

# VendorOperationsGuide

## Housewares Packaging Guidelines

Released September 2023 - V3 (Updated 1/2025)

**New in 2024**

Any new changes from previously released versions will be highlighted in Gray.

Packaging Specifications are required for each sku.

Packaging Specifications Template can be found [here](#).

Reach out to [packaging@crateandbarrel.com](mailto:packaging@crateandbarrel.com) with any questions.

**Addendum**

- Container and Packaging Desiccant Revision
- Poly Bag Revision
- Serveware Requirements
- New Container Load Plan link



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## General Packaging Requirements

We take steps to protect the product through improved packaging materials and designs, with the expectation that our vendors comply with these standards. Vendors will incur a chargeback fee for non-compliance.

- Vendors shall use sustainable, recycled or easily recyclable packaging materials that meet or exceed all performance and quality standards.
- Polyfoam is an approved packaging material. EPE is the preferred foam. All EPS should not exceed 12% of the total carton cube.
- The total amount of packaging material used should not exceed 35% of the total carton cube.
- Reused packaging materials are not acceptable.
- All products should be in-house drop tested prior to quoting, but not required. All products must pass any applicable transit tests with an approved, certified **ISTA** lab upon PO.
- Packaging materials must protect the product and not result in an increase in damages.
- FSC paper packaging is encouraged.

## Unacceptable Packaging Materials

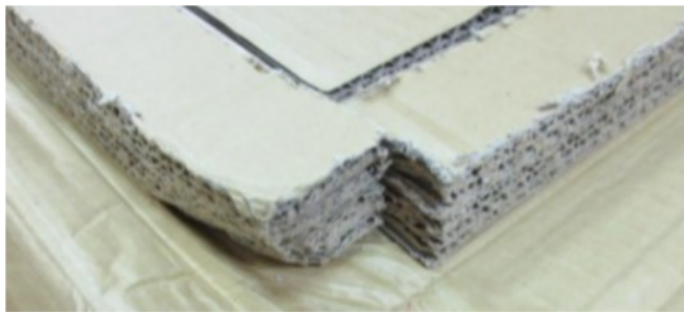
- Polyurethane Cushioning (Foam-in-Place)
- PVC
- Nylon
- Metal Banding
- Staples (used as a carton closure method)
- Loose fill (i.e. packing peanuts, cornstarch, expandOS®)



## Interior Packaging Materials

Listed below are accepted interior packaging options that will maintain product integrity and meet Crate and Barrel's sustainable packaging goals:

- Corrugated - Corrugated is the most common protective packaging component composed of kraft paper liners with a corrugated medium. Corrugated can be produced in variety of styles such as multi-layered, flat, die cut, angled channel, u-channel, and pyramid. Used for load compression protection in cartons, internal blocking and protection for inner components and void fills, and impact protection from drops. FSC Corrugated is encouraged.



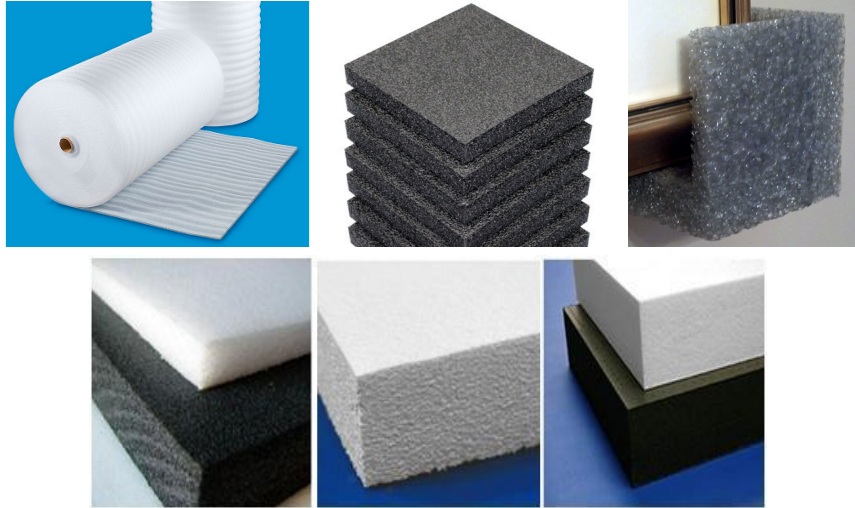
- Honeycomb - Honeycomb is a paper based protective material offering a strong, lightweight alternative to standard corrugated and foam. Similar to corrugated, it is composed of two faces and a middle core. Honeycomb can be used for void fillers, blocking and bracing, and die-cut to nest in product. FSC Honeycomb is encouraged.



- When using honeycomb for corner and edge protection, the material cannot be bent. Use paper tape to create an edge that isn't already compromised



- Closed Cell Foam Cushioning - These types of foams include many used in packaging today including, but not limited to, Polyethylene (PE), recycled Polyethylene (rPET), Polystyrene (EPS). Types of foam can be seen below; sheets, pads, molded edge and corner cushions, are used for product and impact protection. These types of foams are less sustainable, but are sometimes recommended on highly fragile products. rPET is preferred.



When using foam cushion packaging, tape corrugated to the foam is not allowed. The warehouses cannot recycle each packaging material if taped together. Ensure correct foam density and thickness is being used to eliminate the need for a corrugated liner. If there is a need for additional corrugated support, please see guidelines [here](#).



### Packaging Desiccants

Desiccants help prevent any possible rusting on metal products, as well as mold and mildew on textiles, wood and paper products, and packaging. This is of particular concern if products are produced, packaged, or loaded into containers during high humidity seasons.

The following categories require packaging clay desiccants:

- lighting
- upholstery
- textiles
- botanicals

If a polybag is used and sealed, a desiccant is also required, regardless of product material type.



CBH has preferred clay desiccant suppliers that have given the proper documents to be approved. For a non-preferred supplier to be considered, the following will be required:

- Sustainable Documentation for Mine Source and Manufacturing Site
- Certification of Sustainable Desiccant Packaging Material (FSC paper, etc)
- Performance Testing (Compared to Silica Gel)
- Suggested Usage

### **Container Desiccants**

Container desiccants are no longer required, but now is at a vendor's discretion. There is no requirement on the type of desiccant required but Calcium Chloride is suggested. Utilize a usage guide from your desiccant supplier. If used, non-domestic containers must be enclosed, with no venting.

### **Poly Bags**

These requirements apply to all product lines. Approved poly bag materials include Polyethylene (PE) film, sheets, bubble cushioning bags used for surface protection. PE can be a low or high density film (HDPE or LDPE). Polyvinyl Chloride (PVC), Nylon and Oxo-Biodegradable plastics are not allowed. Recycled (rPET) is encouraged. For PE foam poly bag requirements, see below category specifications.

Requirements as follows:

- A minimum thickness of 1.5mil is required for all polybags, with the exception of Kids Items, to which a 2 mil thickness is required.
- Sealed poly bags require desiccants within the poly bag
- Poly bags with vent holes require a vent flap or a longer bag folded and taped to release air, but still protects contents from dust and dirt within our supply chain. Sealed poly bags with simple punch holes are not allowed.
- Certification for rPET material from vendor supplier is needed
- Recycling messaging indicating poly bag material is needed
  - Example:



- If a poly bag is being used as an inner packaging, the bag must be sealed with an outer UPC/barcode label sticker permanently attached to the bag.
- A suffocation warning statement is required for all bag sizes with an opening of 5" diameter and larger (measured when flat).

- The warning statement needs to be permanent and legibly printed in either black or red ink directly on the bag, in English, Spanish, and French. A printed, non removable sticker is also acceptable.
- Print size of suffocation warning:

Total Length and Width of Poly Bag	Minimum Font Size
60in or greater	24pt
40in - 59in	18pt
30in - 39in	14pt
29in or less	10pt

### Hardware Packaging

When packaging an item that contains hardware, ensure that the hardware packet is clearly labeled and easy to identify, as it may be inadvertently disposed of or misplaced by the customer when unpacking the carton. By using the packaging method listed below, the likelihood of missing hardware is reduced:

- All hardware packaging needs to be labeled with description and sku # associated with the hardware.



- Assembly Instructions should be noticeable and secured in the master carton, ideally within the hardware packaging poly bag or carton.
  - Hardware pieces need type and size noted below hardware photo
  - QR codes are encouraged
  - Photo only (no verbiage) assembly instructions are also encouraged

- All product's hardware should be packaged in a sealed red paper envelope, paper sleeve, chipboard carton or PE poly bag. If a carton is used, "Hardware Enclosed" must be clearly communicated in red font. Hardware must be labeled with quantities of each piece, printed on packaging, on attached paper or label and/or within the AI.



