products must be adequately packed to survive ISTA testing which is comprised of vibration testing and multiple drops.)
- Product packaged in a retail box with an open face display window where the product is unprotected.
- The package is not sealed. (All packages must be sealed)
- The package is not sealed correctly. (Packages must be sealed parallel to the opening edge of the box.)
- An otherwise automatable package is sealed with bands. (A package less than 36" x 24" x 24" may not use bands)
- The package punctures during testing. (The product is not sufficiently immobilized or protected and the product punctures the box from the inside)
- Products do not have a valid ISTA 3A test when it is needed for that category
- Poor quality packaging materials. (Poorly fused foams or low quality corrugated boxes)
- Products are submitted in a glossy reshipper

7.19. BUREAU VERITAS / QVC TEST REQUEST FORM

The Vendor may obtain electronic copies of this form by contacting Bureau Veritas using the addresses listed on the sample form shown on the next two pages:

<input type="checkbox"/> Product Testing	<input type="checkbox"/> Transit Testing	<input type="checkbox"/> Product Quick Lead Test	<input checked="" type="checkbox"/> Inspection (Please Use Separate Inspection Request Form)
<input type="checkbox"/> Initial Test	<input type="checkbox"/> Re-Test Previous Report Number(s): _____		
<input type="checkbox"/> Regular Service (7 Working Days)	<input type="checkbox"/> Rush Service (2-3 Working Days – 40% Surcharge)		<input type="checkbox"/> Priority Service (24 Hours – 100% Surcharge)

Please Type Or Print

Your Company Name: _____

Company Address: _____

Company Address: _____
(If In China)

Contact Person: _____

Telephone: _____ Fax: _____ E-mail: _____

Invoicing Information If Different From Above

Company Name: _____

Company Address: _____

Contact: _____

Telephone: _____ Fax: _____ E-mail: _____

<input type="checkbox"/> Development	<input type="checkbox"/> Production	<input type="checkbox"/> Customer Complaint (Representative Sample)	<input type="checkbox"/> Customer Complaint (Actual Customer Sample)
Description: _____			
Manufacturer: _____			
Style Name: _____		Style/Model #: _____	
Color: _____		SKU #: _____	
Country of Origin: _____		Country of Destination: _____	
Quantity: _____		PO Number: _____	
Remarks: _____			

Instructions: Please complete all sections of the test request form. Use a separate *Inspection Request Form* when requesting an inspection. Along the left-hand column, indicate the BV division to which the samples will be sent for testing. Include one completed test request form for each sample (style) being sent.

We request the above testing and/or services and agree that all testing and/or services will be carried out subject to Bureau Veritas Consumer Products Services, Inc. ("BVCPS") scale of charges and turnaround times as set forth in the current price list at the time of testing and/or service delivery and subject to BVCPS Conditions of Testing.

Date Received: _____	Lab Number: _____	Quantity Received: _____
Date Due: _____	Client Number: _____	Receiver: _____

Date _____ Authorized Signature _____

CONDITIONS OF TESTING

Bureau Veritas Consumer Products Services, Inc. ("BVCPSP, or the "Company"), will conduct at the request of the Submitter ("Client"), the required tests specified on the reverse side of this Test Request Form in accordance with, and subject to, the following terms and conditions:

1. All orders for tests are subject to acceptance by the Company, and no order will constitute a binding commitment of the Company unless and until such order is accepted by it, as evidenced by the issuance of a written report ("Test Report") by the Company. The Test Report is issued solely by the Company, is intended for the exclusive use of Client and shall not be published, used for advertising purposes, copied or replicated for distribution to any other person or entity or otherwise publicly disclosed without the prior written consent of the Company. The Company shall not be liable for any loss or damage whatsoever resulting from the failure of the Company to provide its services within any time period for completion estimated by the Company. If Client anticipates using the Test Report in any legal proceeding, arbitration, dispute resolution forum or other proceeding, it shall so notify the Company prior to submitting the sample for testing.
2. The names, service marks, trademarks and copyrights of the Company and its affiliates, including the names "BUREAU VERITAS," "BUREAU VERITAS CONSUMER PRODUCTS SERVICES," "VERITAS" and "BVCPSP", (collectively, the "Marks") are and shall remain the sole property of the Company or its affiliates and shall not be used by Client except solely to the extent that Client obtains the prior written approval of the Company and then only in the manner prescribed by the Company. Client shall not contest the validity of the Marks or take any action that might impair the value or goodwill associated with the Marks or the image or reputation of the Company or its affiliates.
3. The Test Report will set forth the findings of the Company solely with respect to the test samples identified therein and, unless specifically and expressly indicated in the Test Report, the results set forth in such Test Report will not be indicative or representative of the quality or characteristics of the lot from which a test sample will be taken. The Test Report will reflect the findings of the Company at the time of testing only, and the Company shall have no obligation to update the Test Report after its issuance. The Test Report will set forth the results of the tests performed by the Company based upon the written information provided to the Company as set forth in, or attached to, this Test Request Form. The Test Report will represent the entire understanding of the parties hereto with respect to the subject matter of the Test Report and no modification, variance, extrapolation or conclusion with respect thereto shall be permitted without the prior written consent of the Company.
4. The Company may, in its sole discretion, destroy samples which have been furnished to the Company for testing and which have not been destroyed in the course of testing. The Company may delegate the performance of all or a portion of the services contemplated hereunder to an affiliate, agent or subcontractor of the Company, and Client consents to such delegation.
5. Unless a shorter period is provided for on the reverse side of this Test Request Form, payment in full shall be due 30 days after the date of invoice. Client shall pay interest on any overdue amount from the due date until paid at an interest rate of 1.5% per month or, if less, the maximum rate permitted by law. The Company reserves the right, at any time and from time to time, to revoke any credit extended to Client. Client shall reimburse the Company for any costs it incurs in collecting past due amounts, including court costs and fees and expenses of attorneys and collection agencies. The Test Report may not be used or relied upon by Client if and for so long as Client fails to pay when due any invoice issued by the Company or any affiliate of it to Client or any affiliate or subsidiary of Client together with interest and penalties, if any, accrued thereon.
6. The Company may, from time to time, permit Client to access this Test Request Form, the Test Report and other communications by means of e-mail transmissions with the Company. Client acknowledges that any such transmission will not be encrypted and, hence, will not be confidential, that such transmissions may be read and intercepted by third parties and that the electronic version of a Test Request Form, Test Report or other communication could be modified inadvertently. The Company disclaims any and all responsibility or liability arising out of or in connection with e-mail transmissions of such information.
7. The Company represents and warrants solely to Client that the Test Report will be free of any material error or omission caused by the negligence of the Company. If Client desires to assert a claim for breach of the foregoing warranty, it must submit a claim to the Company within 60 days after the date of issuance of the Test Report to Client in a writing that sets forth with particularity the basis for such claim. If the Company determines that the claim is timely and that a breach of the foregoing warranty has occurred, then the Company, at its option, may either (a) re-perform the deficient test, without charge to Client, or (b) refund to Client, without interest, the fee paid to the Company for such Test Report. Client waives any and all claims for breach of the foregoing warranty, including, without limitation, claims that the Test Report is inaccurate, incomplete or misleading or that additional or different testing is required, unless and then only to the extent that Client submits a written claim to the Company within such 60-day period.
8. The Company shall, to the extent of the limitation of liability set forth in Section 9, indemnify Client against third party claims asserting a loss arising exclusively from the negligence of the Company, but only if Client (a) notifies the Company of the assertion of such claim immediately upon its being notified and (b) provides to the Company the option to assume the defense of such claim or participate in such defense.
9. EXCEPT TO THE EXTENT OF THE LIMITED WARRANTY SET FORTH IN SECTION 7 OR AS MAY OTHERWISE BE AGREED TO IN WRITING BY THE COMPANY AND NOTWITHSTANDING ANY PROVISION TO THE CONTRARY CONTAINED HEREIN OR IN ANY TEST REPORT, NO WARRANTY OR GUARANTEE, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE OR USE, IS MADE. IN NO EVENT WHATSOEVER SHALL THE COMPANY BE LIABLE FOR ANY CONSEQUENTIAL, SPECIAL OR INCIDENTAL DAMAGES IN CONNECTION WITH OR ARISING OUT OF THE SERVICES PROVIDED BY THE COMPANY HEREUNDER, INCLUDING WITHOUT LIMITATION LOSS OF OR DAMAGE TO PROPERTY, LOSS OF INCOME, PROFIT OR USE, OR CLAIMS OR DEMANDS MADE AGAINST CLIENT OR ANY OTHER PERSON BY ANY THIRD PARTY IN CONNECTION WITH OR ARISING OUT OF THE SERVICES PROVIDED BY THE COMPANY HEREUNDER. NOTWITHSTANDING ANY PROVISION TO THE CONTRARY CONTAINED HEREIN, UNDER NO CIRCUMSTANCES WHATSOEVER SHALL THE LIABILITY OF THE COMPANY IN RESPECT OF ANY CLAIM FOR LOSS, DAMAGE OR EXPENSE, OF WHATEVER NATURE OR MAGNITUDE, AND HOWEVER ARISING, EXCEED AN AMOUNT EQUAL TO THE AMOUNT OF THE FEES PAID TO THE COMPANY FOR THE SPECIFIC SERVICES WHICH GAVE RISE TO SUCH CLAIM.
10. The Company shall not be liable for any loss or damage resulting from any delay or failure in performance of its obligations hereunder resulting directly or indirectly from any cause that is beyond the control of the Company, including, but not limited to, fire, flood, tornado, hurricane or other acts of God, war, casualty, accident, embargo, governmental actions, orders of courts or tribunals, non-performance of third parties, strike, lock-out, or other difficulties with employees, inability timely to obtain labor, material, equipment or services through the Company's usual sources or delays of carriers. If any such event occurs, the Company may immediately cancel or suspend its performance hereunder without incurring any liability whatsoever to Client.
11. These Conditions of Testing shall be governed by, and construed in accordance with, the local laws of the country where the Company performs the tests or, in the case of tests performed in the United States of America, the laws of the Commonwealth of Massachusetts. Client waives the right to interpose any counterclaim or setoffs of any nature in any litigation arising hereunder. Any proceeding related to the subject matter hereof shall be brought, if at all, in the courts of the country where the Company performs the tests or, in the case of tests performed in the United States of America, in the courts of the Commonwealth of Massachusetts.
12. These Conditions of Testing are available at the website <http://www.cps.bureauveritas.com>. If there is a discrepancy between the terms and conditions set forth in these Conditions of Testing and the terms and conditions set forth (a) at such website; (b) in the Test Report, (c) on the reverse side of this Test Request Form or (d) in any other writing other than a master agreement which expressly (i) provides that its terms and conditions shall take precedence over these Conditions of Testing and (ii) cross-references this Section 12 or the equivalent section at such website, the Conditions of Testing set forth at such website shall govern and any inconsistent provision of this Test Request Form or other writing, as applicable, shall be disregarded. If no Conditions of Testing are set forth at such website, then the Conditions of Testing set forth herein shall govern.

