VENDOR MANUAL

QUALITY REQUIREMENTS:
GENERAL PART – ALL PRODUCT CATEGORIES

File: ITVM_01 Vendor Manual_QUALITY_v3EN.docx
Issue Date: 20th Settembre, 2021
Version: 3 EN



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1. VENDOR MANUAL PURPOSE

The purpose of this document is to set out general requirements and processes to be followed by the Vendor, to meet QVC ITALIA srl expectation for quality.

Note: this document is issued only as guideline. As the supplier of products, you have strict liability for their compliance with Italian and EU legislation. It is therefore recommended that you, as a vendor of these products into the EU market, should take all reasonable steps to ensure your products are compliant with the relevant regulations and seek your own technical and legal advice to ensure compliance.

2. QA MISSION and VISION

Mission

Ensure the quality and integrity of our merchandise and information to meet or exceed the customer's expectations

Vision

Satisfy our primary mission while simultaneously identifying opportunities to improve efficiency and speed to market

3. QVC QUALITY ASSURANCE PROCESSES

The QVC Italia Quality Assurance Organization (QVC ITY QA, in this manual mentioned also just as QA) is part of a QURATE Global Inbound Logistics & QA Organization.

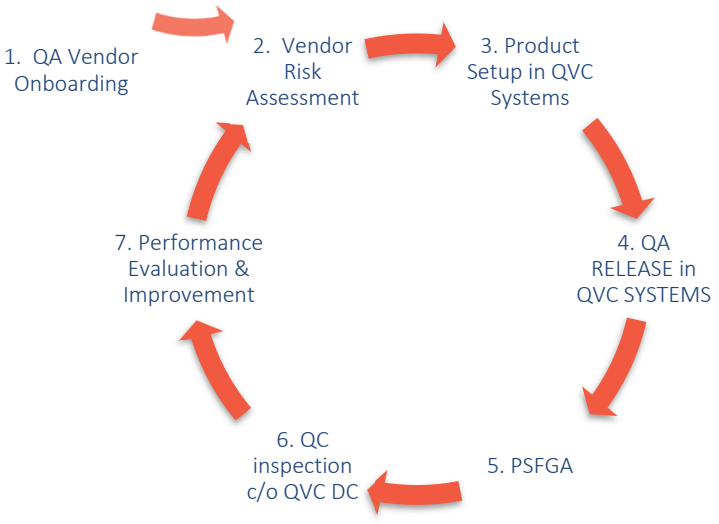
QVC ITY QA includes the Vendor Performance Team and the Product Performance Team and acts in the market with the main scope of:

- Implement managed-risk processes to support measurable and sustainable quality improvements of the product quality
- Onboard and establish a partnership with Vendor
- Monitor Vendor Performance and Execute Vendor Risk Assessment
- Provide Technical Guidance & Education
- Data Analysis & Process Improvement
- Product Master Data management
- Product Review
- Product Performance

Global services such as Social Responsibility (SSR) and Quality System Audits (QSA) or Pre-Shipment Inspection Finished Goods Audit (PSFGA) are managed by a global team and are not described in this manual.
QA ITY is comprised of two main groups that have as a focus Product and Vendor Compliance.

QA processes flow

The Graphic describe main QA processes with Vendor involvement



3.1 QA VENDOR ONBOARDING

QA Vendor Onboarding process represents a vital step, in which the entire process and the relevant stakeholders are presented.
During the onboarding Vendor's Regulatory Department shall be involved, so that a preliminary check is established and the basis for an open communication channel are placed.

The purpose of the onboarding is from a QVC QA perspective to explain in detail QA processes and QVC QA requirements with a formal presentation of the Department and by sharing the QA Manuals. On the other hand, from a Vendor Perspective, it represents the chance to describe their process and products, so that a common Regulatory Evaluation is made. In this first conversation a Vendor Questionnaire will be fulfilled, and the potential risk is assessed. To understand the level of risk to whom QVC is exposed, information such as Responsible Person in Europe, type of product sold, and different responsibilities are reviewed by QA with Vendors.