- Attach the hardware packaging to a red ribbon/string/twine.
- Secure the hardware packaging inside the carton in a way that will not damage the merchandise while in-transit and that is easy to identify when the carton is opened.
  - If hardware packaging can safely be attached to the product itself, it is encouraged.
- Feed the other end of the string/ribbon through the top flap of the carton and secure to the top or side of the carton (not on a corner), extending no longer than 2.5".
- Label the end of the ribbon/string "Hardware Enclosed" in English, Spanish, French with red ink or red label background. Secure the end of the red ribbon via tape or sticker.





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## Replacement Hardware Packaging (RPL)

Replacement hardware is required for all products with hardware. First shipments require an additional 10% hardware included off initial PO quantity.

- RPLs will require a separate sku# in a master carton with a InforNexus label
- Only one sku# per master carton
- Each hardware set will need an inner label with “Replacement Parts” verbiage and scannable barcode
- RPLs need a master carton quantity of 25
- RPLs need to be loaded last within the container, secured without movement

## Container & Truck Loading

Containers and trucks should be properly loaded to maximize the space while assuring none to little movement within the vessel. Master cartons and pallets should be shipped safely following the correct corrugated orientation, marked by Up Arrows and stacking height on the carton. Failure to do so will result in a chargeback of \$1,000 per container to the vendor.

Column stacking should be followed to maximize stacking strength of cartons. Stacking quantities printed on the carton must be followed. Heavier cartons should be loaded on the bottom, with lighter cartons on top. To maximize loading quantities, the single top layer can be packed with Up Arrows on their sides **if, and only if**, internal packaging structures support both directions of transit, marked with Up Arrows on both directions of the carton. Container loads should be a minimum of 85% full.

Pallets need to be oriented towards the door, so pallet forks and pallet jacks can enter the pallet for easier unloading. Pallets cannot be shipped on their side or upside down.

Blocking and bracing is required to secure the container or truck load. Shipping pillows, metal bars, strapping are encouraged, to secure non full loads. Interlocked nylon rope is the easiest, most effective material for container bracing and is encouraged. Wood blocking is not permitted.

Reusable materials should be considered.



A non-compliance fee of a minimum \$1,000 per container will be enforced for inadequate blocking & bracing, and where loads that are identified as unsafe for unloading. Vendors can be held responsible for products that are damaged and be charged the extra labor hours needed to unload an unsafe container or truck.

Example of improper carton loading and inadequate blocking & bracing shown below. This imposes a safety risk to both associates and product.



All vendor loaded containers require photos and pallet patterns attached to Nexxus. Instructions in compliance are located [here](#).

## Carton Specifications

### Carton Guidelines

Master cartons should be designed with cubing a standard 48" x 40", 72" x 40", or 96" x 40" US Standard Pallet footprint in mind. Please consider changing box style to accommodate a better pallet footprint.

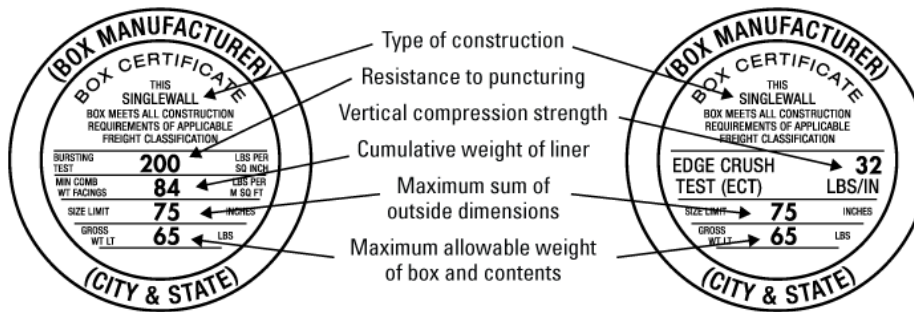


Cartons being used may have both a master and inner cartons. The inner carton can be considered the carton immediately surrounding the product as well as a graphics display type of carton, intended for store shelves. The master carton is the larger carton containing inner cartons. Both the inner and master cartons must adhere to the requirements listed in this document, including carton strength, void space limits, and flute direction.

### **Master Shipping Cartons**

The master shipping carton must provide sufficient strength to protect and contain the product and should be properly sized, allowing for no movement due to excess headspace or void space between the product and packaging components. Excess space leads to damage and increased material and transportation costs. To prevent this, minimize excess space to not exceed 1/4" within the package; this allows for ease of packing and unpacking the product. The table below will help to outline the specifications required in designing an adequate master carton. All master cartons must have a Box Manufacturer Certification (BMC) stamp providing the ECT or Burst strength of the carton. Vendor's can create their own BMC with their corrugated supplier information, following the same guidelines below.

Below are examples of a BMC stamps:



<b>COMPANY NAME</b>	
<b>BOX CERTIFICATE</b> <b>THIS DOUBLEWALL</b> BOX MEETS ALL CONSTRUCTION REQUIREMENTS OF APPLICABLE FREIGHT CLASSIFICATION	
BURSTING TEST	LBS PER SQ INCH
MIN COMB WT FACINGS	LBS PER M SQ FT
SIZE LIMIT	INCHES
GROSS WT LT	LBS
<b>ADDRESS LINE</b>	

<b>COMPANY NAME</b>	
<b>BOX CERTIFICATE</b> <b>THIS DOUBLEWALL</b> BOX MEETS ALL CONSTRUCTION REQUIREMENTS OF APPLICABLE FREIGHT CLASSIFICATION	
EDGE CRUSH TEST (ECT)	LBS/IN
SIZE LIMIT	INCHES
GROSS WT LT	LBS
<b>ADDRESS LINE</b>	

BMCs must state:

- The name and location of the entity certifying the information.
- The minimum strength material specification being certified (ECT or Burst Strength, and basis weight).
- The gross weight and size limits
- Must be located on an outside surface
- Circular BMCs must be 3in in diameter.
- Rectangular BMCs must be 3.5" x 2".

### Carton Strength

The carton strength must be adequate for the weight and the stacking strength required to support the full weight of the pallet of boxes.

Stacking Strength should be calculated by the vendor to support multi-stacking storage.

The following box strength requirements are based on packaging industry standards. Burst Strength (lbs/in<sup>2</sup>, #) and Edge Crush (lbs/in) is accepted as a form of measuring carton strength.

Product Type		Minimum Burst Test	Minimum Edge Crush Test (ECT)	Board Type
Inner Cartons		200 lbs per in <sup>2</sup> 14.1 kg per cm <sup>2</sup>	32 lbs per in	Single Wall
Textiles, Kitchen, Entertaining, Accessories	Less than 35lbs	150 lbs per in <sup>2</sup> 10.5 kg per cm <sup>2</sup>	38 lbs per in 6.8 kg per cm	Double Wall
	35lbs - 50lbs	200 lbs per in <sup>2</sup> 14.1 kg per cm <sup>2</sup>	42 lbs per in 7.5 kg per cm	
	Greater than 50lbs	275 lbs per in <sup>2</sup> 19.3 kg per cm <sup>2</sup>	48 lbs per in 8.6 kg per cm	
Mirrors, Lighting	Less than 40lbs, 36"	200 lbs per in <sup>2</sup> 14.1 kg per cm <sup>2</sup>	42 lbs per in 7.5 kg per cm	Double Wall
	Greater than 40lbs, 36"	275 lbs per in <sup>2</sup> 19.3 kg per cm <sup>2</sup>	48 lbs per in 8.6 kg per cm	
Furniture	Less than 35lbs	200 lbs per in <sup>2</sup> 14.1 kg per cm <sup>2</sup>	42 lbs per in 7.5 kg per cm	Double Wall
	Greater than 35lbs	275 lbs per in <sup>2</sup> 19.3 kg per cm <sup>2</sup>	48 lbs per in 8.6 kg per cm	

### Acceptable Shipping Container Style

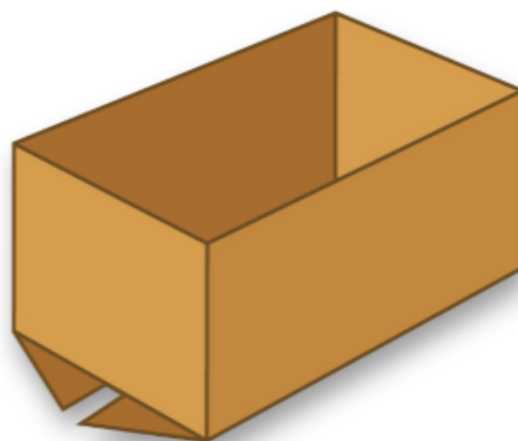
Selecting the correct shipping container style is an important factor to consider during the packaging design process. Changes in design can have a direct effect on the ability to ship efficiently and effectively. Corrugation direction is typically aligned with the stacking orientation and box depth. Requests to use box styles other than the ones listed in this section **MUST** be approved prior to quoting. Requests should be emailed to the Packaging Department.



