

Vendor Operations Guide

Shipping Guide

Released September 2023 - V3 (Updated 1/2025)

Table of Contents

Section 9 Shipping Guide.....Page 3

- [Domestic Vendor \(North America\) Shipping Guide](#)
 - [Domestic Purchase Order Management](#)
 - EDI Requirements
 - OpenText Support
 - ASN Requirements
 - [PO Confirmation and On-Time Shipping Policy](#)
 - On-Time Shipping
 - Product Quantity Variance
 - Early or Late Shipment Penalty
 - [Carton Labeling and Packing Lists](#)
 - Master Carton UCC-128 Labeling
 - Inner Carton Labels
 - Additional Labeling Requirements
 - [Domestic Vendors Routing & Shipping Instructions](#)
 - Collect Shipments
 - Routing Instructions
 - Truckload / Less than Truckload information
 - Prepaid Shipments
 - Warehouse Locations
 - Pallet Specifications
-
- [Import Vendor Shipping Guide](#)
 - [Import Purchase Order Management](#)
 - InforNexus Support
 - [PO Confirmation and On-Time Shipping Policy](#)
 - On-Time Shipping
 - Product Quantity Variance
 - Early or Late Shipment Penalty
 - [Carton Labeling and Packing Lists](#)
 - Master Carton UCC-128 Labeling
 - Inner Carton Labels
 - Additional Labeling Requirements
 - [Import Shipping Requirements](#)
 - Warehouse Locations
 - Pallet Specifications
 - Import Container Weight Limits
 - Import Booking Requirements
 - Import Bill of Lading Requirements
 - Submission of Import Shipping Documents
 - Pre-approved SOPs for FedEx and Air Freight shipments
-
- [All Vendors Inventory Issues](#)
 - Quality
 - Backorders/Canceled Sales
 - Automatic Deduction Policy For Furniture
 - Supplier Performance Database
 - Furniture Shop Expense
 - Return to Vendor (RTV)

New in 2024

The Shipping Guide has now been reorganized to streamline your reference process. We have separated the guide into 3 distinct sections:

- Domestic (North America) Vendors
- Import Vendors
- All Vendors

This new structure allows you to easily locate and consult the specific shipping information relevant to each vendor type. Please refer to the updated guide accordingly to find the information you need.

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

Section 9 Shipping Guide - Domestic Vendor (North America) **Shipping Requirements**

Purchase Order Management

Domestic and Import purchase orders are currently managed under different purchase order management systems. However, this is subject to change at any time at the discretion of the Company. Vendors must review and comply with the additional details and requirements below.

Domestic Purchase Orders

The Company has partnered with OpenText as our electronic purchase order management service provider for domestic orders. If you have neither an in-house Electronic Data Interchange (EDI) solution nor an EDI provider, OpenText also offers a web-based solution called **B2B Integration Essentials** (formerly Freeway) that allows for EDI functionality via web portal. Vendors are required to choose traditional EDI integration or the OpenText **B2B Integration Essentials** portal for order management. There are fees associated with both of the OpenText order management solutions.

EDI compliance, via traditional EDI or the web-based **B2B Integration Essentials** portal, is a requirement of Vendor onboarding. You will receive an email from OpenText providing you with information regarding traditional EDI integration or the web-based portal.

EDI Requirements:

- 850 Purchase Order
- 855 PO Acknowledgement
- 856 ASN (Advance Shipping Notice)
- 860 PO Change request (Crate/CB2/Buyer initiated)
- 865 PO Change request (Vendor/Seller initiated)
- GS1-128 Label Requirement

The Vendor must be able to transmit all of the above transactions and required labeling upon completing and passing testing for EDI. Failure to do so after receiving a "Pass Notice" from the OpenText EDI team will result in the Vendor being subject to a chargeback due to delays in order processing and compliance.

OpenText Support:

- [OpenText - EDI Program and Initiative Details](#)
- **B2B Integration Essentials** (formerly Freeway) [OpenText - Vendor User Guide](#)

- Email: desktop@opentext.com
- Call: Service Desk 800-334-2255 opt 2,4,6 for your day-to-day queries
- Compliance Link EDI
 - Please email all other questions to crate-tpm-group@crateandbarrel.com and VendorCompliance@crateandbarrel.com

The following are the process steps and order requirements for our Vendors and Selling Agents:

- The Company will send purchase order information via EDI or OpenText portal
- The Vendor will provide system confirmation of the purchase order within 7 days
- All purchase order changes and updates must be submitted and approved via traditional EDI transactions or the **B2B Integration Essentials** (formerly Freeway) web-portal

ASN Requirements:

- All Domestic Vendors will send the Company an ASN electronically on the day of shipment or by the end of the next **business day**
 - If a PO ships on a Friday, the ASN must be submitted by Monday
 - A late ASN is subject to a chargeback of \$750.00
- One ASN per trailer/shipment
- All ASNs sent are required to have the UCC128 information fed into the ASN data. Failure to comply with this requirement will leave the vendor subject to a chargeback
- Vendors must include Equipment #'s in the ASN
 - Truck Load (TL): Trailer # required - max of 10 digits (Note: Prefix is optional with the max of 4 characters)
 - Less than Truck Load (LTL): Key in "LTL" to meet the requirement (as we know this will change as the product flows through the LTL network)
 - Parcel: tracking number required

PO Confirmation and On-Time Shipping Policy

We count on our Vendors meeting our product needs and filling orders on time and complete. We have made major advertising and catalog investments in order to present your product to our customers. When we do not have the product we advertise timely and as shown, we lose sales and customers. We expect your cooperation in this effort.

PO Contract

Vendor agrees that they will confirm any PO that (i) meets mutually established requirements (such as cost, quantity, and lead time); (ii) is consistent with projections we have communicated; or (iii) is commercially reasonable. Vendor is responsible for procuring any raw materials or other items required to fulfill orders at its sole cost. The ship date on the PO is the key to our Shipping Policy. For this reason, it is imperative that when you receive a Company PO, you acknowledge the ship date and confirm that you accept the terms of the PO. Contact your Merch Planning team if the ship date is not achievable. As possible, we will work together to develop a mutually acceptable ship date and the PO document will be revised and reissued. As always, a PO confirmation will again be required. The Company does have the right to alter quantities if the ship date is revised.

If the anticipated ship date is different from the confirmed PO, you must contact your Merch Planning team to discuss the specific situation and to develop a solution that is mutually acceptable. Proactive communication of a shipping delay can help us to reduce the negative impact on our customers.

Domestic On-Time Shipping

Currently, our on-time shipping policy is the last approved ship date/handover date (HOD) plus or minus 5 calendar days (this creates a shipping window of 11 calendar days). An “*early shipment*” is defined as shipping more than 5 days earlier than the last approved ship/handover date. A “*late shipment*” is defined as shipping more than 5 days after the last approved ship/handover date.

To support U.S. Customs requirements, the ship date will match the purchase term listed on your PO. The purchase term listed on your PO is the point where transfer of ownership between the manufacturer and the Company takes place.

Domestic – FOB Origin – For domestic POs with a purchase term of FOB Origin, the last approved ship date is considered the date the shipment leaves the factory.

Domestic – FOB Destination – For domestic POs with a purchase term of FOB Destination, the last approved ship date is considered the date the shipment arrives at the Company’s distribution center ship-to location.

Late Shipments

If for any reason, you believe that your shipment will be late, you must contact your Merch Planning team prior to the last approved ship date listed on the PO to discuss shipment options:

- Vendors should upgrade the transportation method to get the goods to the Company at approximately the same time as if the shipment had been shipped on time. The Vendor will be responsible for the full cost of the air/upgraded shipment method and may also be subject to additional penalties if a shipment is leaving more than 15 days late and later than the original arrival date.
- Notwithstanding the above, the Company has the right to cancel all or a portion of the late PO, in its sole discretion.

Partial Shipments

The PO may contain different ship dates for different SKUs. The SKUs on the PO must be shipped in their entirety and on time. Split shipments of a SKU are not permitted without prior written approval and, if not approved, will result in late penalties on all or a portion of the shipment.

Product Quantity Variance

The Company allows a maximum variance on a PO (over or under) of up to 3% per SKU. Anything beyond the 3% variance, the following applies:

- If the shipment is under the PO quantity, the remaining units on the PO are governed by the Company's On Time Shipping policy.
- If the shipment is over the PO quantity, one or more of the following may occur:
 - The Company may return the excess units at the Vendor's expense;
 - The Company may cancel units on future POs equal to the amount of variance on the current shipment;
 - The Company may accept the excess units in exchange for a 20% discount from the purchase price on the excess units
- If the shipment contains unordered product that is not listed on the PO, then the Company will receive the product at 100% discount.

Note that specific product categories (ie. Furniture) **may not allow any variance**; contact your Merch Planning team if you have questions.

Cancellation Policy

The Company reserves the right to cancel all or part of the units on a PO if the shipping window has been missed. The Company reserves the right to cancel the excess or shortage units that result from a shipment variance to the PO greater than 3% (over or under).

Early or Late Shipment Penalty

If your shipment is early or late (shipping outside of the ship window), the Company reserves the right to charge 1% of the purchase price per day for the shipment (up to

15%), and/or to charge the gross margin loss on lost sales in the case of a late shipment.

We calculate gross margin loss as: *Gross Margin Loss = (Planned Sales – Actual Sales) x Gross Margin %*. Note that Gross margin % is based on our landed cost.

Master Carton Labeling and Packing Lists

The Company's carton labeling specifications are consistent for both import and domestic Vendors. Because we may allocate your merchandise to our stores in either the full master pack or inner pack units, note the requirements in the section regarding inner carton labeling specifications. Contact the Merchandising team you are working with regarding specific inner carton labeling requirements.

UCC-128/GS1 - Master Carton Labeling

In order to facilitate shipment receipt at our warehouses, each outer carton must be clearly labeled on the right side of the carton, centered from the top and bottom. The master carton labels must be generated via the OpenText portal, as it meets all of our specifications and is essential to the receiving process in our warehouses and stores. For Vendors using traditional EDI and are creating labels in-house, the below label requirements must be met. See "UCC-128/GS1 - Master Carton Labeling Specifications"

Any improper labeling will result in a minimum \$750 per container/trailer. Chargebacks will be based on a cost per each incorrect label and labor associated.

UCC-128/GS1 - Master Carton Labeling Specifications

The following are required information on the master carton label

1. From: Ship from location. Vendor name must not be visible, vendor number required
2. To: Ship to location
3. SKU barcode and SKU number
4. Carton quantity (Master pack quantity)
5. Weight of carton (lb or kg)
6. SKU Description and Vendor item ID
7. Dept number/Dept description
8. Class number/Class description
9. Purchase order number
10. Item Country of Origin
11. Last 4 digits of the serial number of cartons
12. Serial number of carton and barcode

Master Carton Label Illustration

The following illustrations are meant for demonstration purposes only. As a reference point, the minimum spec of the label is 4.25”x5.5”.