What to do:

- ⇨ QA send to the Vendor, this manual together with an introductory email to the Vendor inviting for a meeting.
- ⇨ Vendor must attend the Onboarding Meeting. No preparation is required, Vendor Technical department and/or Vendor QA representative should attend the meeting.

3.2 VENDOR RISK ASSESSMENT

QA perform a risk assessment at the beginning of the partnership with the Vendor based on vendor profile.
The assessment is periodically updated and is influenced also by the Vendor Performance Level.
The vendor risk profile is assigned by evaluating:

- QVC economic role (Importer, Distributor, Retailer)
- Responsible Person appointed in UE
- Product Sourcing Area
- Product category risk
- Vendor Quality and Regulatory Management System

Three different Vendor Profile are possible: HIGH RISK, MEDIUM RISK, LOW RISK.
Elements to determine the Vendor Risk Profile are collected with a Questionnaire shared with Vendor at the beginning of the partnership.

- ⇨ The vendor risk profile determines the documental inspection level performed by QA (see chapter QA Release).

The vendor performance level is determined by :

- QA release inspections results
- QC /PSFGA inspection results
- Products Returns
- Products Web reviews

- ⇨ Vendor Performance drives the needs of QVC to inspect or not a physical sample prior to approve each Purchase Order(see chapter QA Release).

3.3 PRODUCT SETUP in QVC SYSTEMS

QA Product set up department transfers all the Vendor/Product relevant data into the QVC databases and assigns a unique code to each item selected to give QVC supply chain team the possibility to issue a vendor purchase order (PO).
The information given to the Set up department are important to correctly process and describe and item.
The information provided are vital for the commercial information to be shared with the customers in each QVC sales platform.

Once the item number is assigned, QVC QA is ready to process the product and requires a number of information to end the product description and proceed with a regulatory evaluation of the product.

3.3.1 Product Specification Card

The QVC Product Specification Card (PSC) is a form that the Vendor fills in to provide QVC with all product mandatory information. This document contains all the selling features and relevant details about a product; it's used to create QVC's "Product Descriptive Information" and is submitted to QVC to obtain the item release in QVC systems.

QVC has provided five different forms in Excel format, one for each main merchandising group, as following:

File name	Merchandising Groups
EU-UK_FM 002 QVC PSC TEXTILE.xlsx	Home Textiles and Clothing
EU-UK_FM 003 QVC PSC BNF.xlsx	Beauty, Food and Nutrition
EU-UK_FM 004 QVC PSC HG.xlsx	Hardgoods and Electronics
EU-UK_FM 005 QVC PSC ACCESSORIES.xlsx	Shoes and Accessories
EU-UK_FM 006 QVC PSC JEWELLERY.xlsx	Jewellery and Watches

What to do:

- ⇨ The Vendor must provide to QVC diverse product data via Merchandising Team (Buying Offer).
- ⇨ The Vendor must provide to QVC a Product Specification Card (PSC) for each item offered

All product information card must be named with Vendor article number and QVC item num

3.3.2 Pre-market review (only for Beauty, Tools or Food Items)

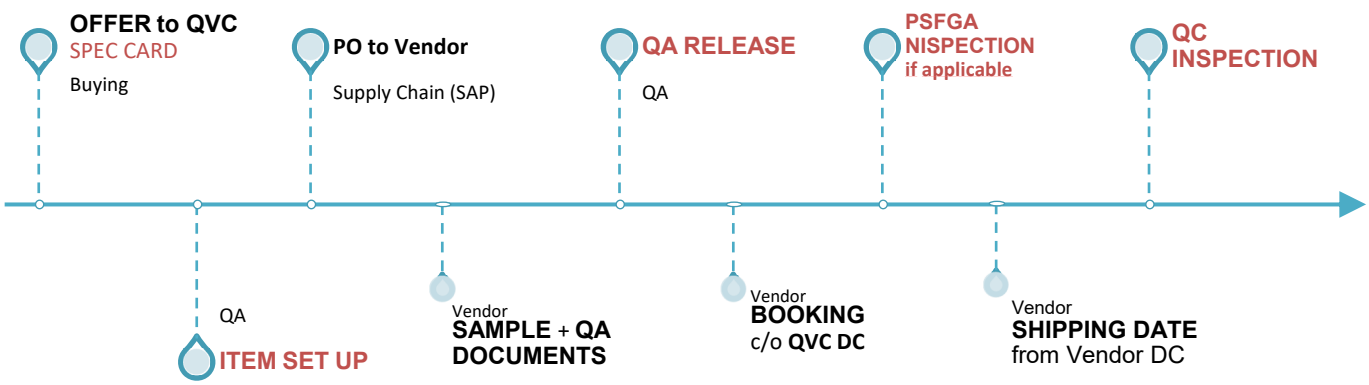
For brand new ranges from new and existing vendors, the buyer can submit product samples for a pre-market review (PMR) to QA.