*RSC Regular Slotted Container (RSC):* All flaps have the same length, and the two outer flaps (normally the lengthwise flaps) are one-half the container's width, so that they meet at the center of the box when folded.

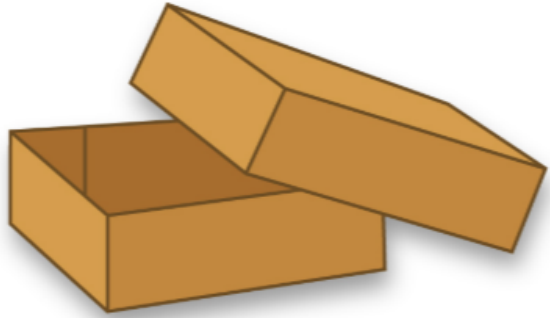
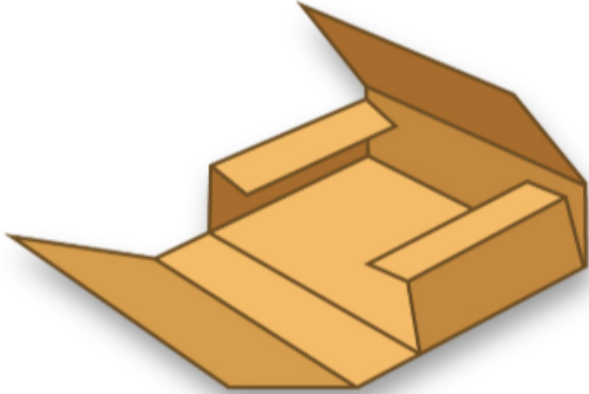
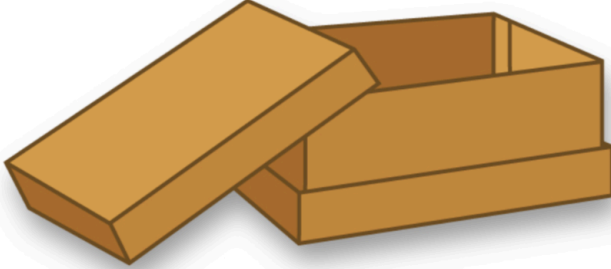


*HSC Half Slotted Container (HSC):* Similar to a RSC, but only one set of flaps



*Full Overlap (FOL):* All flaps have the same length. The outer flaps come within an inch from overlap when closed. Stacked on its side, the extra board provides added stacking strength.



<p><i>Full Telescope Design (FTD) with Design Style Tray (DST):</i> This consists of a separate top and bottom tray that fits within each other. This will provide a double layer of doublewall corrugated around the entire perimeter of the container. FTD will require plastic banding. Examples: Headboards and Dining Tables</p>	
<p><i>One &amp; Five Piece Folder (OPF)(FPF):</i> This consists of a flat bottom with the side and end flaps folding over to meet to close. Examples: Mirrors, Frames, Wall Decor</p>	
<p><i>Double Cover Container (DCC):</i> This consists of two interchangeable partially telescopic covers, when an HSC could not be easily slid over the top of the product.</p>	

### Acceptable Carton Closure Methods

The carton closure used should be adequate to secure the contents and prevent shipment shortages or damages. Please use the guidelines below to select the closure method for your package.

Tape - Clear polypropylene pressure sensitive adhesive and water activated reinforced paper tape are acceptable. Please utilize the taping methods below.

Gross Weight	Tape Width
0 - 30 lbs (0 - 13.6 kg)	2 inches (5.08 cm)
Greater than 30 lbs (13.6 kg)	3 inches (7.62 cm)

- *“H” Method* - Use this method on RSC containers. The “H” taping method is required for any products with a gross weight exceeding 35 pounds and for all furniture items.



- *DSC Method* - Use this method on DSC containers. Tape should first be sealed along the openings at the top and bottom (around the box top and bottom). Additional tape should be applied vertically for reinforcement.



- *FTD Method* - Use this method on FTD style containers. Tape should be sealed horizontally along the opening. Additional tape should be applied vertically over the horizontal tape for reinforcement.



- *FOL Method* - Use this method on FOL style containers. Tape should be applied horizontally along the flaps and reinforced with vertically-applied tape if necessary.





## Packaging for Storage at Crate & Barrel

The following considerations should be taken into account as products will be warehoused in any of our main distribution centers. Internal packaging must protect all corners, edges, and faces of the product along with any internal product components, so that the packaged products can move safely through our distribution network.

Large, flat, oversized shipping cartons will be stored horizontally on a pallet in the warehouses as shown, with the exception of Marble/Stone Tops and Mirrors. **All cartons under 98" long will be stored flat on a pallet within the warehouse.**



## CBH Storage

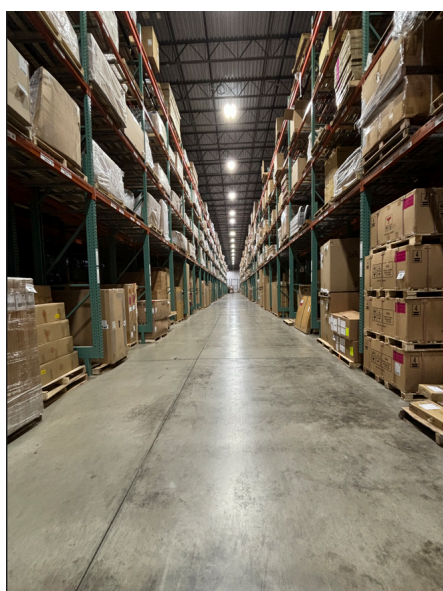
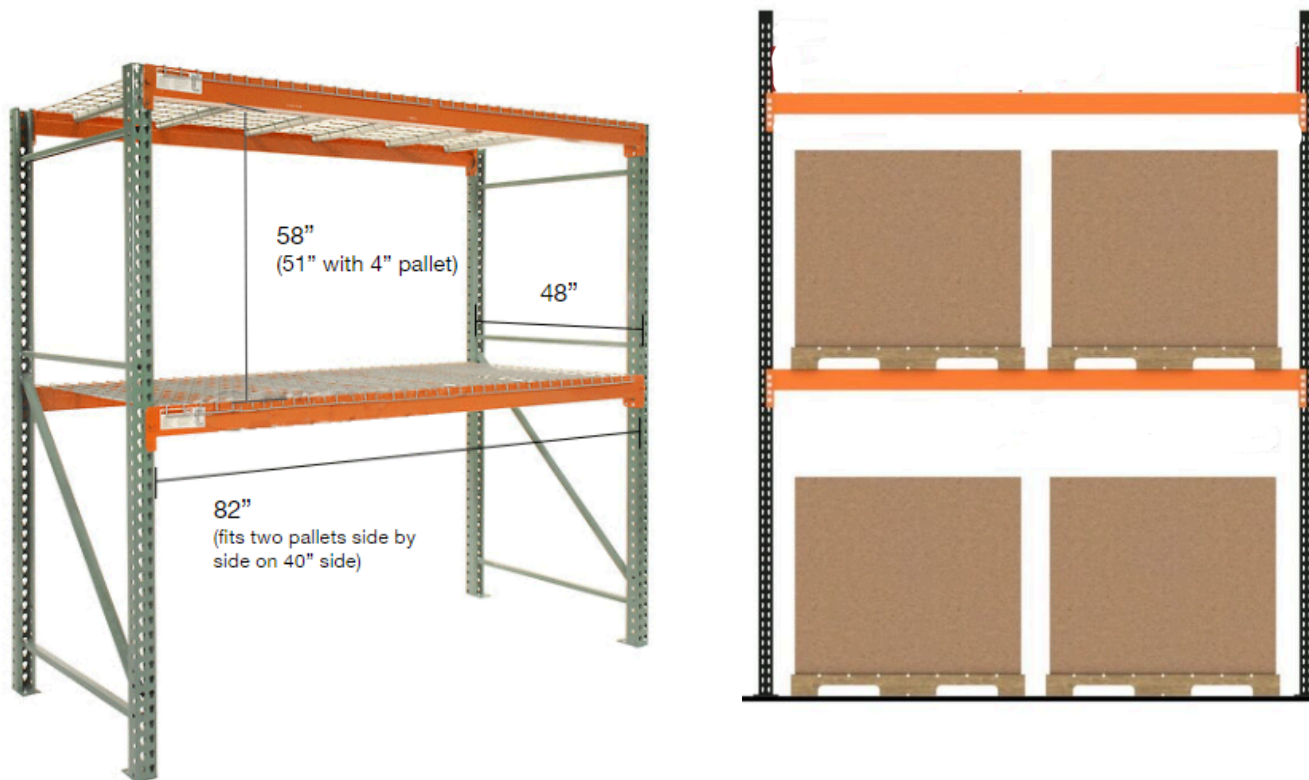
Once product is received at any of our warehouses, the product is placed on a pallet if under 8' in any dimension. If over 8', cartons are stacked and stored on warehouse floors, called a "Bulk" area.