The Company Master Carton Label

FROM: Vendor # 1001234 1000 WEST COAST AVE LOS ANGELES, CA 90034 US		 360-063
TO: 499 CRATE&BARREL 1605 N. CHRISMAN ROAD TRACY, CA 953040000 USA		CARTON QTY: 16 WEIGHT: 20.000lb
BRONZED CANDLE AC07		
31_CB2 ACCESSORIES 03_CB2 CANDLELIGHT		
PO: 499-7123456 COUNTRY: USA		0219
(00) 1 0100123 400000021 9 		

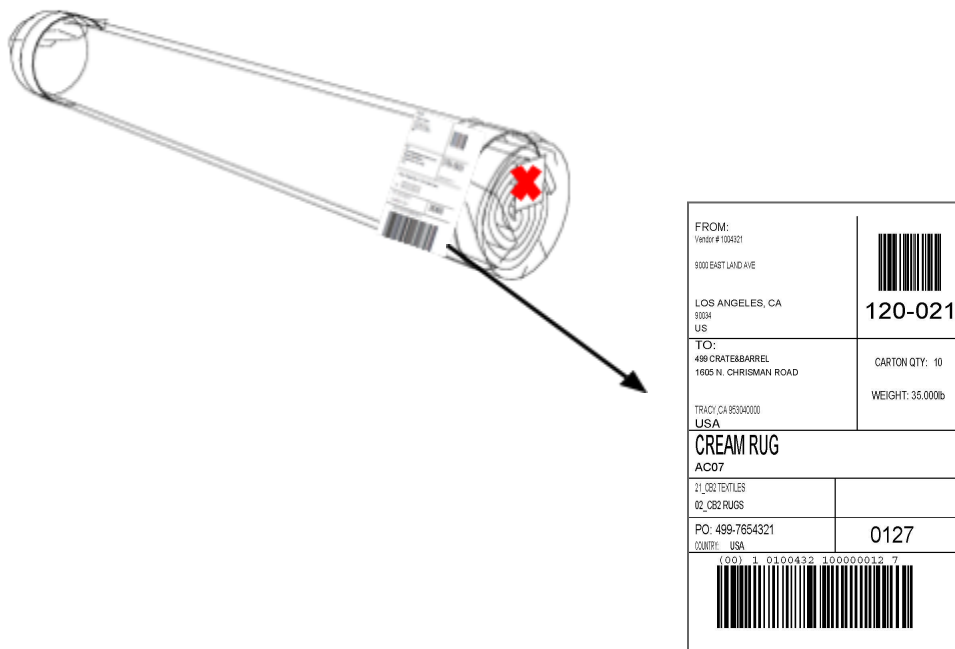
Master Carton Label Placement Illustration

Below is an illustration of the proper master carton label placement for corrugated cartons.



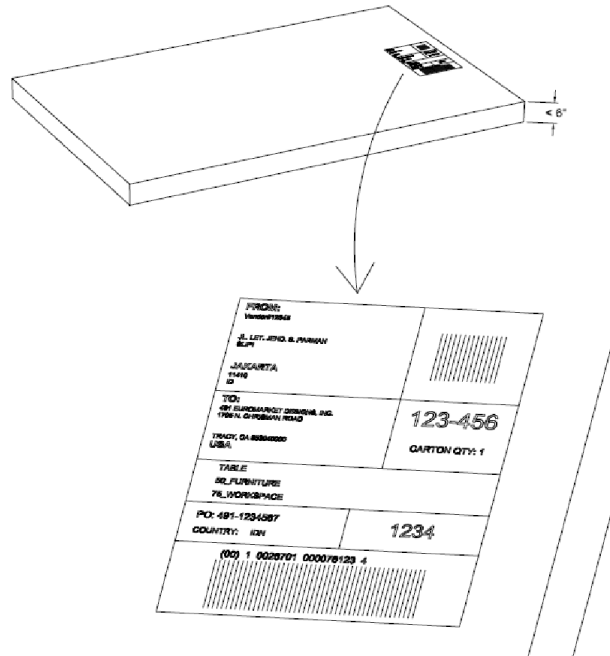
Rug Label Placement

Place labels on the side of the rug close to the end of the roll.

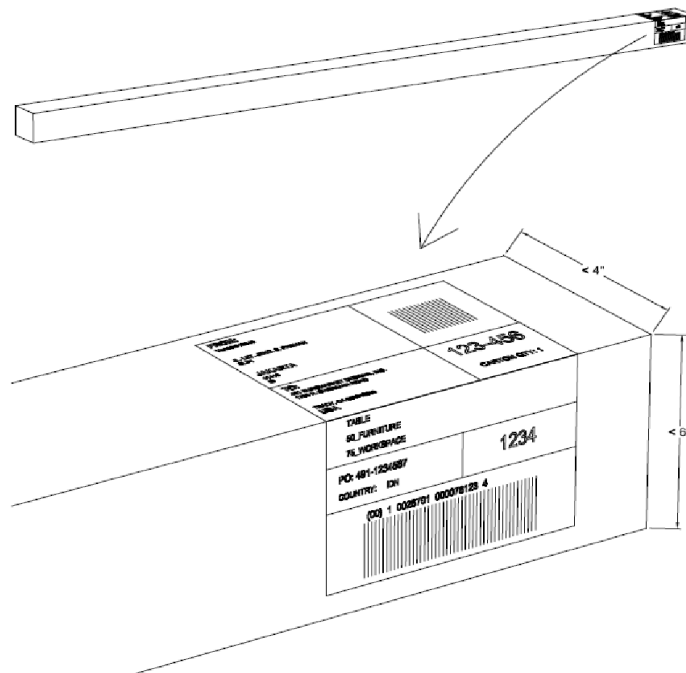


Carton Label Placement Exceptions

Label placement for cartons with height less than 6 inches:



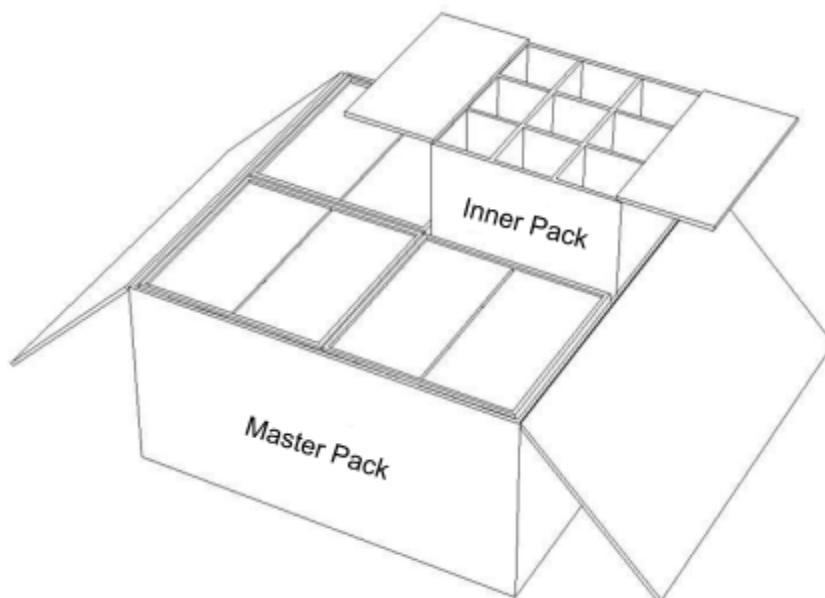
Label placement for cartons with width and height smaller than label size:



Inner Packs

An inner pack refers to the quantity (sellable units) of product packaged together inside the master carton. An inner pack quantity can be as little as 1 unit (each item packaged individually but placed in a master carton). Our goal is to assign inner pack quantities that are efficient for those occasions when we have to ship less than a full master carton to our stores and we try to consider inner pack quantities that are consistent with the customer's purchasing patterns when buying multiple quantities of the same SKU.

The required inner pack quantity is listed on the purchase order. The master pack and inner pack dimensions must be consistent in size and configuration on each shipment. Product profiles (master pack, inner pack and dimensions) are used across the supply chain and inconsistencies create data integrity issues in our systems. The warehouses cannot receive a shipment that differs from the stated inner pack quantity without contacting Merchandising for approval. In many cases, when we receive an incorrect master and/or inner pack, the inventory must be repackaged. If the master and/or inner pack does not match the purchase order, the Vendor will be charged a minimum of \$500 per Distribution Center where the correction project is completed, or the cost of the project (\$64/hr. + materials + disposal if applicable), whichever is greater to resolve the situation.

Master Pack/Inner Pack Illustration

Inner Carton Label Requirements

Inner Unit Pack Carton Labeling. This information will be noted in your Purchase Order. All inner packs require Inner Unit Pack Carton Labels with the below 3 points of information.

1. SKU number
2. SKU Description
3. The quantity of SKUs or sets in the inner pack carton. Please only use pieces or sets. Using the words “dozens,” i.e. 6-dozen instead of 72 is not permitted.

Inner Carton Label Illustration

(1)	123-456
(2)	Pretty Goblet
(3)	9 pieces

(1)	456-789
(2)	5 piece bowl set
(3)	2 sets

Additional Labeling Requirements

In addition to the master carton labels which are required for all cartons, additional labeling is required if any of the following criteria applies. This information must be either printed directly on the carton, or applied using separate labels.

Each Inner Pack Labeling

When the inner carton has multiple eaches and the barcode label on the product is not visible through packaging, a scannable barcode label needs to be placed on the outside of the product packaging. See more information with our [Housewares Packaging Guidelines](#)

Special Order/Made to Order (Custom) Shipments

All cartons must have the word “CUSTOM” boldly displayed using a brightly colored label on a minimum of two sides.

Adult Assembly Required Labels for Children’s Products

If a children’s product requires customer assembly, attach a bright orange sticker, at least 3” x 5”, with “ADULT ASSEMBLY REQUIRED” printed in black on each box. This

sticker must be placed on one side of the box, not on the top or bottom. If you are not sure whether you need to apply this label, contact the Merchandising team and the Product Regulatory department.

OK Sign-Off	
Design/AD: Sarah Gaynor	Date: 01/21/2019
Safety/Compliance: Beverly Glon	Date: 01/21/2019
Prod: Kim Foster	Date: 02/05/2019
Translations: Lonbridge	Date: 01/21/2019
Job Specifications	
SKU #: N/A	
Project: Adult Assembly Required Label	
Safety & Compliance Contact: Beverly Glon	
Design/Production: Sarah Gaynor / Andy Nowak	
Printing Specifications	
Application: Illustration	
File Name: xxxxxx_AdultAssReq_Lbl_6150.ai	
Size: TRIM: 3 in x 12 in, BLEED: +.125 in beyond trim	
Stock: Match existing label stock	
Inks: 12 (Black), PMS 150C (Orange)	
Finish: Match existing	
ALL ARTWORK IS FINAL. DO NOT ALTER.	
Delivers DO NOT print.	
Proofs	
The Creative Department requires approval of two types of proofs. Production timeline must accommodate for two rounds of print proofs and 1 fully assembled production proof.	
1. Print Proofs: Approval of color correct proofs on final material or standard proof with ink drawdowns on final material is required by the Crate and Barrel Creative Department before running print job.	
Deliver Proofs To:	
Crate and Barrel	
1250 Techy Road	
Northbrook, IL 60062	
ATTN: Kim Foster	
Product Shipment/Samples Specifications	
Protective Packaging for Shipment: Products must be packed for shipping in a way that prevents damage during the shipping process.	
Print and Product Samples:	
Crate and Barrel Creative Department - Kim Foster	
Final Packaging Sample: 2 labels	
Crate&Barrel	
Crate and Barrel, 1250 Techy Road, Northbrook, Illinois 60062	
847.504.4652 Design (Sarah Gaynor)	
847.239.6162 Production (Kim Foster)	
847.239.6438 Safety & Compliance (Beverly Glon)	
<small>The following project development is an exclusive project, developed expressly for Crate and Barrel or Crate&kids. This project and all creative materials created in and under the control of Crate and Barrel Merchandising, under no circumstances should be reprinted, reproduced, or otherwise used by any other entity. All rights are reserved. The design and development of this project are the property of Crate and Barrel Merchandising. All rights are reserved. The design and development of this project are the property of Crate and Barrel Merchandising.</small>	

ADULT ASSEMBLY REQUIRED
ASSEMBLAGE PAR UN ADULTE REQUIS
SE REQUIERE UN ADULTO PARA EL ENSAMBLAJE

Perishable Food Product Labels

If your product is perishable food, you must label the outside of the carton as such. Your Merchandising team will advise if this is required.