This is usually done well ahead of planned shows to iron out any major compliance issues. This prevents the product from being held up in QA further along the approval process. Actual samples are required because QA also review the integrity of the product formulation. To speed up the process, mock-ups or PDF copies of the artwork can be sent ahead of the samples.

The results of the review are summarized on the PMR mail which will be sent to the vendor to action. If there is artwork to be modified, the Vendor should send revisions for review to buyer before submitting a First Piece sample.

3.4 QA RELEASE in QVC SYSTEMS

All articles sold by QVC need a QA release in QVC systems; without this approval the article cannot be shipped to QVC Distribution Center.



3.4.1 Quality release procedure

The following tables summarize recommended procedures for sample and documentation submission
The sample procedure is linked to the performance of Vendor and the status "Sample/Virtua/No Sample" of the Vendor is communicated by QA to Vendor once the Vendor Performance Check is completed.
New Vendor are supposed to start with a "FULL" documentation and "Sample Procedure" as default.

DOCUMENTATION

VENDOR RISK PROFILE	DOCUMENTAL INSPECTION LEVEL REQUIRED (Documentation required for QA RELEASE in QVC systems)
HIGH RISK	FULL: Documentation that allows QVC to demonstrate the Legal Compliance (Full Technical File).
MEDIUM RISK	REDUCED: Documentation that allows QVC to take advantage of the "presumption of conformity", e.g. Declaration of Conformity
LOW RISK	NULL: Documentation that allows QVC to take advantage of the "presumption of conformity", e.g. Declaration of Conformity will be requested only as Vendor Self declaration at the beginning of the partnership and not item by item purchased.

SAMPLES

PERFORMANCE LEVEL	RECOMMENDATION
STRONG/CONSISTENT PERFORMANCE	NO SAMPLE PROCEDURE: A sample inspection is not needed, and the Vendor is required to submit only • Material needed for item complete description (the only inspection performed is IDENTIFICATION). • Post-sale support materials (e.g. final user manuals, ingredient lists, product images and artworks)
SOME INCONSISTENCIES TO PERFORMANCE	VIRTUAL SAMPLE PROCEDURE: A Physical Sample may not be necessary and could be substituted by artworks or detailed pictures of labels and/or other material such as manuals/leaflet delivered with the product.
POOR/INCONSISTENT PERFORMANCE	SAMPLE PROCEDURE: A physical Sample is needed, representative of the production that will be delivered to the DC, including related manuals, leaflet, packaging, product labelling, allowing a full sample inspection for all category inspections e.g. IDENTIFICATION, PACKAGING, LABELLING, MEASUREMENT/FIT, MATERIAL, WORKMANSHIP, FUNCTION/USEABILITY

NOTE: Despite vendor quality performance, a physical sample, representative of the production that will be delivered to the DC, is always require in some specific case, such as for products developed by QVC for a local market, TSV, POM.
The "no sample" procedure can be adopted also for vendor providing recurrent product type, which have already been evaluated many times during the past deliveries and they're not supposed to significantly change for the future.

In QVC we refer to the product evaluation phase as First Piece Inspection (FPI) regardless the Sample procedure followed. The purpose of the First Piece Sample Evaluation is to determine whether the Vendor's product has met QVC's specifications and Quality requirements before shipping bulk production to our Distribution Center.

The First Piece Inspection (FPI) process enables QVC QA to confirm the compliance of the product to regulatory and QVC Quality Requirements. While the Vendor is ultimately responsible for the quality of their products, the First Piece Inspection supports the Vendor to produce quality merchandise. This process also protects the Vendor because it helps to avoid rejection of a shipment during the Bulk Inspection.

