



HARD GOODS 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.**

DISCLAIMER:

**THESE INSTRUCTIONS ARE TO BE USED AS A GUIDE ONLY.
ALWAYS REFER TO THE 'TECH PACK' FOR STYLE SPECIFICS.**

THIS MANUAL SUPERCEDES ALL PREVIOUS MANUALS.

LAST UPDATED 7/17/19



TABLE OF CONTENTS

QUALITY & WORKMANSHIP

- General Requirements
- Additional Information
- Workmanship Requirements
- Dimensions and Tolerances for Bedding & Hardgoods

CHARGEBACKS

- Return to Vendor
- Product Chargebacks
- Chargeback List

To read the following topics, please refer to the Orvis VCM Standards for ALL Vendors located at orvis.com/vendorinfo.

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



QUALITY & WORKMANSHIP

VENDOR COMPLIANCE MANUAL

HARD GOODS

GENERAL QUALITY REQUIREMENTS

ORVIS carries a wide variety of products. This section will cover these broad areas and the basic requirements for each category. You may be asked to submit a quality sample to the Quality Assurance or to the Buyer to ensure that the products we ship to our customers meet our requirements. Terms and Conditions agreement required to be acknowledged, signed, sent back by all vendors.

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.

BEDDING: All bedding must have a fiber content, country of origin, and care instructions label affixed to the product. All FEATHER and DOWN must meet Federal Regulations 148A and ASTM 4524 and test reports may be required by the Quality Assurance Department. That would be indicated on the Sample Acknowledgement Form. 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. **FOR ADDITIONAL INFORMATION, PLEASE VISIT THEIR WEBSITE AT:** <http://www.vdh.virginia.gov/EnvironmentalHealth/Food/Bedding/virginiabeddinglaw/law.pdf> OR CALL: 804-864-8147.

WINDOW TREATMENTS: All window treatments will be reviewed for colorfastness. All textile treatments must have the fiber content/care label attached to the product or package. A copy of the care/content label may be requested on the Sample Acknowledgement Form. All plastic blinds must have documentation stating that the item is in compliance with LEAD requirements. Copies of the tests may be requested by QAD. Instructions on how to mount both the treatments and the safety hardware for operational cords (now required) must be included in the consumer package and must be sent to the buyer with the product acknowledgement form.

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. It must hold 360 lbs. for one hour without test failure. The product shall perform as intended by design.

CLOCKS: The product shall be free of imperfections and irregularities. It shall comply with all labeled claims present on product and packaging. It shall perform as intended by design. The product must have the manufacturer's name and address on the front or back plate and the country of origin along with the number of jewels, if any. Please be sure to indicate on the Product Acknowledgement Form if batteries are required, what size, and if they are included in the shipment. Must contain care information.

COOKWARE: All cookware must be free of imperfections and irregularities and must be free of rough surfaces, scratches, etc. The product shall comply with all labeled claims on product or packaging. The product must hold 1 times its weight in water. The product shall withstand typical usage without sticking, peeling or other adversities. All cookware, flatware and drinkware should comply with any state/federal regulations with regard to paint, glaze or other substance coating.

ELECTRICAL: All electrical items must be evaluated to UL standards and have CURRENT UL, ETL, or CSA LISTING and tag/label.

FLATWARE: This product shall perform as intended by design. It must be smooth, free of rough surfaces, buffed completely, etc. It must be free of imperfections and irregularities.

FOOTWEAR: Each shoe box must display the correct Orvis 8-digit product barcode with no dashes between digits.
Scannable barcodes are 128 subset B.

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.

JEWELRY: Jewelry must be marked with country of origin. If boxed in a gift box, country of origin of box must also be shown.

FOOD AND COOKWARE: All food items must be sealed and have the ingredients and nutritional information listed on the package. The packaging must be FDA-approved, and we may request documentation of this. All food and cookware must be in compliance with FDA requirements. Items must be marked clearly if they are oven, microwave or dishwasher safe. You may be required to provide test reports to substantiate this statement. All ceramic and metal pieces must be permanently marked with the manufacturer's name and country of origin. **ALL FOOD ITEMS MUST CONTAIN A BUYER-APPROVED EXPIRATION DATE ON INDIVIDUAL OUTERMOST PACKAGING AND STAMPED ON EACH OUTER MASTER CARTON.**

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.**

FOR ADDITIONAL INFORMATION, PLEASE VISIT THEIR WEBSITE AT:
<http://www.vdh.state.va.us/environmentalhealth/Food/Bedding/index.htm>

GAMES: Product shall be free of imperfections and irregularities. All components shall perform as intended by design. The product shall meet all labeled claims. All instructions must have an English version.

GLASSWARE: The product shall perform as intended by design. It shall be free of rough surfaces, sharp points, sharp edges, etc. It shall be free of imperfections and irregularities. Please indicate if your product is dishwasher and microwave safe.

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 beside of chemical, liquid or gel. 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.

OUTDOOR FURNITURE: Tables must be able to withstand impact on legs, which may occur in handling or moving. Chairs must not exhibit structural breakage or loss of serviceability. Structures must be supported without tip-over or excessive movement in use. Chairs must support weight of load without tipping over. Minimum Class 4 (dry). Minimum Class 3 (wet). (Gray Scale for staining.) Must exhibit a maximum Class 3 after 112 hours of exposure to simulated sunlight and rain. A bedding label or tag required by Tariff Act of 1930 must be included on any pad, pillow, or cushion. (See additional information under heading of Bedding.) Vendor must provide easy to follow assembly instructions in English. Vendor must include all necessary hardware and parts. Vendor must provide pre-drilled holes if indicated in the assembly instructions. Must provide proper care instructions. Product must comply with all stated or implied claims made by the manufacturer. Packaging must list country of origin.