All warehouses stock 4', 6', and 8' 4-way wood stringer pallets:



Once product has been cubed out on a pallet, product is stored within our standardized racking. Our racking bays can hold a 8' x 8' footprint, with a maximum product height of 51".

Racks are double backed, with one rack dimensions as such:

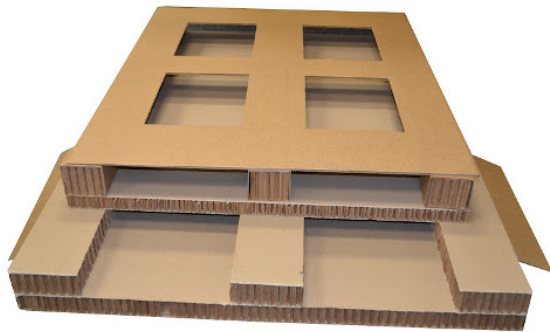


### Vendor Pallets

Pallets should be a solid wood 4 way entry for easy forklift and pallet jack maneuvering within the CBH supply chain. Bottom deck boards are required for all pallet types.

Accepted pallet styles:

- Standard 4 Way Entry Stringer Style Pallet (Preferred)
- Solid Deck 4 Way Entry Block Style (Top Deck should be one solid board)
- Non Solid Wood Block 4 Way Entry Block Style (Top Deck should be one solid board)
- Standard 4 Way Entry Paper Pallet (Top Deck should be one solid board)



- All Paper Pallet designs will need approval from the Packaging Department and cannot be a block style pallet.

Wood Screws and Hardened Steel Spiral (Helically Threaded Nail) are the preferred type of fasteners for wood pallets.

Plywood is not an acceptable material for pallet stringers.

Custom Pallets will be required for cartons shipping as singles, weighing greater than 150 lbs.

Categories needing custom pallets: Casegoods, Storage, Fragile Materials.



## Stringer Pallet

### Standard 4 Way Entry Pallet

Standard 4 Way Entry Top & Bottom Deck Boards - Solid Wood	
Material	Dimensions
Construction Grade Softwoods, MD Hardwoods, Douglas Fir, Southern Yellow Pine, or similar	Thickness: Min 0.63in, Max 1in Width: Min 3in, Max 6in
Board Spacing: Max 3"	
Pallet wood should not have knots, splits, broken or damaged components, hardware protrusion.	

Standard 4 Way Stringers - Solid Wood	
Material	Dimensions
Construction Grade Softwoods, MD Hardwoods, Douglas Fir, Southern Yellow Pine, or similar	Thickness: Min 3.5in, Max 4in Width: Min 1.5in, Max 2in <b>Stringer Spacing: 24" Max</b>
Pallet wood should not have knots, splits, broken or damaged components, hardware protrusion. Plywood is not an acceptable material for pallet stringers.	



**Block Pallet**  
**Solid Deck—4 Way Entry Pallet**

Solid Deck 4 Way Entry Top & Bottom Deck Boards - Solid Wood	
Material	Dimensions
Top Deck: Construction grade plywood, MDF Bottom Deck: Construction Grade Softwoods, MD Hardwoods, Douglas Fir, Southern Yellow Pine, or similar	Top Deck: Plywood Thickness: Min 0.5in, Max 1in MDF Thickness: Min 0.63in, Max 1in Bottom Deck: Thickness: Min 0.63in, Max 1in Width: Min 3.5in, Max 6in
Board Spacing: Max 3"	
Pallet wood should not have knots, splits, broken or damaged components, hardware protrusion.	

Solid Deck 4 Way Entry Blocks - Solid Wood	
Material	Dimensions
Construction Grade Softwoods, MD Hardwoods, Douglas Fir, Southern Yellow Pine, or similar	Thickness: Min 3.5in, Max 4in Width: Min 1.5in, Max 2in Block Spacing: Min 9in, Max 24"
Pallet wood should not have knots, splits, broken or damaged components, hardware protrusion. Plywood is not an acceptable material for pallet stringers.	



Wood Block 4 Way Entry Top & Bottom Deck Boards - Non Solid Wood	
Material	Dimensions
Top Deck: Construction grade plywood, MDF Bottom Deck: Construction Grade Plywood, MDF	Top Deck: Plywood Thickness: Min 0.5in, Max 1in MDF Thickness: Min 0.63in, Max 1in Bottom Deck: Plywood Thickness: Min 0.5in, Max 1in MDF Thickness: Min 0.75", Max 1in Block Spacing: Min 9in, Max 24"
Pallet wood should not have knots, splits, broken or damaged components, hardware protrusion.	

Wood Block 4 Way Entry Blocks - Non Solid Wood	
Material	Dimensions
Particle Board, MDF	Thickness: Min 0.5in, Max 1in Width: 4in on short side, 6in on long side
Blocks should be 6" x 4"	
Pallet wood should not have knots, splits, broken or damaged components, hardware protrusion. Plywood is not an acceptable material for pallet stringers.	

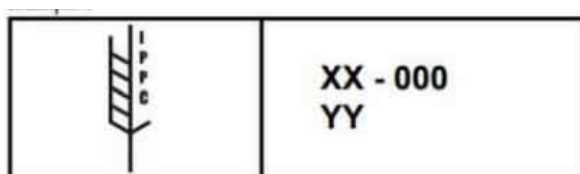


- When using a customized pallet, plastic banding is required with non-plastic edge protectors, like fiberboard or corrugated.



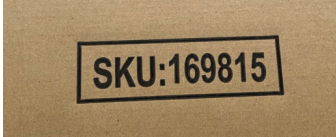
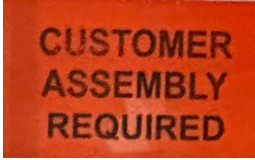
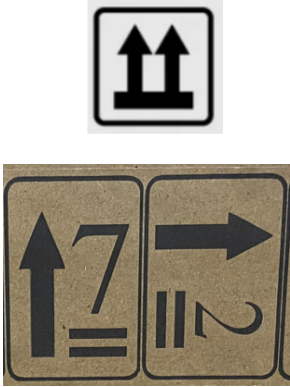

All pallets, regardless of origin, will need appropriate sized wood screws or nails that are counter sunk or flush with the deck board, adhering the stringers to the top deck boards. All non-domestic pallet wood needs to be Heat Treated and comply with USDA, ISPM15 requirements.

Each Heat Treated pallet needs the IPPC Certification Stamp that includes the country code, treatment provider code, and treatment code printed in black.



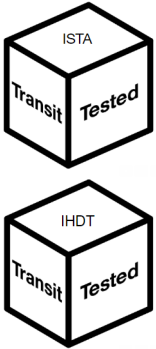




### Storage and Handling Carton Labels

Icons and verbiage are required, printed in black or red ink. At a minimum, Handling Symbols are required on two minor vertical carton sides. Center the symbols on the carton panel. Symbols should be proportionate to carton size, ranging from 2"x 3" to 4"x 6" for each symbol.

SKU Number		<b>Required</b> to be printed on each side panel of the master carton. Size should be proportional to the carton panel, readable from 10' away
Customer Assembly		<b>Required</b> , if applicable, verbiage only
Up Arrow Symbol		<p><b>Required</b> for all master cartons. This arrow will indicate the orientation in which the product should be shipped and stored. Corrugation direction is typically aligned with the stacking orientation and flute direction.</p> <p>If both carton flute direction (FTD, FOL and internal packaging supports multiple storage orientations, a dual arrow can be used. The proper stacking height needs to be added for each arrow direction. The preferred stacking height should be indicated with a larger arrow.</p>
Fragile Symbol		<b>Required</b> for all Furniture and Glass, Ceramic, Mirror, and Lighting Household items.