3.4.2 Sample procedure

In case a Physical Sample is required for the inspection, the Vendor must assure that it represent the actual production (and any future production runs) of the product, including the same materials, design, construction, appearance, measurements, features, etc. In turn the product that is shipped to QVC and QVC customers must be the same as the First Piece Sample as approved by QVC QA.

The QVC Buyer is the Vendor's contact-person for FPI Physical Samples.
The outer mailing package containing the FPI Sample should be labeled with the QVC Buyer's full name and the appropriate address as shown below:

QVC ITALIA srl
Attn: (Name of Buyer)
(Category) Buying Department

Via Guzzina, 18
20861, Brugherio (MB) – Italy

3.4.3 Evaluation Criteria

In the First Piece Evaluation, compliance with legal product requirements and quality requirements is checked, and product descriptions and information are validated.

Inspection test performed are classified in:

Identification:

The article must correspond in all details with the master data and other identification documents (e.g. product specification card - PSC) provided for Product Setup. The existence of a complete and comprehensive product description is to be guaranteed.

Note: By submitting samples to QVC for First Piece Inspection, the Vendor warrants that all trademarks, trade names, service marks, patents and copyrights appearing on or used in connection with the sample are owned by the Vendor, licensed to the Vendor, or used by the Vendor with the owner's consent. QVC QA may require the Vendor to provide proof of such ownership, license, or consent.

Packaging:

The product packaging of the item must be labeled in accordance with legal requirements and QVC Logistic Manuals and protect the product during transport.
It must be ensured that when opening product cartons, the product is not damaged, if necessary, a separate cut protection must be inserted.

Note: Even though few retailers demand a label warning of danger of suffocation, QVC wants to set a signal in this respect, as our customers' safety is very important to us. We have made a rule for this purpose and would like to request our suppliers to adhere to it. Some plastic packaging films and polybags can pose a suffocation hazard for children. That is why QVC considers it necessary to mark some wrapping films and plastic bags with a warning to this effect.
Please refer to QVC Logistic Manuals to get all QVC's guidelines for notices warning of the danger of suffocation.

Product labelling:

The article must be marked in accordance with the legal requirements.
Depending on the product group, the marking refers to inserts, graphics/print templates, stamps, type plates, sewing chains, etc.

In accordance with Article 6 Legislative Decree 6 September 2005 no.206 (Consumer Code), the products or packs of products destined for consumers, marketed in the national territory, shall show, in a clearly visible and legible manner, at least indications relative to the following:

a) the legal name or classified name of the product
b) the name, business name or trade name and the registered office of the producer or that of an importer established in the European Union
c) the country of origin if located outside the European Union
d) the presence of any materials or substances that may be harmful to humans, things, or the environment
e) the materials used and the production methods where these are significant for the quality or characteristics of the product
f) the instructions, any precautions and intended use, where these are useful for the purposes of use and safety of the product

Furthermore, in accordance with Article 9 if the Italian Consumer Code:

1. All the information intended for consumers and users shall be given in Italian, as a minimum requirement.

2. Where indications pursuant to this Title are provided in more than one language, they shall also be shown in Italian and must be shown in characters that are no less visible and legible than those used for the other languages.
3. Indications using expressions in common use, that are in a language other than Italian, are permitted.

Documentation/Certification:
The supplier is required to provide legal evidence such as technical documentation, measurement protocols, certificates, etc., depending on the product, which proves compliance with the legal requirements.
Beyond the general standards mentioned in this manual and in the other QVC Vendors Manuals dedicated to different product category, additional Italian Law/European Directive may apply.
Vendors are responsible to keep themselves updated on all relevant Regulation that may apply to these products.
All documents that are required are described in the specific product category Quality Manuals and must be provided directly to QA.

Dimensions/Fit:
The dimensions of the article must match the dimensions described in the master data in Product Specification Card (PSC).

Material:
The material of the article must be visually flawless and meet the quality standards.

Workmanship:
The workmanship of the item must be visually flawless and meet the quality standards.

Functionality:
The item must be permanently fully functional and comply with the instructions for use.

