

Garnet Hill

Branded Product Quality and Top of Production (TOP) Sampling Requirements

Garnet Hill is committed to providing superior quality merchandise and service to its customers. We believe that the burden of producing quality products rests with the vendor. We also believe that it is our responsibility to support our vendors by clearly defining our standards, and requirements.

All products, including packaging, are expected to meet the minimum performance, safety, and testing standards of all the current State and Federal regulations and laws. TOP samples are an important part of assuring the quality of our product and enabling vendors to be successful in meeting all expectations.

TOP Product Evaluation Requirements

1. Product Reviews

Product evaluations are performed by QA on some but not all products. There are two different types of product evaluations that QA manages:

Physical Top of Production (TOP) = QA reviews first-quality product samples that are representative of the product in the bulk order to assess product quality, measurements, labels and packaging.

Digital Top of Production (TOP) = If a physical sample is not required, QA may request and review files and images via email of the product, labels, measurements, and packaging.

The product evaluation will include measuring, wash testing, and quality testing when applicable, as well as an overall quality product review. The sample or images are also compared with the approved photo samples as well as the copy detail forms to check product accuracy. For applicable products, vendors are required to share product measurement documentation in order to complete the TOP review. To review all TOP requirements, please review starting on page 24 of the [Garnet Hill Vendor Compliance Manual](#).

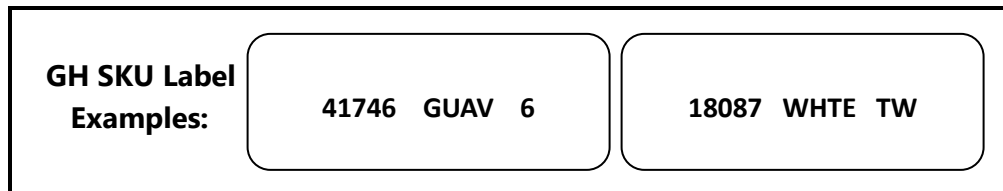
Garnet Hill

2. Labeling & Packaging

Regulatory: TOP samples or images will be reviewed by QA to ensure your products are labeled according to CA Prop 65, PFAS, FDA, and FTC regulations, if applicable. Children's items Tracking Labels need to be secured on product and packaging as required by Law CPSIA Section 103.

Unit Packaging: TOP samples should be packaged and labeled individually, exactly as your bulk product will be sent to our warehouse. Packaging must be designed to meet the needs of the rigorous handling necessary for the mail order process.

Unit Labeling: All individual units, including TOP, must contain a GH SKU Label on the individual item packaging. Following the SKU information listed on the bulk PO the GH SKU label must list the Item #, Color Code, and Size Code. If items are shipped without or with inaccurate SKU labels it will result in chargebacks.



To review all Packaging and Labeling requirements, please review starting on page 40 of the [Garnet Hill Vendor Compliance Manual](#).

Declarations, Certifications, and Regulatory Requirements: Vendors are required to complete our branded declaration form, comply with all state and federal regulations, and be able to provide all required documentation for regulatory testing, product claims, and product certifications upon request from Garnet Hill's QA team. To review all testing, safety, and regulatory requirements, please review starting on page 26 of the [Garnet Hill Vendor Compliance Manual](#).

3. Shipping

TOP POs will be placed with sample delivery dates that are approximately 4-5 weeks before the bulk shipment date. All samples must be shipped to the attention of QA and to the address listed on the PO. The tracking information should be shared with your GH QA contact as soon as the sample(s) have shipped. TOP samples with multiple SKUs may be shipped in the same packaging.

Per Garnet Hill's Sampling Agreement, vendors will be held responsible for all shipping and freight charges for shipping TOP samples. Vendors are to send TOP samples via the shipping carrier that is most convenient for them.

Bulk production is not approved to ship until all required testing, declarations, and certificates are received and approved.

To review all TOP shipping requirements, please review starting on page 25 of the [Garnet Hill Vendor Compliance Manual](#).