<b>Stack Height Symbol</b>		<p><b>Required</b> for all master cartons. Corrugation direction is typically parallel with the stacking orientation. It is the vendor's responsibility to calculate appropriate safe stacking quantities.</p> <p>Dual stack heights are acceptable with corresponding stack height quantities for each direction, if and only if, the correct carton style (FTD, FOL) is used and internal packaging supports multiple shipping and storage directions.</p>
<b>Team Lift Symbol</b>		<p><b>Required</b> on all master cartons weighing 50 lbs. or more</p>
<b>Transit Tested Symbol</b>		<p><b>Use the ISTA Transit Tested vector art</b> - if the product passed third party transit testing.</p> <p><b>Use the CBH vector art provided</b> - if the product passed in house drop tests.</p> <p>Each PO should reflect the latest, approved testing with the corresponding symbol.</p> <p><b>Required</b> for all master cartons shipping as singles and tested inner cartons.</p> <p>Vendor discretion for IHDT icon on master carton with inners.</p>
<b>No Clamp Truck Symbol</b>		<p><b>Required</b> for all fragile items including marble table tops, mirrors. The Packaging Team may require sku specific requirements of this icon. Cartons with pallets will not be clamped, therefore not required for palletized skus.</p>
<b>Open This End</b>		<p><i>Vendor Discretion</i></p>

Vendor discretion on icon symbols used to represent above requirements.

Not limited to the icons shown above, but examples of accepted international Handling Icons.

Carton layouts should be represented in each Packaging Specification.

An example of a compliant carton layout can be seen here:



### Pallet Pattern

A top view pallet pattern outline is required on two minor vertical carton sides, printed in black or red ink. Isometric view is optional. Ti/Hi quantities are required along with the top view outline. Pallet Pattern outline should be proportionate to carton size, averaging a 4"x 6" size. Use a US Standardized Pallet of 48" x 40" for pallet patterns. Pallet patterns are required for cartons under 40" in any dimension.

Tier (Ti) - Number of cartons on a single tier

Height (Hi) - Number of cartons tall

Example of Ti-Hi:

Product/Carton Fit

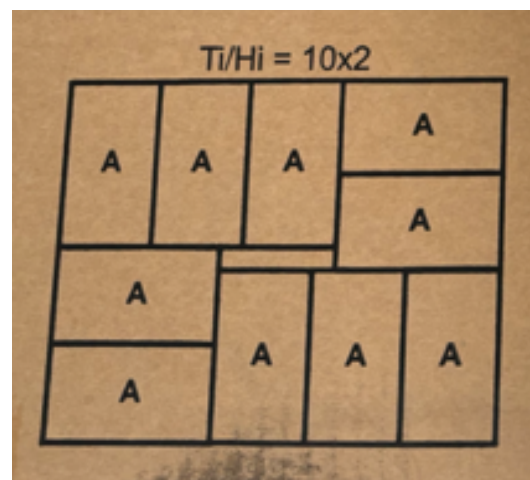
Pallet Load



Top View



=

**Ti = 4****Hi = 2**

Products within the carton should be secured so no movement is possible. The maximum amount of void space in any direction should not exceed 1/8". Void space should be considered the space between the edge of the product and the interior wall of the carton. Failure to eliminate void space in cartons will result in a minimum \$500 chargeback being issued, as void space can cause stacking instability and lead to damages within our warehouses and distribution center, as well as during transit.



## Wooden Crate Specifications

Wooden crates shall be sized to fit the outside dimensions of the corrugated Master Cartons when specified. Use solid, IPPC-certified wood in the construction of any wood crate components. Solid wood shall be IPPC certified and stamped accordingly. Wood joints shall be half-lap or mitered butt; do NOT use the basic butt-style joints as this method provides weak corners and edges. Fasteners shall be #8 or #10 Phillips-head wood screws, with the screw length depending on the size and/or weight of the product. Crate designs should make use of diagonal boards to increase the structure's rigidity. Do not use staples or nails of any kind. Plywood or MDF is not an acceptable crate material for legs. Crate construction needs to be able to stack.





Customized crates need customized 4 way entry pallets, as outlined above, for easy warehouse handling. Crates can be stacked and banded together as shown below, but each crate needs an individual pallet and plastic banding. Stringer pallets are preferred.



### **Transit Testing**

In order to reduce damages during transportation, distribution, handling, and storage, we require certain products to pass a transit test protocol using standards outlined by the International Safe Transit Association (ISTA). Any product shipping one/carton, regardless of weight will require transit testing. Textiles, soft goods, and cartons with inners will not need transit testing.

These laboratory tests focus on four basic types of hazards that occur in distribution:

- Shock
- Vibration
- Compression
- Atmospheric

Test protocols are based on the size and weight of the carton and the type of delivery method being used. Only an ISTA Certified Laboratory can perform these tests for CBH.

Items should be internally tested prior to shipment. Please ensure there is adequate time between transit testing and the ship date to ensure there are no delays. Notify your Merchandising representative if testing will delay ship dates.

We review damage reporting to maintain customer satisfaction. Products with high damage rates will be re-evaluated for packaging structure design and material recommendations

and improvements. Packaging and product revisions will require transit retesting to confirm packaging structural changes.

Bureau Veritas (BV) and Intertek (ITK) are our primary independent testing labs for both packaging and quality assurance. We have negotiated price discounts for tests performed at both labs for our vendors. Information regarding the locations, the test request form, and other Crate and Barrel program details can be found at [www.bureauveritas.com](http://www.bureauveritas.com) and [www.intertek.com](http://www.intertek.com). In addition to BV and Intertek, we will accept transit test reports from other ISTA certified labs; you must confirm with the Packaging team before proceeding with testing.

Our transit-testing requirement is a vendor pay program for Company products. Products are required to be tested by ISTA certified third party testing labs in order to assure compliance with the specified product performance and packaging requirements. The approved test labs will release a copy of the test results to Crate and Barrel. If an item fails testing, the test lab will identify the reason for failure; an item that fails testing must be re-tested until a passing result is received. To ensure testing does not delay shipment, please ensure adequate time between testing and PO ship date. CBH will not be responsible for delayed shipments due to non-compliance.

Before sending product to the testing lab, please ensure the product packaging is in compliance with these guidelines.

### Sustainability Goals

All EPS usage is limited to 12% of the carton's total cube. All cushioning materials cannot be taped together with corrugated sheets or pads. Easy packaging material separation while unboxing is encouraged to promote easy recycling of each component at our warehouses and crossdocks.

Total packaging material cannot exceed 35% of the carton's total cube. All plastics should be PE for easier warehouse recyclability. **Highly recycled packaging materials should be considered.**

### Group Testing

At CBH, we allow for "group testing." Group Testing is as follows; collections of the same materials, construction, and manufacturing processes produced in the same factory with multiple colorways can be group tested. Group testing is also applicable for new versions of previously transit tested products such as a sideboard in a new finish or color with an unexpired transit test report. The product and packaging structure should be the same size and weight as what was previously tested.

All GTFs need to be pre-approved by the Packaging Team prior to lab submission that is not outlined above.

When sending items for transit testing, please ensure that the sample is over-boxed; indicate on the outer carton that the test carton is inside and mark the carton to be tested as “Test Carton” or “Test this Carton”. In addition, please attach the test request form on the outside of the carton.



Crate and Barrel reserves the right to use a protocol not listed below if necessary to properly test an item. The Company will require the ISTA 3 Series for all cartons shipping one each per master carton.

Protocol	Description
ISTA 3A Mod	Individual packaged products weighing less than 150 lbs. shipped through a parcel delivery system or Home Delivery
ISTA 3B Mod	Individual packaged products weighing greater than 150 lbs. shipped through a parcel delivery system or Home Delivery

#### ISTA 3A Modification

This test is for Individual packaged products weighing less than 150 lbs. shipped through a parcel delivery system or Home Delivery. No atmospheric conditioning testing is required, unless requested.

*Sequence and drop heights* apply to Standard, Flat, and Elongated.

*Flat packaged products* are defined as such: shortest dimension is 8in (200mm) or less, the next longest dimension is four or more times greater than the shortest dimension, and the volume is 800 in<sup>3</sup> (13,000 cm<sup>3</sup>).

*Elongated packaged product* is defined as such: longest dimension is 36in (900 mm) or greater, with both of the packaging's other dimensions are 20% or less of that of the longest dimension.

Sequence #	Test Category	Test Type	Test Level	For ISTA Certification
1	Atmospheric Preconditioning	Temperature and Humidity	Ambient	By request only
2	Shock	Drop	9 Drops - see chart below	Required
3	Vibration	Random with and without Top Load	Overall G Levels of 0.53 and 0.46	Required
4	Shock	Drop	8 Drops - see chart below	Required

ISTA 3A Drop Heights	
Packaged Product Weight	Drop Height
0 - 70 lbs.	18" for drops with 36" for drops 8, 16
71 - 150 lbs.	12" for drops with 24" for drops 8, 16

#### ISTA 3B Modification

This test is for individual furniture packaged products weighing greater than 150 lbs. shipped through an LTL Delivery Mode or Home Delivery. If the master carton will ship on a pallet that is the same size as the carton footprint, do not test with the pallet. The procedure follows the ISTA 3B Sequences with the modifications. No atmospheric conditioning testing is required, unless requested.