RUGS: All rugs **MUST** be in compliance with Federal Flammability Test Standard 16 CFR 1630/1631. Test reports must be forwarded to the Quality Assurance team for review/approval along with the sewn-in fiber

content and/or care label. **Opaque bags are recommended, not required, and must be 7mil or thicker.**

SERVING TRAY: This product must be free of rough, splintered surfaces, sharp points, etc. It must be free of imperfections and irregularities. It shall perform as intended by design. It shall withstand an evenly distributed load of 20 lbs. without failure.

TABLE TOP: Textile products such as table linens, towels, potholders, tablecloths, napkins, etc. must have a sewn-in label stating the fiber content and the care instructions.

TOYS/CHILDREN'S PRODUCTS: All toys and children's products MUST be in compliance with CHCC, FCC, FDA, and UL, ETL, CSA, and any other applicable safety testing regulations as they pertain to the product. Documentation is required by the Quality Assurance team on the Sample Acknowledgement Form. Products must be labeled with care, content, and country of origin. Fiberfill stuffing must be clean, if applicable. The product must be free of imperfections and irregularities. The product shall have stuffing registration numbers present on labels. All applicable safety testing including, but not limited to, ASTM F-963 is required. Please affix lab test certificate and indicate age range designated in the report. Copies of testing results and current Certificate of Liability Insurance must be sent to buyer attached to Product Acknowledgement Form and copies also attached to Pre-Production Worksheet FORM 2020. Vendor is responsible for supplying age and weight restrictions in accordance with standards and testing results. Be sure to include assembly and use instructions. **All toys should be individually boxed with the outside carton being free of pictures or wording that would indicate what is inside the box. We don't want any package arriving on a Customer's doorstep that would enable a child to see what they are receiving as a gift.**

CHILDREN'S FURNITURE: The product shall be free of rough edges, cracks, chips etc. It shall be free of imperfections and irregularities. The product shall comply with all labeled claims. It must hold 125 lbs. for one hour without test failure. It shall perform as intended by design. Copies of any applicable Safety Test results and Liability Insurance Certificates must be provided.

Additional Information

COMPLIANCE LABELING: Several industries require labeling for various products. Please be sure that all mandatory labeling is on the product. We will inspect samples upon receipt. This will be part of the initial review of your product for inclusion in an Orvis market venue. The following are a few of the labels we will be looking for on products:

1. Candle Warning Labels
2. Suffocation Warning Label
3. Small Parts Warning Labels
4. UL/ETL/CSA Label
5. LHAMA Label
6. CE Label
7. Stuffing Labeling
8. Sleepwear/nightwear flammability label see our Soft Goods Vendor Compliance Manual.

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 package of the product 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. Orvis Standards for All Vendors. Section 3.

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 eyewear 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 registrarcorp.com/livehelp or call us a t+1-757-224-0177

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.

Dimensions and Tolerances for Bedding

The following is a general guideline for developing bedding products for Orvis. These are all “after wash” measurements and are considered to be our standard.

PRODUCT	LENGTH BY WIDTH In Inches	TOLERANCE In Inches
Flat Sheets		
Twin	105x70	-½ TO +4
Full	105x80	-½ TO +4
Queen	110x90	-½ TO +4
King	110x110	-½ TO +4
Fitted		
Twin	75x39	-1 TO +1
Full	75x54	-1 TO +1
Queen	80x60	-1 TO +1
King	80x78	-1 TO +1
Pillow Cases		
Standard	32x20	-1 TO +1
King	40x20	-1 TO +1
Shams (excluding flanges)		
Standard	27x20	-½ TO +1
King	36x20	-½ TO +1
Euro	26x26	-½ TO +1
Boudoir	16x12	-½ TO +1
Duvets (excluding flanges)		
Twin	68x86	-½ TO +1
Full/Queen	86x86	-½ TO +1
King	86x104	-½ TO +1
Quilts		
Twin	90x64	-2 TO +2
Full/Queen	94x86	-2 TO +2
King	101x94	-2 TO +2



CHARGEBACKS

VENDOR COMPLIANCE MANUAL

HARD GOODS

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.

AFTER A REPEAT OFFENSE THERE WILL BE A \$300. FEE FOR REPEAT OFFENSE/NOT ADDRESSED.

FAILURE TO COMPLY WILL RESULT IN CHARGEBACKS.

WHEN IT IS JUSTIFIED TO RETURN TO VENDOR (RTV) A SHIPMENT, ORVIS WILL SEND THE SHIPMENT BACK WITHOUT AN RA #.

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, as they will 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, as it contains valuable information concerning chargebacks. 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. **Some common examples of errors that will be charged back for:**

1. Cartons lacked proper identification.
2. Merchandise was not individually bagged, barcoded with a scannable barcode (Barcode 128, subset B, no dashes), or labeled with Country of Origin on each individual item.
3. Shipments did not have packing list or proper packing list with the first carton.
4. Was not properly packaged.
5. Packing list errors.

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 will be applied to both domestic and international shipments, the minimum is \$75 per PO. Some examples of common chargebacks are as follows:

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. The reasons for a 100% inspection include, but are not limited to, the following:

General Chargeback List Not a complete list.

	COMPLIANCE ISSUE	CHARGEBACK AMOUNT
PRODUCT CHARGEBACKS	No final approval sample submitted to Packaging Specialist prior to PO shipment	\$200
	Storage while awaiting vendor compliance/resolutions/repairs	\$10 per pallet space per week.
	Merchandise not individually barcoded with a scannable barcode (with no dash between digits) 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, pricing	\$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

	Received shipment on bad pallets.	\$50
--	-----------------------------------	------