Team Lift Labels

In order to protect the safety of our associates, the master package (outermost package) weight should not exceed 50 lbs. If the carton weighs over 50 lbs., apply a sticker at least 3" x 5" with "TEAM LIFT" printed in black on each box. This sticker must be placed on one side of the box, not on the top or bottom.

Lot Number and Date

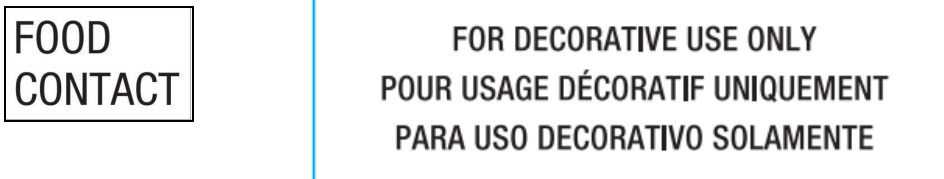
Include manufacturing lot number and production date

Labeling of Food Contact Items

Any item intended for serving, preparation, or storage of food or drink, will require a label on the master carton that identifies it as food contact, as below. Letters must be 1" high, assuming the carton size allows for this (image below is reduced); black print on white label.

Ceramic food contact items must be permanently marked with Company-provided artwork on the physical product with brand's name, country of origin and, in select cases at Company's discretion, performance attributes.

Decorative items not tested to comply with food contact standards must include a permanent sticker on the physical product that states “For Decorative Use Only,” in English, French and Spanish; *example* --



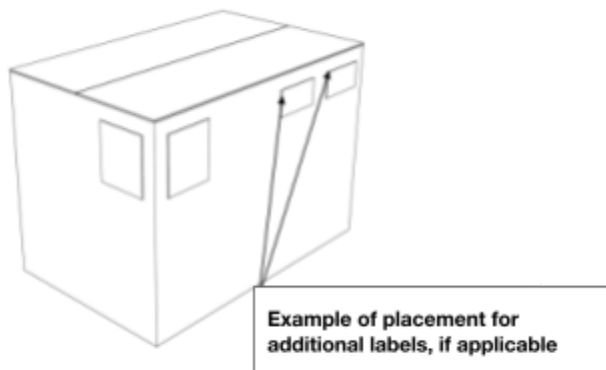
Merchandising Sample Shipments

All cartons must have the word “SAMPLE” boldly displayed using a brightly colored label on a minimum of two sides.

Mixed SKU Carton

This is defined as multiple items shipped in one large carton such as replacement parts, hardware and swatches. Each unique SKU must be packed in a master carton with an EDI/OpenText label and those must be placed in the larger mixed SKU carton with an outer label indicating the words MIXED SKUs boldly displayed using a brightly colored label on a minimum of two sides.

Additional Labeling Requirements Illustration:



Packing List Specifications

The packing list is a critical tool to ensure our warehouses receive your shipment accurately and efficiently. There must be only one packing list per shipment sent. Missing or incomplete packing slips are the most common warehouse receiving issue. Missing, incomplete, or inaccurate packing list will result in a minimum chargeback of \$500 per incident.

Packing List Requirements

Include all of the following information on your packing list:

- Date
- Ship from information
- Sold to information
- Ship to information
- Commercial Invoice number(s) - Vendor number must be the prefix to the invoice number and it must be alphanumeric only and unique
- PO number
- SKU number
- Detailed item number and description of the merchandise
- Total quantity cartons
- Total quantity per carton
- Total quantity shipped per SKU
- Range of carton #'s that correspond to SKU (carton1 of 10, 2 of 10, etc.)
- Net weight per carton (lbs or kgs)
- Gross weight per carton (lbs or kgs)
- Cube/carton (cbm)
- Total net weight of the shipment (total weight of product without packaging - lbs or kgs)
- Total gross weight of the shipment (total weight of product plus packaging - lbs or kgs)
- Total cube (cbm)

For domestic shipments: Copy of the packing list must be attached to one of the boxes and marked as such. It must also contain all of the requirements listed above.

For Vendors who import on behalf of the Company and are sending containers to our facilities directly after customs clearance: Email a copy of the packing list to the appropriate Merchandising team and directly to the warehouse that you are shipping to (email addresses listed on page 21). Include the container number on the packing list.

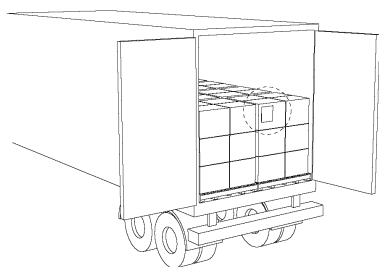
For Vendors who load goods into containers/trailers at their facilities: Designate the number of pieces of each SKU per P.O. numbers that are loaded into each container. Also include the container number, container size and seal number on the packing list.

The below illustration is meant for demonstration purposes only and illustrates a Packing List for OpenText shipments. Contact us if you have any questions about either of our Packing List formats.

DATE:							SHIP FROM:										
INVOICE #:																	
SOLD TO:							SHIP TO:										
CONTAINER / TRAILER #														SIZE:		SEAL #:	
PURCHASE ORDER #	SKU	ITEM #	DESCRIPTION	TOTAL CARTONS	QTY PER CARTON	QTY SHIPPED	CARTON SEQUENCE	N.W / CTN	G.W CARTON	CUBE / CTN (CBM)	TOTAL N.V	TOTAL G.W	TOTAL CUBE (CBM)				
TOTAL:																	
CONTAINER / TRAILER #														SIZE:		SEAL #:	
PURCHASE ORDER #	SKU	ITEM #	DESCRIPTION	TOTAL CARTONS	QTY PER CARTON	QTY SHIPPED	CARTON SEQUENCE	N.W / CTN	G.W CARTON	CUBE / CTN (CBM)	TOTAL N.V	TOTAL G.W	TOTAL CUBE (CBM)				
TOTAL:																	
				GRAND TOTAL:													

Ensure that the packing list is attached to the lead carton of the shipment and can be easily identified by the warehouse receiving staff, as illustrated below.

Trailer / Container Illustration



A line drawing of a palletized load consisting of a 2x2 grid of four identical boxes. The boxes are stacked on a standard wooden pallet. A single horizontal strap is shown passing over the top of the boxes, secured by a buckle on the right side. The entire assembly is enclosed within a dashed oval line.

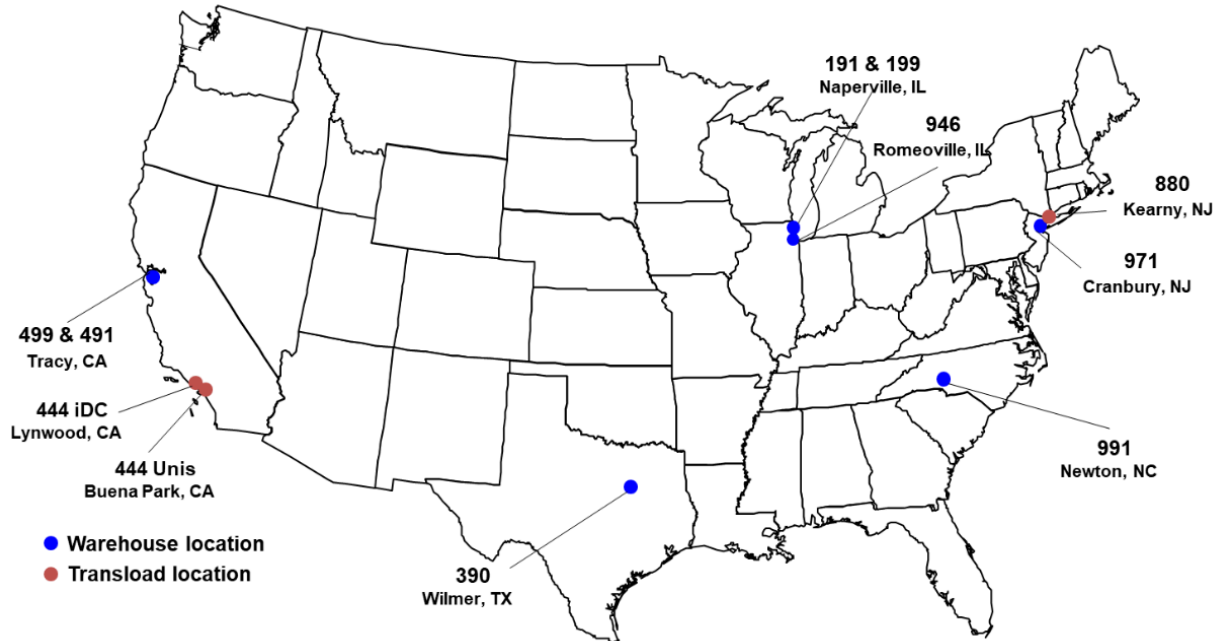
Domestic (North America) Shipping Requirements

Each year, our warehouse locations receive millions of units of merchandise directly from our Vendors. To process this volume efficiently and accurately, we require consistency in the shipping methods from our Vendors. Proper shipping documentation, carton labeling and packing list information is critical to the process. Any errors in this data can hold up a shipment from receipt ultimately resulting in a delay in availability to the customer.

Our vendor community must accurately load all containers from shipping origin. Shipment ASNs must match the physical load. Vendors must cross check to ensure each container/trailer used is listed in the packing list and the carton sequence is correctly attributed. Any labeling and loading errors can result in a minimum of a \$1,000 per container chargeback. The physical load must adhere to safety and correct loading guidelines including arrow direction as indicated on the packaging and pallets being loaded properly. Pallets and cartons should not be loaded sideways or upside down. This is a safety and unloading issue and will result in a chargeback as stated above.

In the event that a Vendor has not met our shipping requirements, the warehouse personnel will inform the Merchandising team of the issue. If a substantial delay in the receiving process occurs, the Merchandising team will be provided with the amount of time required to properly receive the shipment. The cost of any project is \$25.00 per man-hour or \$0.25 per unit, or the total cost of the project. The Vendor will be charged a minimum of \$500.00 per receiving location. The method of calculating the charge (per hour vs. per unit) is within the discretion of the Merchandising team and will be communicated to the Vendor.

The Company provides general shipping instructions regarding the use of designated freight forwarders, domestic carriers, and efficient shipping methods. Any deviation from the Company shipping guidelines requires prior notification and approval by the Company's Global or Domestic Transportation Departments or penalties may be incurred for the incremental freight expenses, processing fees, and labor charge.

The Company's Warehouse Locations

Below is a list of our warehouse, Canadian Cross-Dock and Transload locations. Locations are subject to change and specific shipping instructions are located on the first page of a purchase order.