This test is for large items such as, but not limited to; bed frames, dressers, armoires, etc.

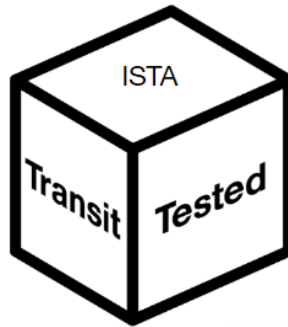
Sequence #	Test Category	Test Type	Test Level	For ISTA Certification
1	Atmospheric Preconditioning	Temperature and Humidity	Ambient	By request only
2	Shock	Tip/Tip Over	Use a 22 degree tip angle	Required
3	Shock	Rotational Drop	Rotational edge and corner drops,	Required



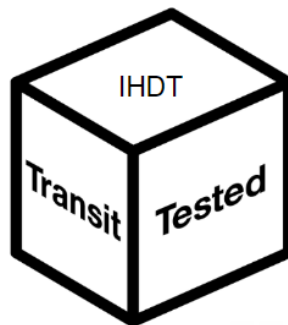
			9" (20cm)	
4	Shock	Incline or Horizontal Impact	48in/sec (1.2m/sec) impacts or 3in drops	Required
5	Vertical Vibration	Random with Top Load	Overall Grms level of 0.54	Required
6	Shock	Rotational Drop	9in (230 mm) Rotational edge and corner drops	Required
7	Shock	Incline or Horizontal Impact	48in/sec (1.2m/sec) impacts or 3in drops	Required
8	Shock	Full Rotational Drop	1 Drop	Required only for Elongated packages
9	Shock	Bridged Impact	Hazard Box dropped 16in (410mm)	Required only for Elongated packages
10	Shock	Full Rotational Drop	2 Drops	Required only for Flat packages
11	Shock	Concentrated Edge Impact	Hazard box dropped 16in (410mm)	Required only for Flat packages

### Transit Tested Icon

All cartons that receive a passing third party transit test report from a certified ISTA lab will require the below icon printed on an applicable carton panel. Required for all master cartons shipping as singles.



All cartons that conduct a Packaging Department approved In House Drop Test will require the below icon printed on an applicable carton panel. This also applies to inner cartons where applicable.



The most recent conducted testing method icon should be used and can vary from POs.

### **Baskets**

Baskets need to be packed adequately as to protect the product from damage throughout the entire supply chain from the manufacturing facility to the customer's home. Product movement in all directions needs to be taken into account. Please follow the guidelines below when packaging baskets.

**Natural Fiber Baskets:**

- Surface Protection: Wrap baskets in non-abrasive material before being placed in a master carton. In addition to the SKU tag on the bottom of the product, a scannable barcode label needs to be placed on the outside of the bag to identify the product.
  - Kraft or butter paper is suggested, unprinted.
  - Paper needs to cover the basket completely, so when baskets are nested, there is no basket to basket contact.



- Do not use poly bags for natural fiber baskets.
- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

**Fabric Baskets:**

- Surface Protection: Wrap baskets in a PE poly bag before being placed in a master carton. In addition to the SKU tag on the bottom of the product, a scannable barcode label needs to be placed on the outside of the bag to identify the product.



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

Natural Fiber and Fabric Baskets are excluded from third party transit testing.

## Candles

Candles need to be packed adequately as to protect the product from damage throughout the entire supply chain from the manufacturing facility to the customer's home. Product movement in all directions needs to be taken into account. Please follow the guidelines below when packaging candles.

### Individual Candles & Candle Sets

- **Surface Protection:** If not in retail packaging, candles need to be individually wrapped with PE, poly bag, bubble wrap or microform to protect product from dust. Corrugated single face wraps can be applied over the plastic wrapping if needed. Candle tops need a dust cover. Retail containers and boxes will need a PE poly bag to prevent graphic abrasion.
- **Internal Protection:** Candles need to be protected by corrugated dividers within the carton. Dividers need to be at least equal height as candles, dividing each candle or set individually. Dividers need to be a minimum 32ECT B Flute.



- **Master Cartons:** Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended. A chipboard or corrugated top and bottom cut flat pad needs to be added.

## Flatware

Flatware needs to be packed adequately as to protect the product from damage throughout the entire supply chain from the manufacturing facility to the customer's home. Product movement in all directions needs to be taken into account. Please follow the guidelines below when packaging flatware.

- **Surface Protection:** Individual pieces of flatware need to be wrapped in a sealed proportionally sized PE poly bag. Sharp flatware, like steak knives, need a Min 0.12”/ 200 gsm kraft paper or plastic sheath to protect the blade.



Multiple-piece flatware sets need additional protection and void fill within retail cartons to reduce movement. Retail cartons need a sealed PE polybag for graphics abrasion protection. The retail carton UPC/barcode label should be visible through the poly bag, so an additional barcode label is not needed for the outer poly bag.



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.



## Kitchen Gadgets & Utensils

Kitchen Tools need to be packed adequately as to protect the product from damage throughout the entire supply chain from the manufacturing facility to the customer's home. Product movement in all directions needs to be taken into account. Please follow the guidelines below when packaging kitchen items.

- **Surface Protection:** Individual pieces of kitchen gadgets and utensils need to be individually wrapped in a proportionally sized PE polybag. Bubble wrap bags are acceptable for more fragile tools. The product's UPC/barcode label should be visible through the poly bag, so an additional barcode label is not needed for the outer poly bag. If using bubble wrap as protective surface protection, an additional outer barcode sticker is needed.
- **Inners:** Inner quantities are determined by either the Company's Sourcing or Merchandising team. Inner packaging can be an additional PE poly bag to hold X amount of product or a 32ECT C flute carton. Either option requires inner labels as outlined in the VOG.
- **Internal Protection:** Cartons should have nested and neatly packed products to avoid the need for void fill. Paper void fill materials are encouraged over plastic options if needed.



- **Master Cartons:** Please refer to the "Master Carton Specifications" for corrugated board requirements. Carton Style: RSC is recommended.



## Drinkware

All drinkware needs to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Please follow the guidelines below when packaging drinkware.

### Glass Stemware

- Surface Protection: Not required, but for fragile items, vendor discretion to use foam sheeting, butter or kraft paper, PE poly bags.
- Inner Protection: **Single or double wall, full carton height, corrugated dividers are required.** Extend the corrugated dividers a minimum 1" around the perimeter of the carton for extra protection of the glass as shown.
- Inners: Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, a minimum 32ECT B Flute carton is needed. Chipboard inner cartons are not recommended. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

### Ceramic Mugs, Drinkware

- Surface Protection: Not required, but for fragile items, vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags.
- Inner Protection: **Single wall or double wall, full carton height, corrugated dividers are required.** Extend the corrugated dividers a minimum 1" around the perimeter of the carton for extra protection of the glass is suggested.

- **Inners:** Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, chipboard or 32ECT E or B Flute cartons are acceptable. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.



- **Master Cartons:** Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

### **Melamine, Plastic Drinkware**

- **Surface Protection:** Sealed or fully protected unsealed PE poly bags are required for all melamine and plastic drinkware to prevent abrasion. The product UPC/barcode label should be visible through the poly bag, so an additional label is not needed
- **Inner Protection:** Single wall, full product height, corrugated dividers are required.
- **Inners:** Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, a minimum 32ECT B Flute cartons are acceptable. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.



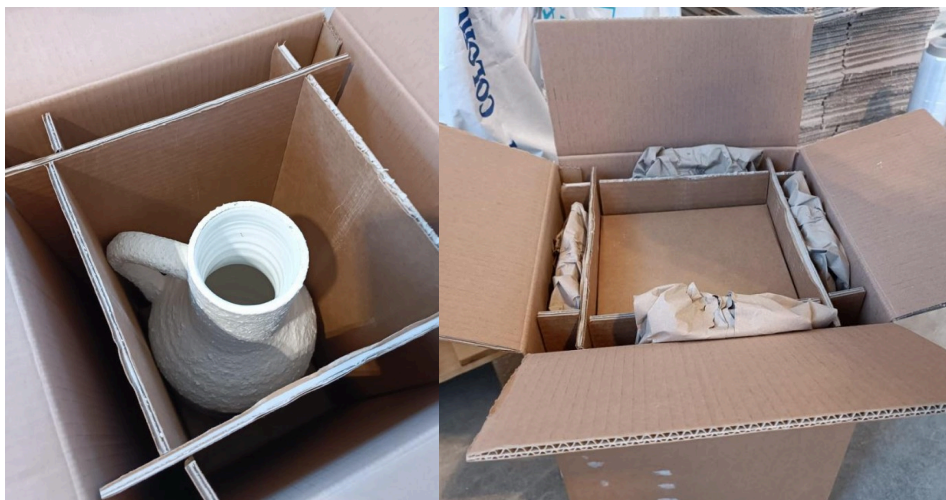
- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended. A chipboard or corrugated top and bottom cut flat pad needs to be added.