3.4.4 Virtual Sample procedure

In case a Virtual Sample Procedure is agreed with the Vendor, it means that a Physical Sample it is not needed and the Vendor must submit an artwork and/or a detailed pictures of the labels and/or material such as manuals/leaflet delivered with the product.
Inspection categories applicable are:

- ⇨ Identification
- ⇨ Product labelling
- ⇨ Documentation/Certification

Virtual Samples are considered QA Documentation and can be shipped directly to QA.

3.4.4 No Sample procedure

In case a No Sample Procedure is agreed with the Vendor, it means that a Physical and/or a Virtual Sample it is not needed, and the Vendor must submit only:

- Material needed for item complete description (the only inspection performed is IDENTIFICATION).
- Post-sale support materials (e.g. final user manuals, ingredient lists, product images and artworks)

This documentation must be provided by Vendor together with the Product Specification Card (PSC)

Inspection categories applicable are:

- ⇨ Identification

The information provided by vendor are transferred to QVC Systems and ultimately to the QVC customer without a validation from QA.

In case of Apparel items, a physical sample is required only for Fitting purpose.
Note: No Sample procedure is not applicable for TSV items

3.4.5 First Piece Inspection Reports: evaluation results

When the First Piece Inspection (FPI) is complete, QVC QA will assign a "disposition" to the QVC product number. The disposition indicates the result of the evaluation and the status of the product and is noted on an FPI Report. The following results/dispositions are possible:

- Passed: The First Piece Inspection (FPI) Sample conforms to all of QVC's specifications and quality requirements. All required materials have been submitted and approved, and all documentation is in order. The Vendor is allowed to ship bulk product to the QVC warehouse to undergo Bulk Inspection.
- Conditional passed: The First Piece Inspection (FPI) Sample does not meet all of QVC's specifications and quality requirements, however the deficiencies are slight to moderate, easy to correct, small in numbers or barely noticeable. The Vendor can ship product to the QVC warehouse to undergo Bulk Inspection only after addressing the issues noted in the FPI Report QA comments. An additional FPI Sample may be requested if any changes in the product, packaging, label, or literature are being considered.
- On Hold: Products with "on hold" status cannot be delivered to QVC. Generally, this status is given when requested materials belonging to a product (e.g. shipping packaging, warranty information, etc.) are incomplete. Vendor must submit requested documentation and receive an approved FPI report prior to book.
- Not passed: The First Piece Inspection (FPI) Sample has failed to meet all of QVC's specifications and quality requirements The Vendor is strictly forbidden to ship product to QVC. Receiving a product in this status will allow QVC to return the entire receipt to the Vendor at the Vendor's expense. QVC QA will document on the FPI Report the deficiencies or defects that the Vendor must correct. The Vendor must correct all deficiencies and resubmit new FPI Samples for evaluation.

An FPI report is not provided to the Vendor in case of No Sample Procedure and the Vendor is informed by QA only in case there are missing information and additional documentation to be provided.

3.5 PSFGA

QVC may order a goods acceptance inspection prior to shipment. This goods acceptance inspection is called QVC Pre Shipment Finished Goods Audit (PSFGA). The prerequisite is a completed and passed first piece inspection (QA release). A passed and accepted PSFGA inspection results in a shipping authorization. The final goods receipt is carried out by the incoming goods inspection in the QVC Distribution Center.

The PSFGA inspection, is generally conducted for:

- Today Special Values (TSV) made in Far East
- Orders with an order value of at least US$ 5,000 and with a delivery/transport organized by QVC (Incoterm FOB, FCA or EXW)

Excluded from the above regulation are:

- Articles from the product category Cosmetics
- Articles from the product category Food supplements
- Items from Drop shipment Suppliers

In exceptional cases, bilateral agreements may be concluded between the supplier, agency and QVC that otherwise regulate the performance of goods acceptance checks.

The supplier will be notified in writing by QVC about the orders for a PSFGA audit and about the organization commissioned with the audit (Qurate Retail Group or external service provider). Information, such as PO, items, is agreed between the supplier and QVC. Information, e.g. production site, test date, are exchanged directly between the supplier and the commissioned testing organization. The testing organization prepares a test report and QVC decides on acceptance or rejection.