Housewares Warehouse Locations

Region	Location #	Address	Contact Information
West Coast	# 499	1605 N. Chrisman Road Tracy, CA 95304	Phone: 209-221-8007
Midwest	# 199	1860 W. Jefferson Naperville, IL 60540	napervilleoffice@crateandbarrel.com
East Coast	# 971	353 Half Acre Road Cranbury, NJ 08512	Phone: 609-789-0999
Midwest	# 946	501 W. Taylor Road Romeoville, IL 60446	Phone: 815-377-2777

Furniture Warehouse Locations

Region	Location #	Address	Contact Information
West Coast	# 491	1705 N. Chrisman Road Tracy, CA 95304	Phone: 209-221-8000
Midwest	# 191	1860 W. Jefferson Naperville, IL 60540	napervilleoffice@crateandbarrel.com

East Coast	# 971	353 Half Acre Road Cranbury, NJ 08512	Phone: 609-789-0999
Southeast	# 991	1964 Stover Court, Newton, NC 28658	Phone: 980-281-1964
Southwest	# 390	1700 North Goode Road Wilmer, TX 75172	Phone: (972) 833-2600 390receiving@crateandbarrel.com

Transload Facility Locations

Region	Location #	Address	Contact Information
West Coast	# 444	6800 Valley View Street Buena Park, California 90620	global-logistics-transload@crateandbarrel.com
East Coast	# 880	7373 Westside Ave North Bergen, NJ 07047	global-logistics-transload@crateandbarrel.com

Canadian Cross-Dock Locations

Region	Location #	Address	Contact Information
East	# 370	6060 Burnside Court, Unit #2 Mississauga, Ontario Canada L5T 2TS	Phone: 905-564-1758 Fax: 905-564-9713
Mountain	# 371	#1881 120 Ave. NE Calgary, Alberta Canada T3K 0S5	Phone: 403-736-1022
West	# 372	#120-9969 River Way Delta, British Columbia Canada V4G 1M8	Phone: 604-588-8512
East	# 374	1255 32 nd Ave c/o AMJ Lachine, Quebec Canada H8T 3H2	Phone: 877-813-3501 x-227 Fax: 514-631-7267

Pallet Specifications

When shipping merchandise on pallets, each pallet must meet the following specifications: See additional information within our Packaging Guidelines - [Furniture](#) and [Housewares](#)

- Pallets must be Grade A, reusable, of wooden construction, and comply with Wood Packaging Materials regulations regarding treatment to eliminate harmful insects. Do not use plastic pallets, as we cannot store them in our racking configuration.

- We will detain, fumigate, and/or export any shipments, at the Vendors' expense, where evidence of insects or non-indigenous organisms is found on pallets or crates.
- Pallet dimensions must be 48" x 40", 4-way entry (European pallet sizes will NOT be accepted). If the normal stacking footprint of a single packaged product is larger than a 48" x 40" pallet, a maximum of half an inch overhang is acceptable in each direction of the product over the pallet.
- Custom Pallets will be required for cartons shipping as singles, weighing greater than 150 lbs.
- The maximum height of the pallet and merchandise together is 58 inches. The strength of the carton shall be rated to handle the compression load of the weight of a fully stacked pallet of product.
- Pallets must be stacked with one SKU only. If it is necessary to stack with multiple SKUs, the pallet must be clearly marked with the SKUs and the quantities that are on the pallet.
- For all Less than Truck Load (LTL) shipments, ensure that the driver is able to accurately count all pieces on all pallets before stretch-wrapping the merchandise to the pallets. If the driver is unable to count the pieces, the Vendor will be held responsible for any shortages to the bill of lading.

Domestic Vendors Routing & Shipping Instructions

If your shipment is Prepaid, skip to the [Prepaid](#) section below. If your shipment is Collect, please continue reading Collect section:

Collect Shipments:

Our goal is to minimize shipping expenses for all freight shipments to a Company warehouse wherever possible. We have negotiated competitive rates with specific carriers and you must follow our routing instructions carefully. It is not our desire to penalize our Vendors. Deviations from our route guide have a negative financial impact on the Company, which results in a full freight chargeback and processing fee.

- Unless authorized by the Company's Domestic Transportation Department, do not ship more than one Less than Truck Load (LTL) shipment to the same warehouse per week.
- Multiple POs shipping to the same warehouse should be consolidated into one shipment request on one bill of lading, as long as the pickup date falls within the ship window

- Any deviations from the routing guide will result in full freight chargeback plus processing fee.

Routing Instructions

All shipments must be routed using the [CBH Shipment Request Form](#) (Google Form) at least 48 hours in advance of pickup date.

Before filling out the form, use the table below to determine the appropriate shipping method. Shipment size pertains to a single shipment destined to one Company warehouse. If you have questions determining the shipping method, please reach out to the Domestic Transportation Team (domestictransportation@crateandbarrel.com).

Shipment Method	Shipment Size per Destination
Less Than Truckload (LTL)	<p>Meets one or more of the following requirements:</p> <ul style="list-style-type: none"> 10,000 lbs or less 14 linear feet or less of trailer space <ul style="list-style-type: none"> 14 Linear Feet equates to ~8 non-stackable standard dimension pallets (48"x40"x48")
Truckload (TL)	<p>Meets one or more of the following requirements:</p> <ul style="list-style-type: none"> 10,000+ lbs 14+ linear feet of trailer space <ul style="list-style-type: none"> 15 Linear Feet equates to ~9 non-stackable standard dimension pallets (48"x40"x48")
Parcel	<p>Meets the following requirements:</p> <ul style="list-style-type: none"> Under 96" length Under 130" length + girth Under 90 lbs <p>Email the following information to the Company's Domestic Transportation Department in the below format to: domestictransportation@crateandbarrel.com & parcel@crateandbarrel.com</p> <ul style="list-style-type: none"> Origin Address Destination Address

	<ul style="list-style-type: none"> • Ready Date • Dimensions • Weight <p>Once reviewed, Domestic Transportation Team will confirm and provide the Parcel Account Number to utilize</p>
Any temperature controlled and/or perishable shipment	<p>Contact the Company's Domestic Transportation Department at:</p> <p>domestictransportation@crateandbarrel.com</p>

Less than Truck (LTL) - CBH Shipment Request Form Instructions

Please submit the following information via the CBH Shipment Request Form:

Note multiple POs can be combined in the same shipment request.

- Requestor contact information
- Origin description, address, & contact information
- Destination description, address, & contact information
- Ready for Pickup Date
- Reference number (Ex: PO#, ASN, Pickup number, etc.)
- Equipment Type (Less than Truckload)
- Number of pallets
- Stackable (Y/N)
- Pallet Dimensions & Estimated Weight
- Description of Product
- Hazmat (Y/N)
- Expedited (Y/N) - Note: *This requires approval from the CBH Corporate Transportation Manager*
- Description of product
- Hazmat (Y/N)
- Optional Special Instructions (Ex: lift gate needed, pallet jack required, etc.)

Additional Less Than Truckload (LTL) Information:

- All LTL shipments must be palletized. They cannot be shipped in any other format.
- Unless authorized by the Company's Transportation Department, do not ship more than one LTL shipment to the same warehouse, per week.
 - It is the responsibility of the Vendor to review and manage ship dates on all POs to maximize trailers for all orders. The Vendor must collaborate with the Company's planning team on ship dates, as needed, to eliminate the need for multiple LTL shipments and ship in full trailer loads.
- Make sure the driver is able to accurately count all pieces on all pallets before stretch wrapping the merchandise to the pallets. If the driver is unable to count the pieces, the Vendor will be held responsible for any shortages to the Bill of Lading.

Currently, ArcBest manages all LTL booking. Once the CBH Shipment Request Form has been submitted, LTL booking communication will come from ArcBest. This process is subject to change at any time at the discretion of the Company.

Truckload (TL) - CBH Shipment Request Form Instructions

Please submit the following information via the CBH Shipment Request Form:

Note multiple POs can be combined in the same shipment request.

- Requestor contact information
- Origin description, address, & contact information
- Destination description, address, & contact information
- Reference number (Ex: PO#, ASN, Pickup number, etc.)
- Equipment Type (Truckload)
- Type of Loading (Live, Drop)
- Loading Type Details (Date/Time)
- Number of Trailers
- Shipment loading (Palletized, Floor Loaded, Both)
 - If Palletized:
 - Number of pallets, stackable(Y/N), dimensions, carton count
- Description of product
- Hazmat (Y/N)
- Optional Special Instructions (Ex: lift gate needed, pallet jack required, etc.)

Additional Truckload (TL) Information:

- Detention charges incurred during loading will be charged back to the Vendor.
- Carriers will provide two hours of free time to load trailer after which detention will begin to accrue.
- Vendor is responsible for loading and counting all TL shipments.
- Vendor is responsible for properly blocking and bracing shipments and for the expense of the materials to do so.
- Vendor is responsible for sealing all TL shipments and recording seal number on the bill of lading. Use ISO 17712:2013 compliant seals.
- Vendor is responsible for creating a BOL. Please follow the guidelines below. If you do not have a BOL, email domestictransportation@crateandbarrel.com for a BOL Template and instructions for completion.

Once you have submitted the CBH Shipment Request form, a CBH Inbound Planner will reach out to confirm your booking.

In the event that pallets are left at the point of origin during a scheduled pick up for both TL and LTL shipments, email communication should be promptly sent to domestictransportation@crateandbarrel.com with the following details:

- Pallet count
- Dimensions
- Weight
- Remaining PO numbers

Upon receipt of this information, the Domestic Transportation team will evaluate the situation and determine the most cost-effective routing solution. Consequently, the CBH Shipment Request Form can be resubmitted for processing.

The shipping cost associated with the pallets left behind at the origin will be formally submitted as a chargeback to the vendor.

Freight Terms

Collect Vendors should always work with the CBH Transportation Department for routing as indicated above. If for any reason, the Vendor chooses to use a carrier other than what CBH Transportation designated, the Vendor must ship prepaid and will be responsible for any notification and/or drop trailer charges. If a non designated carrier is used, follow the BOL instructions outlined in the prepaid section below.

Prepaid:

If a shipment is prepaid, please follow the instructions below to create a BOL. Please reach out to domestictransportation@crateandbarrel.com with any questions.

For prepaid truckload (TL) shipments, the vendor or carrier must request an appointment for a live unload. Please complete [CBH Distribution Center Appointment Request Form](#) no later than 4PM Local Time the day prior to the requested appointment time.

Bill of Lading (BOL) Instructions:

The BOL is a legal document and primary source of information for our supply chain, which includes our Vendors, carriers and the receiving locations. Therefore this document must contain complete and accurate information required to process your shipment. Use the following guidelines when preparing the BOL.

- Create a separate BOL with a unique BOL number for each shipment (truckload). Do not use a purchase order number or the carrier's pro numbers.
- Enter the complete ship to address and phone number.
- Include exact carton count and pallet count on BOL. Do not use the phrase "said to contain." Be specific and accurate. For LTL freight, Vendor must have carrier sign for the exact carton count.
- Include accurate shipment weight. The Vendor is responsible for any additional carrier charges due to inaccurate weight on BOL.
- Include the purchase order number(s) and SKU(s) on the BOL.
- Include your vendor number on the BOL. This number can be found on your purchase order. If you do not know your vendor number, email your Merchandising team before shipping.
- Where applicable, declare full freight value. Do not ship at released value.
- Note on the BOL:
Send freight bill to:
Crate and Barrel
PO Box 23000
Hickory, NC 28603

For questions, please contact the Company's Domestic Transportation department at: domestictransportation@crateandbarrel.com

Section 9 Shipping Guide - Import Vendor Shipping Guide

Import Purchase Order Management

Domestic and Import purchase orders are currently managed under different purchase order management systems. However, this is subject to change at any time at the discretion of the Company. Vendors must review and comply with the additional details and requirements below.

Import Purchase Orders

The Company utilizes the Infor Nexus platform for International PO management, promoting PO efficiency and increasing supply chain visibility. Infor Nexus offers the following benefits to our Vendors:

- Electronic delivery of purchase orders and purchase order amendments
- Factory floor system to ensure packing and labeling compliance is met based on the Company's requirements
- Advance Shipment Notice (ASN) delivery
- Greater communication among all parties, including our Logistics Providers
- Streamlined invoicing procedures

Vendors are required to register with Infor Nexus before initial purchase order placement. Also, Vendors are responsible for the following related to the Infor Nexus platform:

- Vendor Level:
 - Invoice fee
 - Wire transfer / ACH fee (money movement fee)
- Factory Level:
 - Potential investment in a printer
 - Investment in a scanner
 - Investment in labels

InforNexus Support:

- Email: infornexuservice@infor.com to open up a ticket

Import PO Confirmation and On-Time Shipping Policy

We count on our Vendors meeting our product needs and filling orders on time and complete. We have made major advertising and catalog investments in order to present your product to our customers. When we do not have the product we advertise timely and as shown, we lose sales and customers. We expect your cooperation in this effort.

