



# FISH & HUNT SPECIFIC

## VENDOR COMPLIANCE MANUAL

Please note:

The correct usage of the Orvis logo can be found in the  
Branding Section of this manual.

ANY MERCHANDISE NOT USING THIS LOGO IN AN APPROVED  
MANNER WILL RESULT IN A RETURN TO VENDOR.

THIS MANUAL SUPERCEDES ALL PREVIOUS MANUALS.

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To read the following topics, please refer to the Orvis VCM Standards for ALL Vendors located at [orvis.com/vendorinfo](http://orvis.com/vendorinfo).

**TERMS AND CONDITIONS, INTRODUCTION, SHIPPING  
BRANDING, FINANCIALS**

**This manual supercedes all previous manuals.**



## QUALITY AND WORKMANSHIP

### GENERAL QUALITY REQUIREMENTS

ORVIS carries a wide variety of products in our catalogs. This section will cover these broad areas and the basic requirements for each category. If the Quality Assurance Department feels that more specifics are needed for a particular product, they will request that information on a Sample Acknowledgement Form.

The need for a follow up sample will be determined and indicated on the above mentioned Quality Assurance Sample Acknowledgement Form.

**NO DEVIATIONS FROM THE MINIMUM CONSTRUCTION STANDARDS ARE PERMISSIBLE UNLESS AUTHORIZED BY THE QUALITY ASSURANCE TEAM IN CONJUNCTION WITH THE BUYER AND SPECIFIED ON THE SAMPLE ACKNOWLEDGEMENT FORM.**

**FAILURE TO COMPLY WILL RESULT IN CHARGEBACKS.**

# Workmanship Requirements

## CONSTRUCTION ASSEMBLY

1. Must be made according to design and first article of production sample target.
2. The product must be solidly built when assembled. All joints must fit tightly and securely with no gaps or uneven edges.
3. There should be no excess glue around joints. Assembly screws should not show unless screws are specified as part of the design.
4. Screw holes plugs, when used, must be even with the surface and must match or complement the finish. If raised or rounded plugs they must complement the finish and be of like quality and material as the basic unit.
5. Product components must be constructed of like parts with respect to shade of color, selected material, grain of wood matching within acceptable limits, depending upon the production sample target.
6. Knots in wood, when acceptable, will not be located in an area that will weaken the product.
7. Staples will not be used on exposed areas or on stress points.
8. Dowels, spindles, fasteners will be inset and glued, or secured in such a manner as to prevent squeaking, wobbling, or rattling when the product is used or moved.
9. Cut and sewn product should be free of loose tag ends on stitching.

## APPEARANCE

1. Must be free of dents, scratches, chips, splits, and cracks.
2. Surfaces must be smooth and free from splinters, sharp corners or edges. When specified, edges must be broken or eased.
3. Components with glass will be finished in the same manner as the basic unit with no scratches, cracks, sharp or rough edges.
4. Outdoor furniture and some rustic designs may have a somewhat rougher appearance. The approved Top of Production Sample, material and workmanship requirements will determine the degree of acceptability.
5. Appearance should match to the production sample per the common observer.

## FUNCTION

1. All moving parts must function smoothly and quietly with no binding, rubbing, wobbling or squeaking. The moving parts will not rub against other components in such a manner as to cause rub marks or scratches in the finish.
2. Drawers will slide smoothly and close separately. Drawer/door knobs or pulls will be positioned and secured in such a manner as to allow easy use and provide adequate strength to fulfill their function.
3. Wheels/casters/adjustable feet will insert easily and securely, roll smoothly and swivel freely.
4. Hinges will pivot smoothly and lay flat in both the open and closed position.
5. All hardware and accessories must function as intended and be free of rust or tarnish.
6. Folding furniture will open and close easily and will lay flat when in the closed position. When open, the item will be secured in such a manner as to prevent inadvertent closing.
7. Revolving bases will rotate easily and smoothly when the product is used as designed.
8. The product will sit level when used as designed, with no tipping or rocking. It will contain no mechanical defects that will affect the function of the product.
9. Waterproof products shall perform to tested standards.
10. Reels should have a min. and max. drag resistance based on production sample target.