## Decor

All decor needs to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Please follow the guidelines below when packaging decor items.

## Vases, Planters

- Surface Protection: Vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags.
- Inner Protection: Vases and planters **require** internal protection to assure no movement. Layered corrugated pads, paper, corrugated, honeycomb, and foam are acceptable blocking and bracing materials.

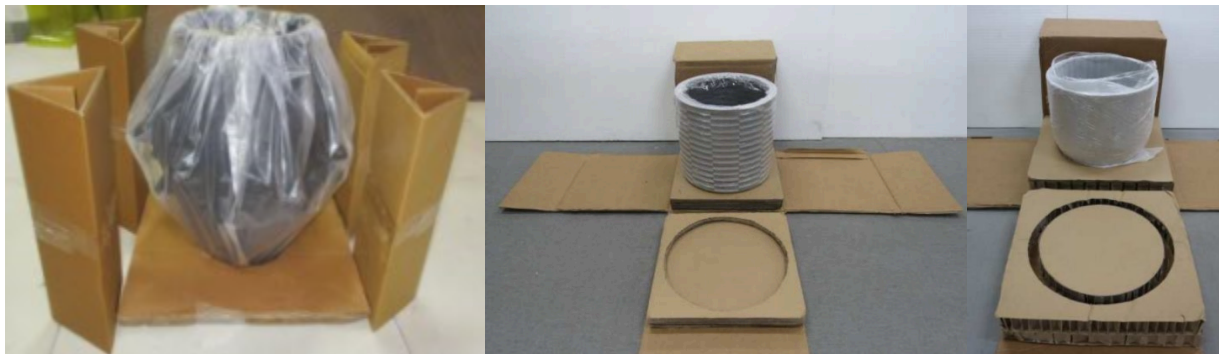


- Inners: Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, cartons need to be a minimum 42ECT BC flute. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.
- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

### Large Vases, Planters

Large Vases and Planters require a master pack of one and need to pass an ISTA3 Series test at a certified lab, if not packed in a crate. A carton measuring greater than 24” x 14” x 14” is considered large. Pictured below is an example of acceptable packaging.

- Surface Protection: Not required, but for fragile items, vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags
- Inner Protection: Vases and planters **require** internal protection to assure no movement. Layered corrugated pads, paper, corrugated, honeycomb, and foam are acceptable blocking and bracing materials.
- Void Fill: To assure no movement from product to inner carton side, void fillers are



needed. Scored corrugated inserts are suggested.

- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC or FOL is recommended.

**All planters and vases shipping in a master pack of one require third party transit testing.**



## **Large Vases, Planters - Crated**

Crate packaging is an option for vendors, but not required. Pictured below is an example of acceptable packaging.

- Surface Protection: Vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags. Please refer to the “Poly Bags” section for requirements if being used.
- Crate Packaging: See crate specifications for material and structure requirements. Two crates can be banded together for shipment, but will need individual 4 way pallets for warehouse storage.



## **Dinnerware**

Dinnerware products need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Please follow the guidelines below when packaging these items.

## **Appetizer, Dessert Plates**

- Surface Protection: Not required, but vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags. Please refer to the “Poly Bags” section for requirements if being used.



- Inner Protection: Smaller dinnerware pieces should be packed with corrugated board or corrugated single face pads in between each layer of product and then packed into a corrugated inner carton. The pad should protect the entire surface of the product.
- Inners: Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, cartons need to be a minimum 32ECT C flute. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.
- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

### Salad, Dinner Plates, Bowls

- Surface Protection: Not required, but for fragile items, vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags. Please refer to the “Poly Bags” section for requirements if being used.
- Inner Protection: Larger dinnerware pieces should be packed with a **die cut corrugated pad**, between each layer of product and then packed into a corrugated inner carton. The pad should protect the entire surface of the product. **These pads allow a nesting fit to reduce product movement.**





- **Inners:** Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, cartons need to be a minimum 32ECT C flute. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.
- **Master Cartons:** Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

### **Chargers, Melamine Dinnerware**

- **Surface Protection:** Fully protected unsealed PE poly bags are required for all melamine and plastic dinnerware to prevent abrasion. The product UPC/barcode label should be visible through the poly bag, so an additional label is not needed. If using bubble wrap as protective surface protection, an additional outer barcode sticker is needed. Please refer to the “Poly Bags” section for requirements, if poly bags are being used.
- **Inner Protection:** Not required if surface protection is used.
- **Inners:** Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, 32ECT E or B Flute cartons are acceptable. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.
- **Master Cartons:** Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.



### **Serveware**

Serveware products need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Please follow the guidelines below when packaging these items.

- **Surface Protection:** Not required, but for fragile items, vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags. Please refer to the “Poly Bags” section for requirements if being used.

- Internal Protection: Serverware **requires** internal protection to assure no movement. Die cut top and bottom pads should be used to stabilize the product. Layered corrugated pads, paper, corrugated, honeycomb, and foam are acceptable blocking and bracing materials.
- Inners: Inner quantities are determined by either Sourcing or Merchandising. If inner cartons are used, cartons need to be a minimum 32ECT C flute. Inner cartons require inner labels as outlined in the VOG with scannable each barcode.
- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

**All serveware shipping in a master pack of one requires third party transit testing.**

## Home Accessories

### Napkin Holders, Cabinet Knobs & Pulls, Wall Hooks, House Numbers

Home Accessories need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken



into account. Void space must be minimal. Please follow the guidelines below when packaging these items.

- Surface Protection: Home accessories need to be individually wrapped in Kraft paper, butter paper, or PE foam sheeting (no more than two layers), then added to a proportionally sized PE polybag. Bubble wrap bags are acceptable for more fragile items. The product UPC/barcode label should be visible through the poly bag, so an additional barcode label is not needed for the outer poly bag. If using bubble wrap as protective surface protection, an additional outer barcode sticker is needed. Please refer to the “Poly Bags” section for requirements, if poly bags are being used.

- Internal Protection: Cartons should have nested and neatly packed products to avoid the need for void fill. Paper void fill materials are encouraged over plastic options if needed.
- Inners: Inner quantities are determined by either Sourcing or Merchandising. Inner packaging can be an additional PE poly bag to hold X amount of product or a 32ECT C flute carton. Either option requires inner labels as outlined in the VOG. It is not recommended to add an individual home accessory in a single inner carton for this category.



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

Rugs

Rugs need to be packed adequately as to protect the product from damage throughout the entire supply chain from the manufacturing facility to the customer’s home. Product movement in all directions needs to be taken into account. Please follow the guidelines below when packaging rugs.

- Roll rugs so the smallest dimension is the length. For example, when rolling a 2’ x 3’ rug, roll the rug so the length is 2’.
- Soft, cotton rugs may be folded, including sizes smaller than 4’ x 6’.
- Pack doormats, including jute and sisal, into corrugated cartons as these typically do not roll easily.
- Within a unit pack, each rug must be individually folded or rolled. Do not roll multiple quantities of rugs within the same roll.

Fiberboard Cores

All rugs 5”x8” and larger require a fiberboard core.  
Minimum fiberboard core thickness is 0.125”.  
Minimum fiberboard core diameter is 3.375”.

Rolling Direction

Rolled Face IN	Rolled Face OUT
Cotton	Natural Grass Fiber
Wool	Jute
Synthetic & Outdoor	Sisal
Acrylic	

Rugs need to be secured every two feet along the rug with PE film. Do not use tape.



## Poly Bags

- All rugs smaller than 5"x8" require 1 layer of 6mil LDPE poly bags.
- All rugs 5"x8" and larger require 2 layers of 6mil LDPE poly bags.
- Poly bags need to be heat sealed on both ends, no side seams are allowed.
- Poly bags need to be tight around the rug with no access material. Rugs that have tassels, knots, or additional trim cannot extend beyond the end of the rug roll.
- Rug ends need to be flat to be able to affix labels.
- Oxo-Biodegradable poly bags are not allowed.
- Desiccants are required to be rolled within the rug.