PO Contract

Vendor agrees that they will confirm any PO that (i) meets mutually established requirements (such as cost, quantity, and lead time); (ii) is consistent with projections we have communicated; or (iii) is commercially reasonable. Vendor is responsible for procuring any raw materials or other items required to fulfill orders at its sole cost. The ship date on the PO is the key to our Shipping Policy. For this reason, it is imperative that when you receive a Company PO, you acknowledge the ship date and confirm that you accept the terms of the PO. Contact your Merch Planning team if the ship date is not achievable. As possible, we will work together to develop a mutually acceptable ship date and the PO document will be revised and reissued. As always, a PO confirmation will again be required. The Company does have the right to alter quantities if the ship date is revised.

If the anticipated ship date is different from the confirmed PO, you must contact your Merch Planning team to discuss the specific situation and to develop a solution that is mutually acceptable. Proactive communication of a shipping delay can help us to reduce the negative impact on our customers.

On-Time Shipping

Our on time shipping policy has changed for import vendors to improve accuracy and efficiency. The handover date (HOD)/last approved ship date is now aligned with the end of the ship window, with the start of the ship window being **10 calendar days ahead of the Handover Date**. The expectation is that all containers and shipments are to be collected by the handover date.

-10	-9	-8	-7	-6	-5	-4	-3	-2	-1	Handover Date
-----	----	----	----	----	----	----	----	----	----	---------------

To support U.S. Customs requirements, the ship date will match the purchase term listed on your PO. The purchase term listed on your PO is the point where transfer of ownership between the manufacturer and the Company takes place.

Import – FOB (Freight on Board) – For import POs with a purchase term of FOB, the last approved ship date will be defined as the Cargo Handover date.

Import – Ex-Factory CIF (Cost Insurance & Freight) – For import POs with a purchase term of ex-factory, the last approved ship/ date is defined as when the shipment leaves the factory.

Import - DDP (Delivered Duty Paid) - In the event that an import shipment cannot be handled through The Company's transportation system (such as but not limited to, actual food items or Hazardous Materials) the overseas vendor may arrange shipments themselves in which the vendor is liable for the cost of global transportation, duty, delivery, and any bond premiums required by US Customs. The vendor may use their own Customs Broker in the USA as their agent or establish themselves as a Non-Resident Importer.

Late Shipments

If for any reason, you believe that your shipment will be late, you must contact your Merch Planning team prior to the last approved ship date listed on the PO to discuss shipment options:

- Vendors should upgrade the transportation method to get the goods to the Company at approximately the same time as if the shipment had been shipped on time. The Vendor will be responsible for the full cost of the air/upgraded shipment method and may also be subject to additional penalties if a shipment is leaving more than 15 days late and later than the original arrival date.
- Notwithstanding the above, the Company has the right to cancel all or a portion of the late PO, in its sole discretion.

Partial Shipments

The PO may contain different ship dates for different SKUs. The SKUs on the PO must be shipped in their entirety and on time. Split shipments of a SKU are not permitted without prior written approval and, if not approved, will result in late penalties on all or a portion of the shipment.

Product Quantity Variance

The Company allows a maximum variance on a PO (over or under) of up to 3% per SKU. Anything beyond the 3% variance, the following applies:

- If the shipment is under the PO quantity, the remaining units on the PO are governed by the Company's On Time Shipping policy.
- If the shipment is over the PO quantity, one or more of the following may occur:
 - The Company may return the excess units at the Vendor's expense;

- The Company may cancel units on future POs equal to the amount of variance on the current shipment;
- The Company may accept the excess units in exchange for a 20% discount from the purchase price on the excess units
- If the shipment contains unordered product that is not listed on the PO, then the Company will receive the product at 100% discount.

Note that specific product categories (ie. Furniture) **may not allow any variance**; contact your Merch Planning team if you have questions.

Cancellation Policy

The Company reserves the right to cancel all or part of the units on a PO if the shipping window has been missed. The Company reserves the right to cancel the excess or shortage units that result from a shipment variance to the PO greater than 3% (over or under).

Early or Late Shipment Penalty

If your shipment is early or late (shipping outside of the ship window), the Company reserves the right to charge 1% of the purchase price per day for the shipment (up to 15%), and/or to charge the gross margin loss on lost sales in the case of a late shipment.

We calculate gross margin loss as: *Gross Margin Loss = (Planned Sales – Actual Sales) x Gross Margin %*. Note that Gross margin % is based on our landed cost.

Master Carton Labeling and Packing Lists

The Company's carton labeling specifications are consistent for both import and domestic Vendors. Because we may allocate your merchandise to our stores in either the full master pack or inner pack units, note the requirements in the section regarding inner carton labeling specifications. Contact the Merchandising team you are working with regarding specific inner carton labeling requirements.

UCC-128/GS1 - Master Carton Labeling

In order to facilitate shipment receipt at our warehouses, each outer carton must be clearly labeled on the right side of the carton, centered from the top and bottom. For import orders, two labels are required per master carton. The master carton labels must be generated via the Infor Nexus portal, as it meets all of our specifications and is essential to the receiving process in our warehouses and stores.

Any improper labeling will result in a minimum \$750 per container/trailer. Chargebacks will be based on a cost per each incorrect label and labor associated.

Import Transload Operation Label and Loading Compliance

Our vendor community must accurately load all containers from shipping Origin. Shipments must match the physical load. Vendors must cross check to ensure each container used is listed in the InforNexus packing list and the carton sequence is correctly attributed.

When a packing plan is canceled, all associated labels must be discarded. Vendors must regenerate carton labels per the new packing plan. Cartons must be labeled with the new labels and old labels should not be visible on the carton.

When loading multiple containers, vendors must load the carton ranges to each container precisely as they have been assigned during the SCAN process of PRINT-SCAN-SHIP.

Improper loading will result in a \$750 to \$1,000 per container/trailer.

UCC-128/GS1 - Master Carton Labeling Specifications

The following are required information on the master carton label

1. From: Ship from location. Vendor name must not be visible, vendor number required
2. To: Ship to location
3. SKU barcode and SKU number
4. Carton quantity (Master pack quantity)
5. Weight of carton (lb or kg)
6. SKU Description and Vendor item ID
7. Dept number/Dept description
8. Class number/Class description
9. Purchase order number
10. Item Country of Origin
11. Last 4 digits of the serial number of cartons
12. Serial number of carton and barcode

Master Carton Label Illustration

The following illustrations are meant for demonstration purposes only. As a reference point, the minimum spec of the label is 4.25"x5.5".

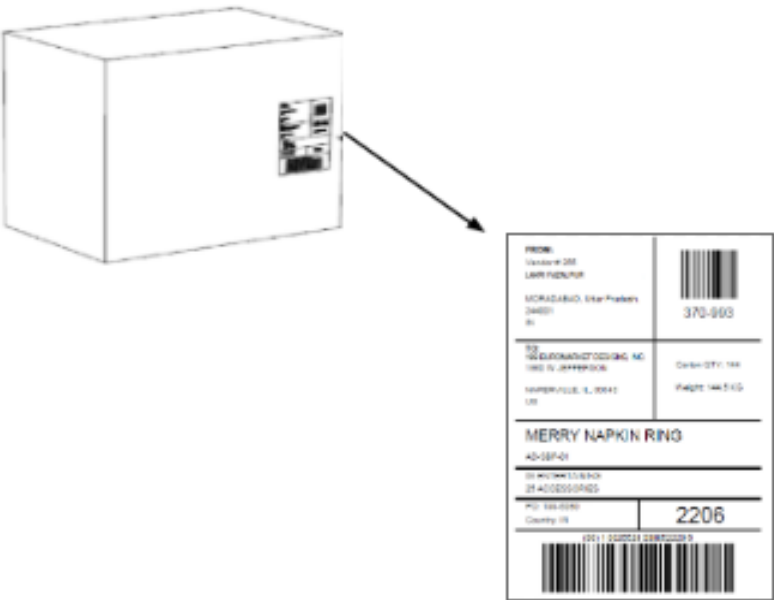
The Company Master Carton Label

FROM: Vendor # 1001234 1000 WEST COAST AVE LOS ANGELES, CA 90034 US		 360-063
TO: 499 CRATE&BARREL 1605 N. CHRISMAN ROAD TRACY, CA 953040000 USA		CARTON QTY: 16 WEIGHT: 20.000lb
BRONZED CANDLE AC07		
31_CB2 ACCESSORIES 03_CB2 CANDLELIGHT		
PO: 499-7123456 COUNTRY: USA	0219	
(00) 1 0100123 400000021 9 		

Master Carton Label Placement Illustration

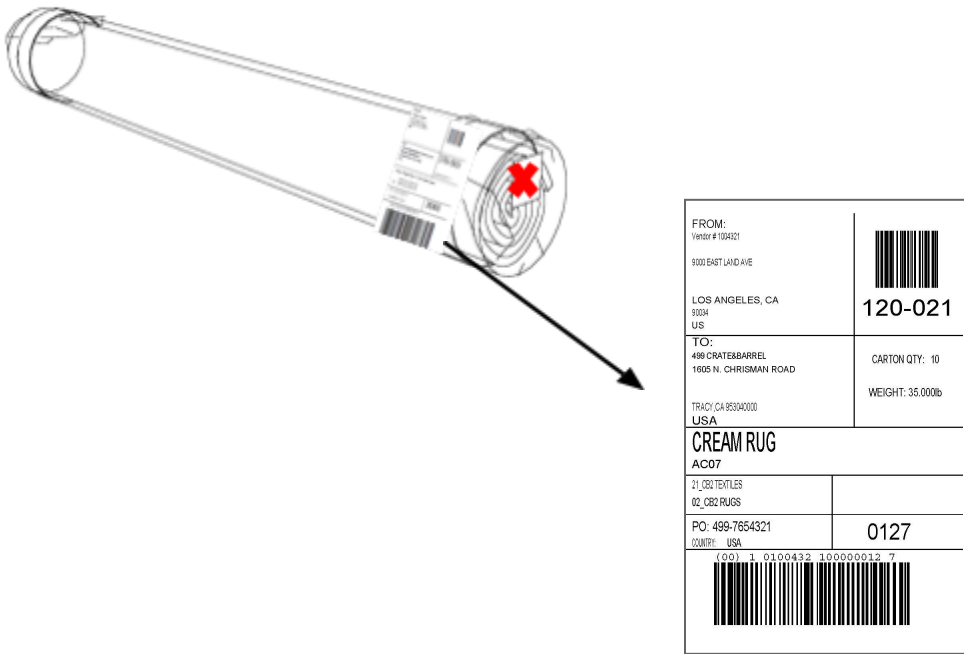
Below is an illustration of the proper master carton label placement for corrugated cartons.

For Nexus shipments require 2 labels be applied on adjacent sides for corrugated cartons.