## FINISHING

1. Stain/paint/coloration must match, within acceptable limits, the shade of the buyer's approved sample. It should also be consistent, not of varying shades or too dark or light.
2. Must be uniform in color, with no runs, drips, bubbles, ripples or uneven applications. No sawdust, dirt, or other foreign matter will be dried into the finish.
3. All surfaces must be sealed. If designated to be stained or painted, masked areas and the underside must also be covered evenly with no sawdust, dirt, or other foreign matter fired into the finish.
4. Must be allowed to dry/cure adequately prior to handling or packaging to prevent smudging, fingerprints, or sticking to packing materials.
5. FINISHED PRODUCT SHOULD BE PACKAGED SUCH TO PREVENT MARKING FROM CONTACT WITH PACKAGING.
6. No stain bleed out on edges, holes or joints.
7. Hooks used should be the same color as the finish to prevent other colors from rubbing off onto the item.

# Additional Information

**INSTRUCTIONS:** If a product requires assembly or several steps for its use and/or care, instructions must be included in English in the packaging. All instructions will be reviewed for ease of use and understanding. If the item requires additional components, such as light bulbs, batteries or hardware, then type, size or description of these additional components must be included with the product. **No vendor information is to appear on the instruction sheet(s).**

**CLAIMS:** Any claims or warranties advertised in the instructions, sales materials, or on the packaging must have prior written substantiation. Claims may be reviewed by our legal department, which may require documentation of the claim from the vendor.

**INTENDED FUNCTION:** All samples will be reviewed and tested by our Quality Assurance team to ensure that the item will perform as intended. Please be sure that the requested samples are forwarded immediately to allow for sufficient time to make any necessary product modifications.

**HAZARDOUS MATERIALS:** All hazardous materials must have a completed MSDS sheet completed by the vendor. See the Hazardous Materials section of this guide for detailed instructions.

**CHAIRS/NON-UPHOLSTERED:** A clear and concise set of instructions in English must be provided if any assembly, however simple, is necessary. The product must be free of imperfections and irregularities. It must be free of rough surfaces, flashing, sharp points, etc. Any seat intended to swivel must do so smoothly throughout its range of intended movement. The chair must hold 360 lbs. for one hour without failure. The product shall perform as intended by design.

**ELECTRICAL:** All electrical items must be evaluated to UL standards and have CURRENT UL, ETL, or CSA LISTING and tag/label. All components should be included and perform as intended by design. English instructions and battery specifications must be included.

**WATCHES:** Watches must be marked with the name of the country of manufacture and number of jewels, if any. Individual inserts, instructions in English, etc. are to be included in the packaging from the vendor. Merchandise is to be boxed in Orvis-approved jewelry/watch boxes with country of origin of box marked on the box.

**FLIES:** Heads/finish wraps should be neat with all tags trimmed close. All materials should be trimmed neatly at tie-in spots where applicable. Material substitutions should not be made without pre-authorization from the buyer.

**FLY TYING MATERIALS, ORGANIC:** Organic materials such as feathers, furs, etc., especially those on the skin, should be free of bugs, mold, blood, muscle, fat and other tissues (non-skin), and excessive odor.

**UPHOLSTERED FURNITURE:** All upholstery must be in compliance with ASTM flammability standards. In addition, upholstered items must be registered for compliance with bedding and upholstery regulations. For stools, chairs, and furniture, we may need documentation of a static or dynamic load performance test specifying the maximum weight capacity. PER THE DEPARTMENT OF HEALTH IN THE STATE OF VIRGINIA, EVERY IMPORTER AND MANUFACTURER OF BEDDING OR UPHOLSTERED FURNITURE MUST OBTAIN AN ANNUAL LICENSE FROM THE STATE TO SELL ITS GOODS THERE. A LICENSE IS REQUIRED FOR EACH MANUFACTURING FACILITY AND EACH PLACE OF BUSINESS INVOLVED IN THE MANUFACTURING AND DISTRIBUTION OF THE PRODUCT. EACH ITEM MUST HAVE A WHITE SEWN-IN LABEL AFFIXED WITH THE REGISTRATION NUMBER SHOWING. **Call 804-864-8147 or visit [www.vdh.virginia.gov/environmentalhealth/food/bedding/virginiabeddinglaw/law.pdf](http://www.vdh.virginia.gov/environmentalhealth/food/bedding/virginiabeddinglaw/law.pdf) or for more info.**

**HAZARDOUS MATERIALS/CHEMICALS/LIQUIDS:** All vendors must provide the Quality Assurance team with the Material Safety Data Sheets (MSDS) that detail information on each hazardous chemical, including appropriate safety measures. The Department of Transportation (DOT) shipping classification must also be provided if it is not included on the MSDS. The Quality Assurance team will forward this information to the receiving department in the Distribution Center. **The Distribution Center MUST have this information prior to shipment, or the delivery may be refused or the vendor may be issued a chargeback.** More detailed information on this subject is provided in the Packaging section of this manual.