7.20. INTERTEK / QVC TEST REQUEST FORM

The Vendor may obtain electronic copies of this form by contacting Intertek using the addresses listed on the sample form shown on the next page:

QVC Packaging Test Requisition Form

Applicant Name 申请单位名称(英文名称): _____ Address 申请单位地址(英文地址): _____ Postcode 邮政编码: _____ E-mail 电邮: _____ Contact Person 联络人: _____ Tel. 电话: _____ Fax 传真: _____	Official Use Only
	Job No.
	Quotation No.
	Rec. Date
	R.R. Date
Payer 付款单位: _____ Contact Person 联络人: _____ Address 地址: _____ Telephone 电话: _____ Fax _____ Report Address 报告寄往: _____ E-mail 电邮: _____ * Email passed test report to below email address at QVC: Contact Person: <u>TERRANCE ALLEN</u> Email address: <u>QVCQAPACKAGING@QVC.COM</u> <u>CHAD SEVENSMA</u>	
Sample Description 样品描述: _____ No. of Sample Submitted 样品数量: _____ Model No. 型号: _____ QVC SKU No. _____ Packing Material 物料: _____ : Manufacturer 制造商: _____ Quantity Per Carton 每箱数量: _____ Buyer 买家: QVC USA Outer Dimension 外箱尺寸: _____ Country of Origin 原产地: _____ Gross Weight 毛重: _____ Country of Destination 目的地国家: USA	
Test(s) Required : (Please tick appropriate boxes) 测试项目名称 (请在适当空格内“√”)	
Package Performance Test: <input type="checkbox"/> QVC Package Integrity Testing - QVC ISTA Test procedure 1A (11 drops for carton drop test) - Conditioning at 38 °C/85% Relative Humidity for 72 hours <input type="checkbox"/> ISTA Test Procedure 3A (QVC requires that ISTA 3A testing be performed using the 'Tropical (Wet)' and then 'Desert (Dry)' atmospheric conditioning) <input type="checkbox"/> Others, please specify 其它 (请注明): _____	
Material Test: <input type="checkbox"/> US Toxics In Packaging Legislation <input type="checkbox"/> Others, please specify 其它 (请注明): _____	
Note: (1) QVC requires that 'Assembly and function checking' be performed on all packaged-products after the package testing is completed, whenever applicable. (2) QVC requires that 'Pass/Fail' conclusion included in test report (3) QVC requires a detailed description and pictures of all packaging – internal and external included in test report. (4) QVC requires Bursting Strength and Edgewise Compression test to be performed for all the carton box .	
Service Required : <input type="checkbox"/> Regular <input type="checkbox"/> Express (40% surcharge) <input type="checkbox"/> Shuttle (100% surcharge) Report Service : <input type="checkbox"/> Fax <input type="checkbox"/> Mail <input type="checkbox"/> Express Delivery <input type="checkbox"/> Email <input type="checkbox"/> Self Pick-up Return Sample : <input type="checkbox"/> Yes <input type="checkbox"/> No Is this a retest: <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, Please state previous report no. _____	
We request for the above tests and agree that all testing will be carried out subject to INTERTEK TESTING SERVICES 'S scale of charges as set forth in their latest price list of which we have seen a copy and upon and subject to the terms and conditions set out hereon and overleaf.	
Date	Authorized Signature and Company Chop
Intertek Contacts/ Test Samples Sent To: Cicy Tao (email: cicy.tao@intertek.com) Elaine Ye (email: elaine.ye@intertek.com) Gracie Wang (email: gracie.wang@intertek.com)	

- Notes:
1. Test Requisition Form without company chop will **NOT** be valid.
 2. Photocopy of Test Requisition Form will **NOT** be accepted by Intertek Testing Services ShenZhen Ltd.
 3. Applicant should retain the **DUPLICATE** for own reference and present the same for collection of test report in our office.
 4. No comment may be given for some of the test items if related standard or specification is not available.