Rug Label Placement

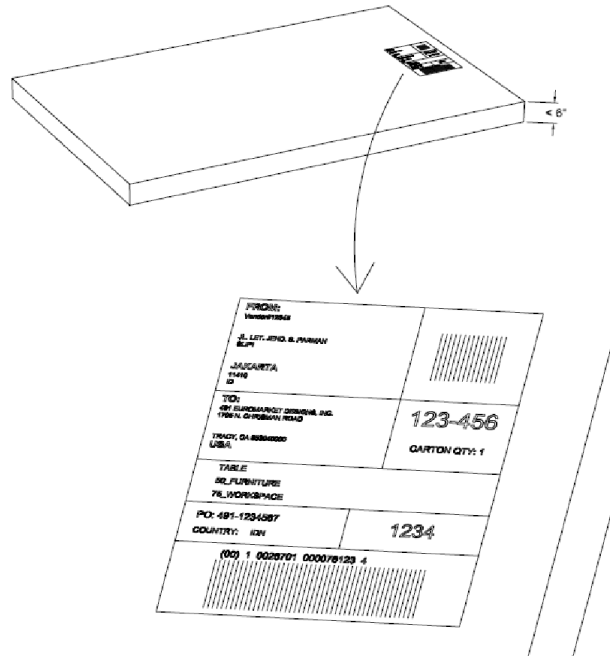
Place labels on the side of the rug close to the end of the roll.
For Infor Nexus shipments, place labels on both sides toward the end of the rolled rug.



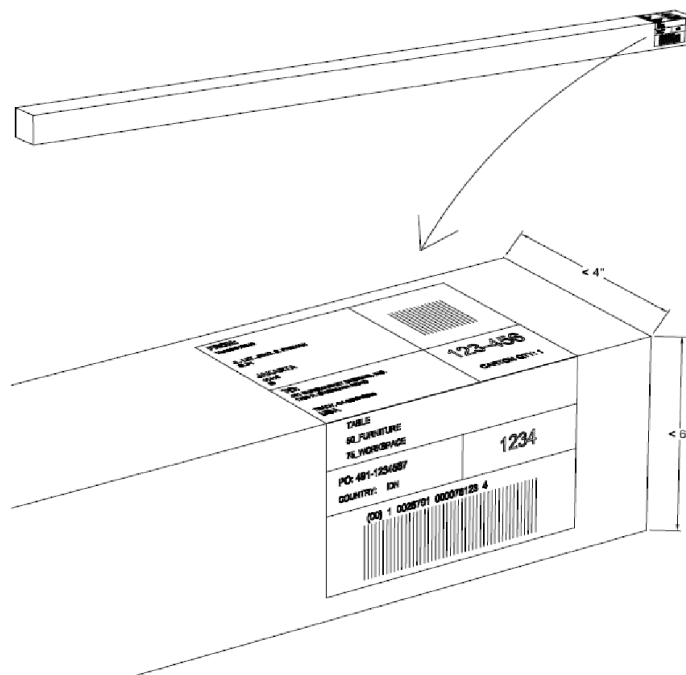
Carton Label Placement Exceptions

For Infor Nexus shipments, apply the labels on opposite sides of the master carton when there are space constraints.

Label placement for cartons with height less than 6 inches:



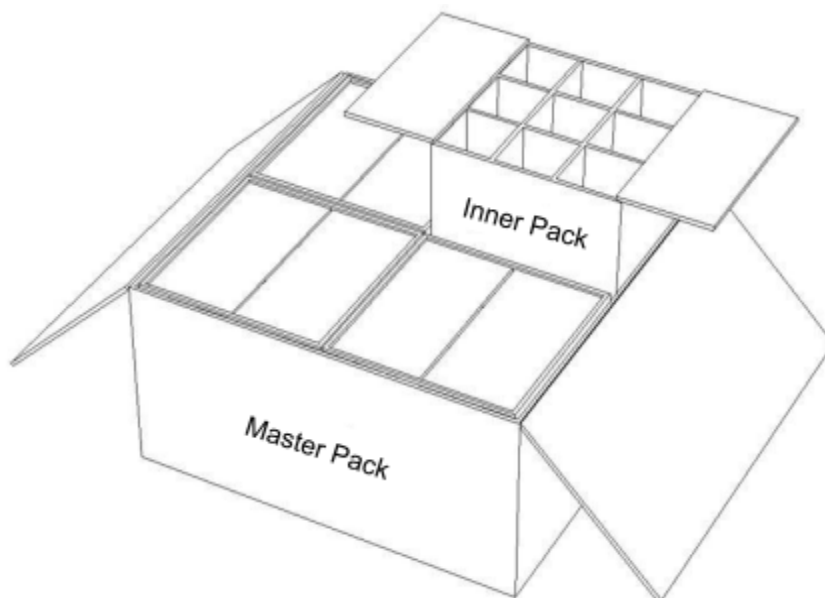
Label placement for cartons with width and height smaller than label size:



Inner Packs

An inner pack refers to the quantity (sellable units) of product packaged together inside the master carton. An inner pack quantity can be as little as 1 unit (each item packaged individually but placed in a master carton). Our goal is to assign inner pack quantities that are efficient for those occasions when we have to ship less than a full master carton to our stores and we try to consider inner pack quantities that are consistent with the customer's purchasing patterns when buying multiple quantities of the same SKU.

The required inner pack quantity is listed on the purchase order. The master pack and inner pack dimensions must be consistent in size and configuration on each shipment. Product profiles (master pack, inner pack and dimensions) are used across the supply chain and inconsistencies create data integrity issues in our systems. The warehouses cannot receive a shipment that differs from the stated inner pack quantity without contacting Merchandising for approval. In many cases, when we receive an incorrect master and/or inner pack, the inventory must be repackaged. If the master and/or inner pack does not match the purchase order, the Vendor will be charged a minimum of \$500 per Distribution Center where the correction project is completed, or the cost of the project (\$64/hr. + materials + disposal if applicable), whichever is greater to resolve the situation.

Master Pack/Inner Pack Illustration

Inner Carton Label Requirements

Inner Unit Pack Carton Labeling. This information will be noted in your Purchase Order. All inner packs require Inner Unit Pack Carton Labels with the below 3 points of information.

1. SKU number
2. SKU Description
3. The quantity of SKUs or sets in the inner pack carton. Please only use pieces or sets. Using the words “dozens,” i.e. 6-dozen instead of 72 is not permitted.

Inner Carton Label Illustration

(1)	123-456
(2)	Pretty Goblet
(3)	9 pieces

(1)	456-789
(2)	5 piece bowl set
(3)	2 sets

Additional Labeling Requirements

In addition to the master carton labels which are required for all cartons, additional labeling is required if any of the following criteria applies. This information must be either printed directly on the carton, or applied using separate labels.

Each Inner Pack Labeling

When the inner carton has multiple eaches and the barcode label on the product is not visible through packaging, a scannable barcode label needs to be placed on the outside of the product packaging. See more information in our Housewares Packaging Guidelines.

Special Order/Made to Order (Custom) Shipments

All cartons must have the word “CUSTOM” boldly displayed using a brightly colored label on a minimum of two sides.

Adult Assembly Required Labels for Children's Products

If a children's product requires customer assembly, attach a bright orange sticker, at least 3" x 5", with "ADULT ASSEMBLY REQUIRED" printed in black on each box. This sticker must be placed on one side of the box, not on the top or bottom. If you are not sure whether you need to apply this label, contact the Merchandising team and the Product Regulatory department.

OK Sign-Off	
Design/Ad: Sarah Gaynor	Date: 01/21/2019
Safety/Compliance: Beverly Gion	Date: 01/21/2019
Prod: Kim Foster	Date: 02/05/2019
Translation: Liorbridge	Date: 01/21/2019
Job Specifications	
SKU #: N/A	
Project: Adult Assembly Required Label	
Safety & Compliance Contact: Beverly Gion	
Design/Production: Sarah Gaynor / Andy Nawak	
Printing Specifications	
Application: Insert	
File Name: xxxxxx_AdultAssReqLbL_0150.ai	
Size: 1184 3 in x 12 in BLEED + 125 in beyond trim	
Stock: Match existing label stock	
Inks: 1C (Black), PMS 152C (Orange)	
Finishes: Match existing	
ALL ARTWORK IS FINAL. DO NOT ALTER.	
Dielines DO NOT print.	
Proofs	
The Creative Department requires approval of two types of proofs. Production timeline must accommodate for two rounds of print proofs and 1 fully assembled production proof.	
1. Print Proofs: Approval of color correct proofs on final material or standard proof with ink drawdowns on final material is required by the Crate and Barrel Creative Department before running print job.	
Deliver Proofs To:	
Crate and Barrel	
1250 Techy Road	
Northbrook, IL 60062	
ATTN: Kim Foster	
Product Shipment/Samples Specifications	
Protective Packaging for Shipment: Products must be packed for shipping in a way that prevents damage during the shipping process.	
Print and Product Samples:	
Crate and Barrel Creative Department - Kim Foster	
Final Packaging Sample: 2 labels	
Crate&Barrel	
Crate and Barrel, 1250 Techy Road, Northbrook, Illinois 60062	
847.506.4652 Design (Sarah Gaynor)	
847.239.0182 Production (Kim Foster)	
847.239.0458 Safety & Compliance (Beverly Gion)	
The Administrative Department is an exclusive project. Intellectual property for Crate and Barrel or Barreware Design. This content project and remain exclusive to and under the control of Crate and Barrel. No other use or reproduction allowed. We reserve the right to modify the design in whole or in part without notice. If Crate and Barrel agrees to use the design in other media, the agreement will be entered into writing. Please refer to the Product Manager.	

ADULT ASSEMBLY REQUIRED
ASSEMBLAGE PAR UN ADULTE REQUIS
SE REQUIERE UN ADULTO PARA EL ENSAMBLAJE

Perishable Food Product Labels

If your product is perishable food, you must label the outside of the carton as such. Your Merchandising team will advise if this is required.

Team Lift Labels

In order to protect the safety of our associates, the master package (outermost package) weight should not exceed 50 lbs. If the carton weighs over 50 lbs., apply a sticker at least 3" x 5" with "TEAM LIFT" printed in black on each box. This sticker must be placed on one side of the box, not on the top or bottom.

Lot Number and Date

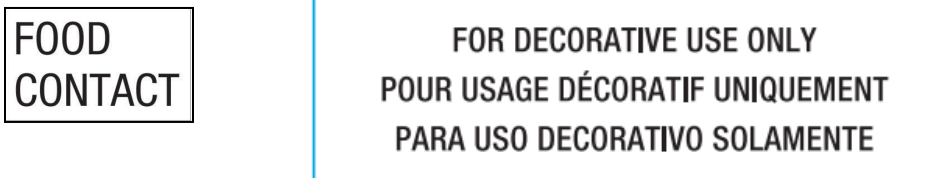
Include manufacturing lot number and production date

Labeling of Food Contact Items

Any item intended for serving, preparation, or storage of food or drink, will require a label on the master carton that identifies it as food contact, as below. Letters must be 1" high, assuming the carton size allows for this (image below is reduced); black print on white label.

Ceramic food contact items must be permanently marked with Company-provided artwork on the physical product with brand's name, country of origin and, in select cases at Company's discretion, performance attributes.

Decorative items not tested to comply with food contact standards must include a permanent sticker on the physical product that states "For Decorative Use Only," in English, French and Spanish; *example* --



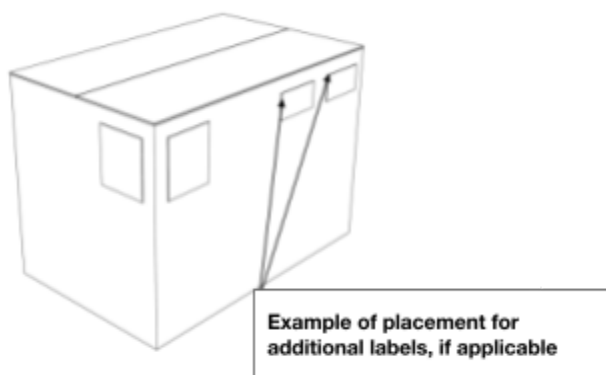
Merchandising Sample Shipments

All cartons must have the word "SAMPLE" boldly displayed using a brightly colored label on a minimum of two sides.