Use of materials that would not be compliant with region regulations must be identified prior to production sample target approval. More detailed information on this subject is provided in the Restricted Substances Disclosure Requirement section of the Vendor Compliance Manual Standards for ALL Vendors. Section 1, Standard Terms and Conditions.

## **DROP BALL TEST**

The Food and Drug Administration (FDA) reviews shipments of sunglasses and lenses to check for proper documentation. FDA requires shipments of glasses and/or lenses include the “Drop Ball Test” Certificate with it.

The FDA regulates eye wear products to ensure their safety. Impact resistance is essential criterion for U.S. bound glasses and/or lenses. The FDA does not explicitly define a number of lenses that need to be tested before approved; it depends on the size of the shipment and the material/type of lens. However, the FDA does state that the drop ball test must be performed on every glass lens for prescription use.

There is a guidance document for the drop ball test. The regulation states the following requirements:

1. The impact test will consist of a 5/8 inch steel ball weighing approximately 0.56 ounces
2. The ball should be dropped from a height of 50 inches from the horizontal upper surface of the lens
3. The geometric center of the lens should be struck by the ball within a 5/8 inch diameter circle
4. There cannot be anything restricting the fall of the ball
5. A tube may be used to guide the ball to the lens; the ball may be dropped through a tube extending to within approximately 4 inches of the lens

Title 21 of the FDA’s Core of Federal Regulations states that the lens cannot fracture on impact in order to pass the test. A lens is considered fractured if:

1. It cracks through its entire thickness, including a laminar layer, if any, and across a complete diameter into two or more separate pieces; or
2. Any lens material visible to the naked eye becomes detached from the ocular surface (i.e., the surface of the lens that is closest to the eye when the lens is in actual use).

**A failure to include the “Drop Ball” certificate with your shipment can result in a delay in your shipment by the FDA. To avoid any delays make sure the Drop Ball Test results are attached to your shipping documents.**

For questions related to the “Drop Ball Test” or any U.S. FDA regulation, please contact Registrar Corp 24/7 at [www.registrarcorp.com/livehelp](http://www.registrarcorp.com/livehelp) or call us at +1-757-224-0177



## **CHARGEBACKS**

### **RETURN TO VENDOR (RTV) AND CHARGEBACKS**

This section outlines the parameters in which ORVIS would need to return a shipment to a vendor. Sometimes it is the only option available. We try to work with all of our vendors to avoid this step. However, should it be necessary, we expect our vendors to comply with our needs and work in a timely manner to either correct or replace the returned merchandise.

Invoices will not be paid on a purchase order (P.O.) until the entire shipment has been processed through Quality Assurance inspections. ORVIS expects the vendor to have their own quality procedures in place so as to assure integrity of product and packaging. Discrepancies will result in 100% inspection and will cause a chargeback to the vendor.

### **CONTRACT AND IN THE STANDARD TERMS AND CONDITIONS OF PURCHASE:**

When it is justified to Return to Vendor (RTV) a shipment, Orvis will send the shipment back  
WITHOUT a RA #.

**FAILURE TO COMPLY WILL RESULT IN CHARGEBACKS.**

# Return to Vendor

**Products that have failed the Random Sampling and 100% Inspections are subject to Return to Vendor (RTV).** RTV shipments will be returned without an RA#. In situations where merchandise does not match ORVIS quality standards and/or specifications, merchandise will be returned to the vendor. In these situations, the vendor will be responsible for all freight costs. Once a problem is found with a shipment, the vendor is notified as soon as possible. Where possible, a sample(s) of the problem merchandise is sent to the vendor for review. These situations must be handled in a timely manner as each day these products are held up in the Quality Assurance Department (QAD), the shipment is not being processed, or products being stocked. Vendor payments are held until Quality Assurance problems are cleared.

**RANDOM SAMPLING AND CHARGEBACKS:** It is to everyone's benefit to avoid chargebacks. They slow down the distribution of products to the ORVIS customer. Our goal is to have a positive experience with the vendors and the customers. Please read this section thoroughly. ORVIS requires our vendors to do their quality inspections, in their own facilities, prior to shipment of products to ORVIS. Any shipment of products, which is held up in QAD, due to vendor non-compliance, will result in a vendor chargeback and delay the vendor invoice from being paid.