The PSFGA test is carried out in accordance with ISO 2859-1. As a rule, the General Test Level I, Single Sampling Instruction, Normal Test applies. The Acceptable Quality Limit (AQL) is as follows:
Clothing: AQL 2.5 main error, AQL 4.0 minor error
Home textiles: AQL 2.5 main error, AQL 4.0 minor error
Hardware: AQL 1.5 main error, AQL 4.0 minor error
Jewelry: AQL 2.5

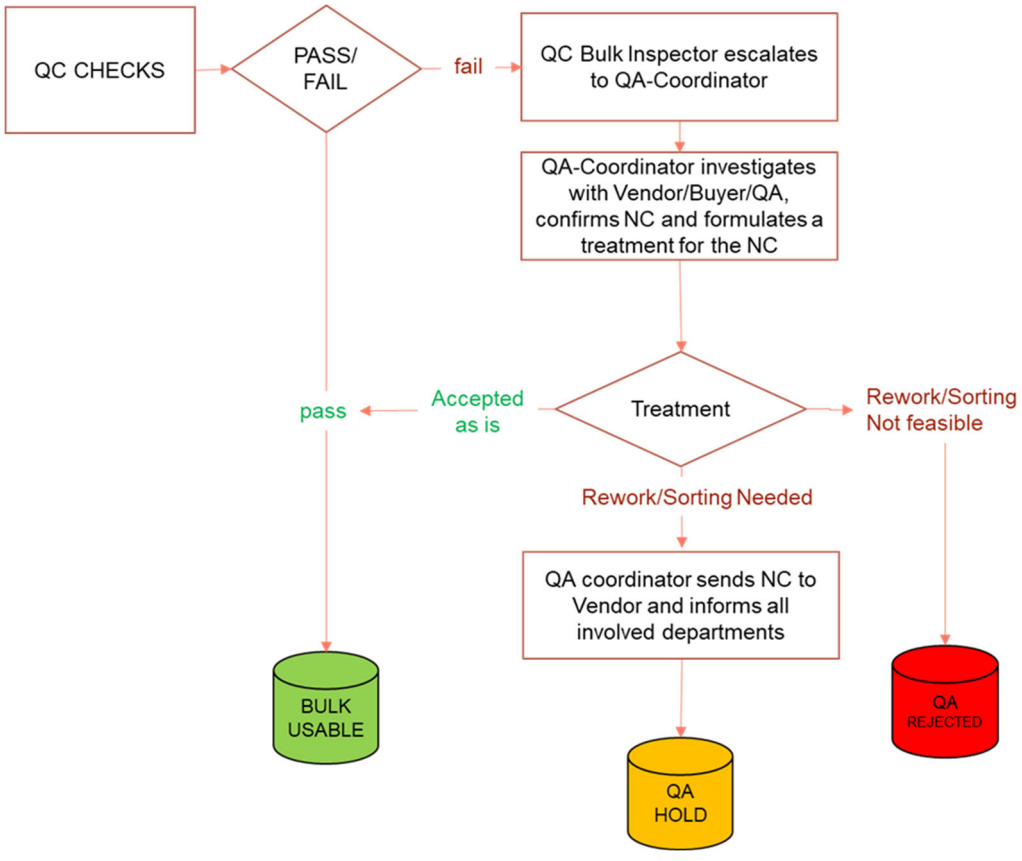
For the PSFGA test, the order quantity specified in the order must be 100% produced and at least 80% packaged.

3.6 Quality Control

Once samples have been approved by QA, the vendor can ship products to QVC Distribution Center. Delivered goods need to be inspected by QVC Quality Control team before being loaded in bulk usable status.
Quality Control inspections follow AQL Standard Procedures.
During the Quality Control check, the following attributes will be evaluated:

- Product Identification, checking both Product Specification Card information and product description (Long Description) available on QVC internal database
- Packaging and packaging labelling (logistic requirements)
- Product labelling (quality requirements)
- Product aesthetics and functionality

The below diagram shows the most important steps followed during the QC inspection



Depending on the QC inspection result, products can be loaded in bulk usable status or rejected. When no treatments can address QC inspection failures, products need to be returned to the vendor.
Vendor will be informed about QC inspection failures with an email communication named “NON CONFORMITA' - ITEM xxxxxx” with details of the issues found and the request to Vendor to replay and find with QVC QA coordinators a resolution to put goods in conformity prior to upload received quantities in Stock.
Without this agreement the goods will be rejected and show cancelled.