Mixed SKU Carton

This is defined as multiple items shipped in one large carton such as replacement parts, hardware and swatches. Each unique SKU must be packed in a master carton with an EDI/OpenText label and those must be placed in the larger mixed SKU carton with an outer label indicating the words MIXED SKUs boldly displayed using a brightly colored label on a minimum of two sides.

Additional Labeling Requirements Illustration:



Packing List Specifications

The packing list is a critical tool to ensure our warehouses receive your shipment accurately and efficiently. There must be only one packing list per shipment sent. Missing or incomplete packing slips are the most common warehouse receiving issue.

Missing, incomplete, or inaccurate packing list will result in a minimum chargeback of \$500 per incident.

Packing List Requirements

Include all of the following information on your packing list:

- Date
- Ship from information
- Sold to information
- Ship to information
- Commercial Invoice number(s) - Vendor number must be the prefix to the invoice number and it must be alphanumeric only and unique
- PO number
- SKU number
- Detailed item number and description of the merchandise
- Total quantity cartons
- Total quantity per carton
- Total quantity shipped per SKU
- Range of carton #'s that correspond to SKU (carton1 of 10, 2 of 10, etc.)
- Net weight per carton (lbs or kgs)
- Gross weight per carton (lbs or kgs)
- Cube/carton (cbm)
- Total net weight of the shipment (total weight of product without packaging - lbs or kgs)
- Total gross weight of the shipment (total weight of product plus packaging - lbs or kgs)
- Total cube (cbm)

For import shipments: Packing list is generated during the pack plan process in InforNexus and is part of the documentation required for U.S. Customs.

For Vendors who load goods into containers/trailers at their facilities: Designate the number of pieces of each SKU per P.O. numbers that are loaded into each container. Also include the container number, container size and seal number on the packing list.

Packing List Illustration

Vendors using Infor Nexus must submit the Packing List generated through the portal. Contact us if you have any questions about either of our Packing List formats.

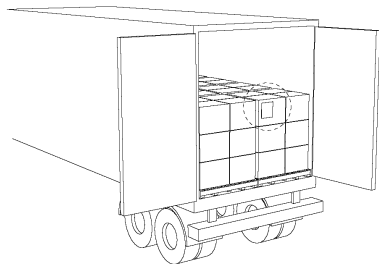
DATE:							SHIP FROM:							
INVOICE #:														
SOLD TO:							SHIP TO:							
CONTAINER / TRAILER # SIZE: SEAL #:														
PURCHASE ORDER #	SKU	ITEM #	DESCRIPTION	TOTAL CARTONS	QTY PER CARTON	QTY SHIPPED	CARTON SEQUENCE	N.W / CTN	G.W CARTON	CUBE / CTN (CBM)	TOTAL N.V	TOTAL G.W	TOTAL CUBE (CBM)	
TOTAL:														
CONTAINER / TRAILER # SIZE: SEAL #:														
PURCHASE ORDER #	SKU	ITEM #	DESCRIPTION	TOTAL CARTONS	QTY PER CARTON	QTY SHIPPED	CARTON SEQUENCE	N.W / CTN	G.W CARTON	CUBE / CTN (CBM)	TOTAL N.V	TOTAL G.W	TOTAL CUBE (CBM)	
TOTAL:														
				GRAND TOTAL:										

Packing List Placement

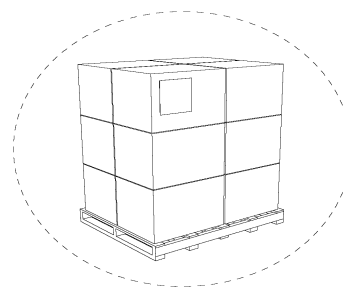
Ensure that the packing list is attached to the lead carton of the shipment and can be easily identified by the warehouse receiving staff, as illustrated below.

Packing List Placement Illustration

Trailer / Container Illustration



Pallet Illustration



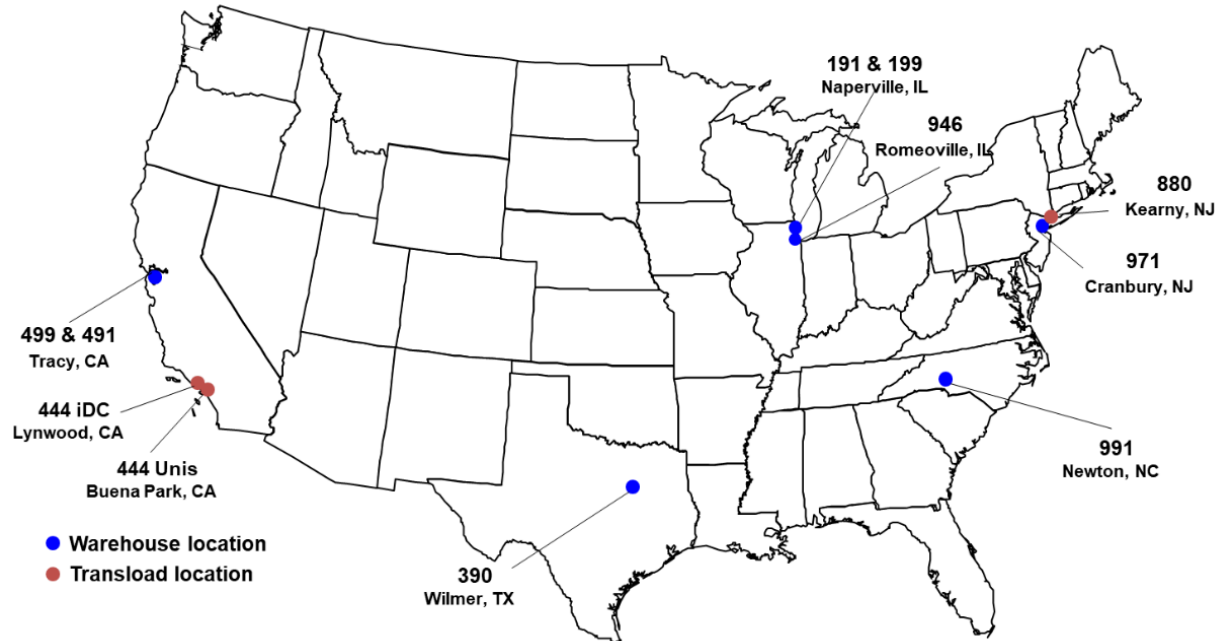
Import Shipping Instructions

Each year, our warehouse locations receive millions of units of merchandise directly from our Vendors. To process this volume efficiently and accurately, we require consistency in the shipping methods from our Vendors. Proper shipping documentation, carton labeling and packing list information is critical to the process. Any errors in this data can hold up a shipment from receipt ultimately resulting in a delay in availability to the customer.

Our vendor community must accurately load all containers from shipping origin. Shipment ASNs must match the physical load. Vendors must cross check to ensure each container/trailer used is listed in the packing list and the carton sequence is correctly attributed. Any labeling and loading errors can result in a minimum of a \$1,000 per container chargeback. The physical load must adhere to safety and correct loading guidelines including arrow direction as indicated on the packaging and pallets being loaded properly. Pallets and cartons should not be loaded sideways or upside down. This is a safety and unloading issue and will result in a chargeback as stated above.

In the event that a Vendor has not met our shipping requirements, the warehouse personnel will inform the Merchandising team of the issue. If a substantial delay in the receiving process occurs, the Merchandising team will be provided with the amount of time required to properly receive the shipment. The cost of any project is \$25.00 per man-hour or \$0.25 per unit, or the total cost of the project. The Vendor will be charged a minimum of \$500 per receiving location. The method of calculating the charge (per hour vs. per unit) is within the discretion of the Merchandising team and will be communicated to the Vendor.

The Company provides general shipping instructions regarding the use of designated freight forwarders, domestic carriers, and efficient shipping methods. Any deviation from the Company shipping guidelines requires prior notification and approval by the Company's Global Transportation Department or penalties may be incurred for the incremental freight expenses, processing fees, and labor charge.

The Company's Warehouse Locations

Below is a list of our warehouse, Canadian Cross-Dock and Transload locations. Locations are subject to change and specific shipping instructions are located on the first page of a purchase order.

Housewares Warehouse Locations

Region	Location #	Address	Contact Information
West Coast	# 499	1605 N. Chrisman Road Tracy, CA 95304	Phone: 209-221-8007
Midwest	# 199	1860 W. Jefferson Naperville, IL 60540	napervilleoffice@crateandbarrel.com
East Coast	# 971	353 Half Acre Road Cranbury, NJ 08512	Phone: 609-789-0999
Midwest	# 946	501 W. Taylor Road Romeoville, IL 60446	Phone: 815-377-2777

Furniture Warehouse Locations

Region	Location #	Address	Contact Information
West Coast	# 491	1705 N. Chrisman Road Tracy, CA 95304	Phone: 209-221-8000
Midwest	# 191	1860 W. Jefferson Naperville, IL 60540	napervilleoffice@crateandbarrel.com

East Coast	# 971	353 Half Acre Road Cranbury, NJ 08512	Phone: 609-789-0999
Southeast	# 991	1964 Stover Court, Newton, NC 28658	Phone: 980-281-1964
Southwest	# 390	1700 North Goode Road Wilmer, TX 75172	Phone: (972) 833-2600 390receiving@crateandbarrel.com

Transload Facility Locations

Region	Location #	Address	Contact Information
West Coast	# 444	6800 Valley View Street Buena Park, California 90620	global-logistics-transload@crateandbarrel.com
East Coast	# 880	7373 Westside Ave North Bergen, NJ 07047	global-logistics-transload@crateandbarrel.com

Canadian Cross-Dock Locations

Region	Location #	Address	Contact Information
East	# 370	6060 Burnside Court, Unit #2 Mississauga, Ontario Canada L5T 2TS	Phone: 905-564-1758 Fax: 905-564-9713
Mountain	# 371	#1881 120 Ave. NE Calgary, Alberta Canada T3K 0S5	Phone: 403-736-1022
West	# 372	#120-9969 River Way Delta, British Columbia Canada V4G 1M8	Phone: 604-588-8512
East	# 374	1255 32 nd Ave c/o AMJ Lachine, Quebec Canada H8T 3H2	Phone: 877-813-3501 x-227 Fax: 514-631-7267

Pallet Specifications

When shipping merchandise on pallets, each pallet must meet the following specifications: See additional information within our Packaging Guidelines - [Furniture](#) and [Housewares](#)

- Pallets must be Grade A, reusable, of wooden construction, and comply with Wood Packaging Materials regulations regarding treatment to eliminate harmful insects. Do not use plastic pallets, as we cannot store them in our racking configuration.

- We will detain, fumigate, and/or export any shipments, at the Vendors' expense, where evidence of insects or non-indigenous organisms is found on pallets or crates.
- Pallet dimensions must be 48" x 40", 4-way entry (European pallet sizes will NOT be accepted). If the normal stacking footprint of a single packaged product is larger than a 48" x 40" pallet, a maximum of half an inch overhang is acceptable in each direction of the product over the pallet.
- Custom Pallets will be required for cartons shipping as singles, weighing greater than 150 lbs.
- The maximum height of the pallet and merchandise together is 58 inches. The strength of the carton shall be rated to handle the compression load of the weight of a fully stacked pallet of product.
- Pallets must be stacked with one SKU only. If it is necessary to stack with multiple SKUs, the pallet must be clearly marked with the SKUs and the quantities that are on the pallet.
- For all Less than Truck Load (LTL) shipments, ensure that the driver is able to accurately count all pieces on all pallets before stretch-wrapping the merchandise to the pallets. If the driver is unable to count the pieces, the Vendor will be held responsible for any shortages to the bill of lading.