The ORVIS Quality Auditing Team will inspect each shipment. ORVIS uses the submitted Final Approval sample as the guide by which flaws, damages, color matching, or any other related quality problems that may occur in the production cycle are determined. If more than the acceptable number of items fail the 2nd level of inspection, 100% inspections are automatic. At this point, the vendor is responsible for the cost of the 100% inspection and any materials that may be needed for the inspection. Depending on the flaws found, the products that have failed the 1st and 2nd level of inspection may be sent back to the vendor, at the vendor's expense, and will not be paid for.

**EARLY/LATE FEE-**Failure to ship on time in accordance to ex country/ship date on purchase order contract will result in an early or late fee. Late fee charged to the shipment will be 15% of the value of the shipment.

## Product Chargebacks

Failure to comply with the product guidelines outlined in this manual will result in chargebacks. All Product Chargebacks are based on \$50 per labor hour plus supplies needed to correct the shipment and a \$50 administration fee. The minimum charge to correct any shipment is \$75 per PO.

Common examples of errors that will be charged back for:

1. Cartons did not have proper identification. Shipping carton labels cannot be missing or inaccurate.
2. Merchandise was not individually & properly barcoded with an 8-digit (no dashes) Bar code 128, subset B barcode.
3. Shipments did not have packing list or proper packing list with the first carton.
4. Merchandise was not properly packaged.
5. Pack List error.
6. No Country of Origin Indication.

**FREIGHT CHARGEBACKS:** Failure to comply with the Routing Guides outlined in this manual will result in chargeback. All Shipping Chargebacks are figured as actual freight charges minus Orvis freight, plus an administrative fee of \$50. Orvis freight is defined as the Orvis designated carrier and method. Chargebacks are applied to both domestic and international shipments, the minimum is \$75 per PO. Examples of common chargebacks include:

1. Vendor used improper shipping methods outlined in the routing guide.

2. Vendor did not use Orvis designated carriers.

**100% INSPECTIONS-** A number of situations could trigger the need for a 100% inspection and verification of the shipment. Reasons for a 100% inspection include, but are not limited to, the following:

1. Appearance of vendor labels.
2. Missing or poor labeling of country of origin.
3. Missing or poor labeling of fabric content.
4. Product sample fails to match Orvis specs.
5. Product sample fails to meet Orvis quality standards.
6. Sample indicates poor packaging and product damage.
7. Missing PO information, manifest or shipping papers.
8. Missing or poor labeling of cartons.
9. Evidence of damage during shipment.
10. Evidence of infestation.
11. Poor packing of breakable items.
12. Mixed PO merchandise in one or more cartons.
13. Poor color quality or color fails to match info provided.
14. Packing list errors.



# General Chargeback List Not a complete list.

	COMPLIANCE ISSUE	CHARGEBACK AMOUNT
PRODUCT CHARGEBACKS	<b>No final approval sample submitted to Packaging Specialist prior to PO shipment</b>	<b>\$200</b>
	Storage while awaiting vendor compliance/resolutions/repairs	\$10 per pallet space per week.
	Merchandise not individually barcoded with a scannable barcode or does not have country of origin displayed on each individual item	\$50 per hour & supplies + \$50 Admin fee
	Merchandise was not free of vendor name, logo, address, web address	\$50 per hour & supplies + \$50 Admin fee
	Merchandise not properly bagged or bags not secured	\$50 per hour & supplies + \$50 Admin fee
	All Polybags did not include Child Warning	\$50 per hour & supplies + \$50 Admin fee
	Merchandise was not packaged to minimize damage	\$50 per hour & supplies + \$50 Admin fee
	Packaging did not meet Carrier Standards	\$50 per hour & supplies + \$50 Admin fee
	100% Inspection	\$50 per hour & supplies + \$50 Admin fee
	SHIPPING CHARGEBACKS	All cartons did not have proper identification Maximum of 5% of total PO cost
All shipments did not have complete and accurate packing lists included with lead carton #1. Fast Track– Failure to identify ALL cartons as Fast Track for a Fast Track PO. Identify carton as Fast Track without Fast Track Approval.		\$100 per Purchase Order
Multiple PO's shipped on same day but not costs on same Bill of Lading		Actual freight costs minus Orvis freight + \$50 Admin fee
Early/late Merchandise not shipped in time frame according to agreed schedule		15% of invoice
Orvis approved shipping method/designated costs carrier not used.		Actual freight costs minus Orvis freight + \$50 Admin fee
Shipment information being entered into Orvis Supplier Zone in timely manner (24 hours)		\$100 per purchase order