3.7 PERFORMANCE EVALUATION & IMPROVEMENT

The Vendor Performance Team, as part of QA, acts in the market to support our procurement office and Merchandising team for the onboarding of the New Vendors and the Vendor Risk Assessment & Vendor Performance Assessment. The results of these assessments are used to recognize outstanding and good performance along with recognizing where vendors need to improve. Any vendors highlighted as needing to be improved, will be put on improvement measures through the sharing of an improvement plan.

3.7.1 QA Vendor Scorecards

Vendor QA performance is measured at Vendor and Brand level and summarized in a QA Vendor Scorecard where the following Key Performance Indicators (KPI) are reported and commented:

- → First piece acceptance rates
- → Finished goods acceptance rates
- → Distribution center rejection rates
- → Overall Return Rate
- → Damaged & Defective rates
- → qvc.it Customer Product Reviews

3.7.2 Improvement Plans

QA goal is to partnership with the Vendor to improve Vendor QA performance.

QA Vendor Scorecards are periodically shared with Buying team and Vendor and discussed in dedicated meetings.
The analysis of the performance determines the identification of preventive/corrective actions that are documented in a Vendor Improvement Plan.
The document will be used to document ongoing improvements update.

4. GENERAL PRODUCT REQUIREMENTS

The Vendor shall ensure that all Products delivered to QVC comply with all legal and regulatory requirements under European Union and Italian law, as amended from time to time. The QA manuals provide an overview of the supplier's legal obligations. The legal and regulatory requirements are not exhaustive and do not release the supplier from its legal and contractual obligations.

The quality requirements are documented in the QA manuals and must be ensured accordingly.

4.1 REACH

The following Regulation shall be fulfilled:
Registration, Evaluation, Authorization and Restriction of Chemicals (REACH), Regulation (EC) No 1907/2006 of the European Parliament and of the Council of 18 December 2006 concerning the Registration, Evaluation, Authorization and Restriction of Chemicals (REACH), establishing a European Chemicals Agency, amending Directive 1999/45/EC and repealing Council Regulation (EEC) No 793/93, Commission Regulation (EC) No 1488/94, Council Directive 76/769/EEC and Commission Directives 91/155/EEC, 93/67/EEC, 93/105/EC and 2000/21/EC

The supplier completes the "supplier's declaration" and must provide it to QA at the beginning of the partnership with QVC.

4.2 Environmental Packaging Labelling

The Italian Legislative Decree of 3 September 2020, n°116 has come into force since 26 September 2020, amending Legislative Decree 152/2006 and implementing the European directive on waste (EU 2018/851) as well as the one on packaging and packaging waste (2018/852).
The Law has made the "Environmental labelling" mandatory on all packaging in Italy.
The aim is to prevent and reduce the impact of packaging and packaging waste on the environment, ensuring at the same time a high level of environmental protection.
All packaging (primary, secondary, tertiary) shall mandatory be labeled with:

1. Indications relating to the separate collection, reuse, recovery, and recycling as well as correct information to consumers on the final destination of the packaging.
2. Indicate the nature of the packaging materials used: by using the alphanumerical code provided by Commission Decision 97/129/EC.

For any additional information refer to our Vendor Logistic Manual

What to do:

- ⇨ The Vendor must provide to QVC at the beginning of the partnership the Vendor´s Declaration ENVIRONMENTAL LABELING available on QVC vendor portal.

4.3 WEEE/RAEE Registration for Electrical and Electronic Equipment

According to the Waste of electrical and electronic equipment (WEEE) Directive 2012/19/EU of the European Parliament, and further implementation 2018/849/EU, the Supplier who import the electrical/Electronic products in Italy, needs to be registered to the Italian "Registro dei Produttori di Apparecchiature Elettriche ed Elettroniche" at the official government website www.impresa.gov.it or through delegate company. The company's WEEE registration number is required on the product SPEC CARD and subject to verification on the national database.