Import Container Weight Limits

Listed below are the weight limits for import containers. This is the gross weight of the goods (merchandise and all packaging) in the containers. If a container is close to these weight limits, merchandise must be loaded evenly across both axles and braced to prevent slippage en route. If we receive charges to transload an overweight container or a traffic ticket to our trucker for moving an overweight container, any charges will be the responsibility of the Vendor.

Container Size	Weight limit	Minimum CBM	Maximum CBM
20' Container	19,000 kgs	28 CBM / 85%	33 CBM
40' Container	19,000 kgs	56 CBM / 85%	66 CBM
40' High Cube Container	19,000 kgs	64 CBM / 85%	76 CBM
45' Container	19,000 kgs	73 CBM / 85%	86 CBM

We must have your cooperation in making the necessary document changes so that the contents of our containers exactly match the documents. Review your internal company procedures and make improvements if necessary.

The foundation of our supply chain lies first with the shipper and their ability to start the shipping process accurately. In summary, here is what you must do:

- Review your internal loading and document procedures.
- Make any necessary changes to your procedures to ensure that the SKUs and quantities loaded exactly match the SKUs and quantities on your documents. Everything in the container must be declared.
- If we advise you of a carton count discrepancy, revise your documents promptly in order for us to facilitate a manifest change.
- For any IMPORT ITEMS requiring Assembly or that constitute Part I of Part II (or any multiple parts), the Vendor is responsible that all parts are shipped together in a FCL, LCL, or Airfreight mode. If Part I is NOT shipped with its other parts, a different HTSUS and Duty may apply, thus affecting the First Cost, Landed Cost, and Actual Landed Cost.

We consider our relationship with you to be a partnership; therefore we are here to help in whatever way we can. Please direct your comments or questions to the Global Transportation Department.

Import Booking Requirements

1. **Book Freight** - Freight must be booked at least **30 days for all origins** in advance of the intended sail date, in order to make a Purchase Order ship date.
 - a. **Air Shipments must be booked 21 days in advance of the HOD**
2. **Book Freight as Sea Waybills** - Always book the Company's freight as Sea Waybills, Telex Release or Express Released in order to allow our freight to be surrendered directly to us once cleared by U.S. Customs. If you need to book freight as an Original Bill of Lading, let the Company know prior to booking. We will need to advise our Customs broker and track the document with our freight forwarder or steamship lines.
3. **Import Container Weight Mandate** - Vendor is responsible for SOLAS (Safety at Life of Sea convention) container weight requirements.

Infor Nexus PO's - Book on the Infor Nexus platform through our Logistics Service Provider (LSP). For PO's originating in Asia, contact our LSP, Allport Cargo Services (ACS). For PO's originating in India, contact our LSP, DHL International Supply Chain (DHL ISC). For contact information or anything else regarding our LSP's, reach out to the Company at the following emails:

- Asia PO's: global-logistics-asia@crateandbarrel.com
- India PO's: global-logistics-india@crateandbarrel.com
- Europe PO's: global-logistics-europe@crateandbarrel.com

Import Bill of Lading Requirements

- Obtain one bill of lading number for all goods shipping on the same vessel, not to exceed 7 containers
- List all Euromarket Designs, Inc. Purchase Order Numbers. E.g. 491-1234567
- Delivery address of the appropriate Company warehouse that you are shipping to
- Consignee on all ocean or air Bills of Lading for the Company, regardless of destination warehouse must be:

Euromarket Designs, Inc.
1250 Techny Road
Northbrook, IL 60062

- The notify parties on all Bills of Lading from Mexico for Euromarket Designs, Inc are:

BOC International**And****Euromarket Designs, Inc**

21 Drydock Ave Suite 520W
Boston, MA 02210

Phone: 617-345-0050

Fax: 617-345-9595

Email: BOCCrateandBarrel@bocintl.com

1250 Techny Road
Northbrook, IL 60062
phone: 847-272-2888
fax: 847-272-7397

Place of Delivery on Bills of Lading will vary depending on the country of origin of goods, which of the Company's warehouse the order is shipping to, and our preferred routing for specific purchase orders. Contact the Global Transportation Department if you are unsure of the appropriate point of destination for your purchase order(s).

Submission of Import Shipping Documents

In an effort to improve our import processes, you must submit your shipping documents and payment requests using the following guidelines. Any late, incomplete or inaccurate shipping documents may be subject to \$500 minimum chargeback.

Required Documents:

- Commercial Invoice(s)
- Packing list(s)
- All Other Documents (Examples: Fumigation Certificates, Lacey Form, Certificates of Origins, GSP Form A, etc.)
 - Any PO's that are shipping with SKUs that have been flagged in "Required Documents" section, must include Documentation listed with each and every shipment within InforNexus Shipping Documents. Failure to submit the mandatory documents may result in a chargeback to the Vendor.

Timing of Document Submission:

- CY shipments - vendors need to provide the documents within the time of CY gate in
- CFS shipments - vendors need to provide the documents within the time of CFS delivery
- European shippers must turn over all invoices and packing lists at the time of ex-factory date to the respective freight forwarders
- Air Shipments: documents below must be sent at the time of shipment collection

For any issues or other questions, please reach out to the import global transportation team at globaltransportation@crateandbarrel.com for document needs and submission.

Contacts:

- Air Shipments: airdocuments@crateandbarrel.com
- Other Shipments: importdocuments@crateandbarrel.com

Important: A separate copy of the invoice must be emailed separately to the import payments team at importdocuments@crateandbarrel.com

Airfreight shipments also include any parcel shipments routed directly to one of our Distribution Centers.

Original Documents Required

In addition to the e-mailed documents, there are additional shipping documents that must be sent via courier to our U.S. Customs broker.

- CITES Certificates (The Convention on International Trade in Endangered Species of Wild Fauna and Flora) are required for certain animal products such as shells.
- Original Bills of Lading (OBL's) – if used

[Mexico Shipping & Document Submission Information](#)

Below are special SOPs for FedEx and Air Freight shipments only for pre-approved use by the CBH Global Transportation team.

- [\(Import\) FedEx SOP](#)
- [Air Freight Sample Shipment SOP](#)

Inventory Issues

Quality

The quality of products received by the Company must meet the highest standards and match the final sample approved by the Merchandising team. Vendors are required to maintain a signed and dated approval sample at the production site. Any deviations in performance or appearance, outside a AQL 4.0 standard, may render the product unsellable, with any related expenses charged back to the Vendor. See the main Vendor Operations Guide (Section 3 - Product Requirements) for further details.

Master and Inner Carton

The Master and Inner carton quantity received by the Company must be identical to the PO that is entered. Quantities shipped to the Company in a different Master or Inner quantity from the confirmed PO will result in a chargeback of \$500 per DC where the carton was received. Or the total cost of the project, whichever is greater.

Backorders/Canceled Sales

Backorders can occur for several reasons. If backorders occur because the product is unavailable for sale at the appropriate time due to late delivery of inventory, quality problems or packaging problems, you will be subject to chargeback if the customer cancels.

The Company incurs an expense per item when shipping an additional package to the customer and additional communication to the customer regarding backorder status. In the event that a backorder or canceled sale is the result of Vendor error, your Merchandising team may chargeback the Vendor as appropriate to the specific situation and costs incurred.

Automatic Deduction Policy For Furniture

If a customer discovers a manufacturing defect when the item is in their home, the Company will either replace the item or arrange for an in-home inspection by an independent service technician. The Company's Automatic Deduction Policy allows a Store Manager to deduct, without prior authorization from the Vendor, the current cost of a one-way delivery or one hour of in-home service. The one-way delivery rate is up to \$249 and can change based on market conditions. Store Managers will continue to contact the Vendor regarding any deductions greater than \$249 or in cases where the customer's return is not a clear result of a manufacturer's defect.

Supplier Performance Database

The Company uses a Supplier Performance Database to provide better visibility and comprehensive reporting on Vendor performance and chargebacks related to product quality and distribution center receiving issues. Charges are calculated based on time, labor, materials, and transportation required for our distribution centers or outside

third-party providers to correct issues discovered upon receipt. As with our early/late shipment reporting, our buying teams will communicate any issues before a chargeback is issued and the amount will appear for import Vendors as a credit note or credit line on an invoice must be noted on the next payment request. If you receive a chargeback and are unsure of the details, please contact your Merchandising team.

Furniture Shop Expense

If an item needs repair due to packaging damage or production defects, our system allows us to report and charge back. The chargeback amount will be based on an average time required to perform the repair, not including normal inspection and detailing time that we would incur to prepare the item for delivery. A report will be issued to the Vendor detailing the amount of time spent on its product by SKU, distribution center, and quality issue(s).

All furniture vendors have a Google Drive folder dedicated to their shop repair chargebacks, with photos included. Shop repair cases are organized in the drives by vendor #, product SKU #, repair # - located on the chargeback memos. Please reach out to vendorcompliance@crateandbarrel.com for folder access or questions.

Below *for illustration purposes only* is a summary of the average time for each repair:

REPAIR REASON	MINUTES TO REPAIR
Finish Issues - Wood and Metal Surfaces	
Particles Under Finish	30
Crazing / Blushing / Orange Peels / Fisheyes	32
Excessive Fill / Noticeable Repair	31
Uneven Finish / Unfinished/Peeling	28
Glue / Material Under Finish	31
Damage / Chips / Nicks / Dents	33
Surface Abrasion/Scratches/Packaging Marks	30
Construction Repairs - Wood and Metal Components	
Loose, Open or Mis-fitted Moldings / Joints	34

Out of Square / Not Level	29
Misaligned Borings for Fasteners	32
Doors or Drawers Rubbing / Mis-set	32
Pitted / Rusted Metal	28
Upholstery Issues – Surface and Components	
Damage – Rips / Tears	30
Incorrect Frame / Leg Finish	28
Open, Loose or Cracked Frame	34
Construction – Seams / Welting / Stitches	37

Return to Vendor

When appropriate, the Company negotiates Return to Vendor (RTV) agreements with a Vendor. These agreements are customized to the specific product and unique characteristics of each Vendor and the buying arrangement. Most RTV agreements involve the return of products that are received by the Company and found to be defective by our staff and/or returned by the customer.

To manage the program consistently across our store and distribution locations, we have implemented the following procedures for returning products to Vendors.

- The Company will email the Vendor that RTV product is being held at one of our facilities/locations.
- The Vendor will have 7 business days to choose a disposition option:
 - Authorize return and arrange to have the merchandise picked up from our facility/location by the carrier of your choice, at the Vendor's expense. The Company's preferred carrier is FedEx; if you wish to use your own UPS account, send UPS Call Tags.
 - Authorize return and arrange to have the merchandise sent back to your facility by the carrier of our choice, at the Vendor's expense.
 - Authorize payment of the RTV product, but request that the Company disposes of the merchandise in lieu of returning it to your facility. In this event, the Company will include a charge equal to the greater of the actual cost of a 40-yard trash container (prorated for the actual volume involved) or the actual cost of another appropriate disposal method chosen by the Company.

- If we do not hear back from you in 7 business days or if the carrier of your choice does not pick up the merchandise from our facility within that time period, we will return the product to the Vendor using the carrier of our choice, at the Vendor's expense.

If you have any questions or concerns regarding your specific RTV agreement, please contact your Merchandising team.