## Ornaments

Ornaments need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Please follow the guidelines below when packaging these items.

### Fragile Ornaments - Individual

- **Surface Protection:** Ornaments need to be individually wrapped in Kraft paper, butter paper, PE foam sheeting (no more than two layers), then added to a sealed proportionally sized PE polybag. Bubble wrap bags are acceptable for more fragile items. The product UPC/barcode label should be visible through the poly bag, so an additional barcode label is not needed for the outer poly bag. If using bubble wrap as protective surface protection, an additional outer barcode sticker is needed. Please refer to the "Poly Bags" section for requirements, if poly bags are being used.
- **Inner Protection:** Single wall, full carton height, corrugated dividers are required. Extend the corrugated dividers a minimum 1" around the perimeter of the carton for extra protection of the glass. **An additional top and bottom pad** is suggested to give a full 1" wall barrier from inner carton to ornaments from each side. Materials can be a corrugated U board as shown below, or corrugated layers, honeycomb.





- Inners: Inner quantities are determined by either Sourcing or Merchandising. Inner packaging can be an additional PE poly bag to hold X amount of product or a 32ECT C flute carton. Either option requires inner labels as outlined in the VOG.
- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

### Non-Fragile Ornaments - Individual

- Surface Protection: Non-Fragile Ornaments need to be individually added to a proportionally sized PE polybag. The product UPC/barcode label should be visible through the poly bag, so an additional barcode label is not needed for the outer poly bag. Please refer to the “Poly Bags” section for requirements.



- Inner Protection: Not required for soft ornaments



- **Inners:** Inner quantities are determined by either Sourcing or Merchandising. Inner packaging can be an additional PE poly bag to hold X amount of product or a 32ECT C flute carton. Either option requires inner labels as outlined in the VOG.
- **Desiccants:** Required for all textiles and softgoods in individual poly bags, regardless if vented or not.
- **Master Cartons:** Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

### **Textiles & Softgoods**

Textiles need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Guidelines apply to, but not limited to, Bedding, Throws, Curtain Panels, Towels, Bath Rugs, Shower Curtains, Pillows, Placemats, Rug Swatches.

- **Surface Protection:** Individual PE poly bags with a minimum thickness of 1.25 mil is required. Staples and nylon are not allowed. A scannable barcode label needs to be placed on the outside of the bag to identify the product. Please refer to the “Poly Bags” section for requirements.
- **Inner Protection:** top and bottom cut pads are required using chipboard or corrugated flat pads to prevent accidental box cutting.
- **Inners:** Inner quantities are determined by either Sourcing or Merchandising. Inner packaging can be an additional PE poly bag to hold X amount of product or a 32ECT C flute carton. Either option requires inner labels as outlined in the VOG.
- **Desiccants:** Required for all textiles and softgoods in individual poly bags, regardless if vented or not.



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended.

**Transit testing at a third party lab is not required for textiles.**

### Wall & Floor Mirrors, Wall Decor

Mirrors need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Guidelines apply to, but not limited to wall mirrors, floor mirrors, mirror shelves, wall art, wall decor, picture frames. Mirrors and wall decor shipping as singles **need to pass an ISTA3 Series test at a certified lab.**

- Surface Protection: All mirror products need to be fully covered to protect products from dents, scratches, dust/dirt, moisture, etc. Mirrors need to be wrapped with a non-woven material (PP, PE) or PE foam sheeting. Minimum thickness of 2oz/yd<sup>2</sup> (70g/m<sup>2</sup>).
- Edge Protection: It is recommended that **75% of any given length** of the edges be covered with protective material. Edge protection is required on any edge greater than 12”. Please refer to the cushion thickness chart below for thickness requirements for foam. However, honeycomb is encouraged with the below thickness guideline.

Packaged Product Weight	Edge & Corner Cushion Thickness	Edge Foam Density	Corner Foam Density
Under 75lbs.	Minimum 1.5"	Minimum 10 kg/m <sup>3</sup>	Minimum 16 kg/m <sup>3</sup>
75lbs - 150lbs.	Minimum 1.5"	Minimum 12 kg/m <sup>3</sup>	Minimum 16 kg/m <sup>3</sup>
Over 150lbs.	Minimum 1.5"	Minimum 12 kg/m <sup>3</sup>	Minimum 20 kg/m <sup>3</sup>

- **Corner Protection:** All corners of the product must be protected using approved cushioning materials. Cushioning must be sufficient for the size and weight of the product. Please follow the general guidelines for cushion thickness above, unless cushioning material selected was lab tested and performance can be proven.



- **Hardware:** Please refer to the “Hardware” section of this document for information on how to properly pack and label all loose hardware components.
- **Void Fill:** All mirrors and wall decor need to be fully secure to assure no movement within the shipper. **Large void areas with more than 12” of empty space require void fill packaging.** Blocking and bracing materials accepted: Corrugated multi-layer pads, honeycomb, empty cartons with “empty box” verbiage printed, EPE, EPS.
- **Master Cartons:** Please refer to the “Master Carton Specifications” for corrugated board requirements. **FTD cartons are required for mirrors and wall decor.**

## Botanicals

Botanicals need to be packed adequately as to protect the product from damage throughout the entire supply chain. Void space must be minimal. Guidelines apply to all botanicals, stems, bunches, bouquets, branches.

- Surface Protection: PE poly bags with a minimum thickness of 1.25 mil is required. Poly bags must be sealed and long enough to not cause crimping of the product as shown. Staples and nylon are not allowed. Please refer to the “Poly Bags” section for requirements.



- Inner Protection: top and bottom cut pads are required using chipboard or corrugated flat pads to prevent accidental box cutting. Use paper void fill if needed.
- Inners: Inner quantities are determined by either Sourcing or Merchandising. Inner packaging can be an additional PE poly bag to hold X amount of product or a 32ECT C flute carton. Either option requires inner labels as outlined in the VOG.
- Desiccants: Required for all textiles and softgoods in individual poly bags, regardless if vented or not.
- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended for most, FOL for long stems.

**Transit testing at a third party lab is not required for botanicals.**



## Wreaths & Garland

Wreath and garland items need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Please follow the guidelines below when packaging these items.

- Surface Protection: Not required, but vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags. Please refer to the “Poly Bags” section for requirements if being used.
- Inner Protection: Middle carton support to help carton storage stacking. Stacking support materials accepted: Corrugated, honeycomb, foam
- Inners: Inner quantities are determined by either Sourcing or Merchandising. Inner packaging can be an additional PE poly bag to hold X amount of product or a 32ECT C flute carton. Either option requires inner labels as outlined in the VOG.



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended for most, FOL for long stems.

## Potted Faux Plants, Trees

Potted faux plants and trees need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Please follow the guidelines below when packaging these items.

- Surface Protection: Not required, but vendor discretion to use foam sheeting, butter or kraft paper, or PE polybags. Please refer to the “Poly Bags” section for requirements if being used.

- Inner Protection: Internal stacking support is needed, especially for end heavy products like potted trees on its opposite end. Stacking support materials accepted: Corrugated, honeycomb, foam



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC or FOL is recommended.
  - For container loading, alternate end heavy cartons for an even weight load.

### Curtain Rods

Curtain rods need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal.

- Surface Protection: PE poly bags with a minimum thickness of 1.25 mil is required. Please refer to the “Poly Bags” section for requirements.
- Inner Protection: End caps are required with middle support to hold the rod in place. Acceptable materials: corrugated, honeycomb, EPE, EPS.
- Inners: Inner quantities are determined by either Sourcing or Merchandising. Either option requires inner labels as outlined in the VOG.

Product	Required Carton Style
Less than 48”	32 ECT SW C Flute FOL
Greater than 48”	48 ECT DW BC Flute FOL

- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: FOL is recommended.



## Lighting, Shades

Lighting and lamp shades need to be packed adequately as to protect the product from damage throughout the entire supply chain. Product movement in all directions needs to be taken into account. Void space must be minimal. Lighting includes, but not limited to; wall sconces, table lamps, wall lamps, chandeliers, flush mounts. Please follow the guidelines below when packaging these items.

- Surface Protection: PE poly bags or sheeting, bubble bags or PE foam sheeting are required. Please refer to the “Poly Bags” section for requirements.
- Inner Protection: Lamp shades require triangle corrugated corners to help block and brace the product. Glass bulbs should be packed individually within the carton. Corrugated die cut pads are encouraged to reduce movement.



- Master Cartons: Please refer to the “Master Carton Specifications” for corrugated board requirements. Carton Style: RSC is recommended for most, FOL for long stems.