In order to fulfill the product requirements linked to the aforementioned Directive, every electrical product must bear the "crossed-out garbage" symbol, printed or engraved in a clearly visible, legible and indelible way.

If the product will be imported in Italy by QVC, the registration is not required, and the obligations related to registration, count, declaration and WEEE disposal taxes will be managed by QVC directly.

The product information given to QA (thru SPEC CARD or other support) must include the exact weight of the each equipment.

4.4 Battery and Accumulators waste Registration

According to the Directive 2006/66/EC of the European Parliament and of the Council of 6 September 2006 on batteries and accumulators and waste batteries and accumulators and repealing Directive 91/157/EEC and further implementation 2018/849/EU, the Supplier who import batteries or products with batteries in Italy, needs to be registered to the Italian "Registro Pile e Accumulatori" at the official government website www.registropile.it or through delegate company. The company's Batteries registration number is required on the product SPEC CARD and subject to verification on the national database.

If the product will be imported in Italy by QVC, the registration is not required, and the obligations related to registration, count, declaration and Battery disposal taxes will be managed by QVC directly.

The product information given to QA (thru SPEC CARD or other support) must include the exact weight, type and technical data of each battery included with the product.

Lithium-ion batteries: these kinds of batteries are classified as dangerous goods in international transport law and the packaging must be marked accordingly; all Lithium batteries needs to be tested according UN 38.3 requirements.

The shipping packaging of the saleable unit may require a UN label or UN marking in accordance with these regulations (ADR; RID; ADN; IMDG; ICAO/IATA). Since the UN label must include the phone number of an office aware of the product type and the current transport, the single selling unit must report a valid QVC office number and the master cartons must report the Vendor's office number.

4.5 Dangerous goods

If any substance or mixture supplied to QVC is classified as hazardous as per the CLP (Regulation (EC) No 1272/2008) or DGR Classification, it must comply in terms of Labeling and Packaging with the following provisions:

Labelling
Hazardous substances and mixtures must be labelled according to CLP Regulation and, where applicable, the following information has to be available on product: supplier identity (name, address and telephone number), name of the substance or mixture and/or identification number; nominal quantity of the product in the package made available to the general public; hazard pictograms (graphic compositions combining symbols and other visual elements); signal words for the level of hazard ('Warning' or 'Danger'); risk phrases (e.g. 'Fire or projection hazard', 'Fatal if swallowed', etc.); safety advice (e.g. 'Keep only in original container', 'Protect from moisture', 'Keep out of reach of children', etc.).

Packaging
The packaging of hazardous substances and mixtures must prevent leakages, made of materials that are resistant when in contact with the content, strong and solid with sealable fastenings.
Where applicable, child-resistant fastenings and tactile warnings are required.

Accompanying documents
For any hazardous good, a Safety Data Sheet (SDS) in Italian language, REACH & CLP compliant must be supplied to QVC. All the information above mentioned must be issued in the official language of the Member State the item is intended to be sold in.
Compliance documentation is required to be submitted to QVC or the Authority within twenty-four (24) hours from the request.
Valid and up to date SDS and CLP label must be provided to QVC with the product information for item setup in QVC internal IT systems.

5. QA MANUALS - PRODUCT GROUPS

In addition to the requirements and processes listed in this manual, the product group-specific QA manuals under https://corporate.qvc.it/diventa-partner

- QUALITY ASSURANCE REQUIREMENTS: BEAUTY PRODUCTS
- QUALITY ASSURANCE REQUIREMENTS: JEWELLERY PRODUCTS
- QUALITY ASSURANCE REQUIREMENTS: APPAREL, HOME TEXTILE, SHOES AND ACCESSORIES
- QUALITY ASSURANCE REQUIREMENTS: HARDGOODS PRODUCTS
- QUALITY ASSURANCE REQUIREMENTS: FOOD AND SUPPLEMENTS

5.1 Items Containing a Combination of Products

If a product for QVC contains a combination of product types such as an apparel item with a piece of jewelry or a hard goods type item, the vendor is responsible for following all QVC requirements for the additional product type.