

ACCESSORIES QUALITY STANDARDS MANUAL



Table of Contents

Introduction	3
Submission Requirements	4
Evaluation Disposition	6
General Labeling Requirements	7
Product Specific Labeling Requirements	9
Minimum Quality and Performance Standards	10
Measurement Guidelines	12
Product Performance Claims	<u>Vendor Claims Guidelines</u>
Packaging	<u>Vendor Supply Chain Manual - Packaging</u>
PSFGA (pre-shipment finished goods audit)	<u>Finished Goods Inspection</u>

INTRODUCTION

Application of This Manual

This Accessories Quality Standards Manual applies to the following product types:

- Belts-Chain Belts, Stretch Belts, Hard Belts, Sashes/Soft Belts
- Gloves-Knit or Leather/PU
- Hats, Headbands & Hair Accessories
- Scarves-Loop Scarf, Shawls and Wraps
- Sunglasses and Readers
- Umbrellas and Cell Phone Cases
- Wigs and Hair Extensions

Quality Assurance Means No Surprises

HSN's Quality Assurance (QA) program exists to ensure the proper execution of every product we buy and sell. This manual contains specific information concerning the minimum quality standards HSN expects in the product it purchases. In addition, we expect our vendors to comply with all applicable legal requirements concerning the manufacture, sale and advertising of products. In certain instances, HSN standards may be higher than the stated legal minimums. It is the vendor's responsibility to read and understand the published guidelines that pertain to the industry. These include but are not limited to:

- The Textile Fiber Products Identification Act: <https://www.ftc.gov/enforcement/statutes/textile-fiber-products-identification-act>
- The Wool Products Labeling Act: <http://www.ftc.gov/os/statutes/textile/woolact.shtm>
- The Fur Products Labeling Act: <https://www.ftc.gov/enforcement/rules/rulemaking-regulatory-reform-proceedings/rules-regulations-under-fur-products>
- The Amended Care Labeling Rule: <http://www.ftc.gov/os/statutes/textile/carelbl.shtm>
- The Consumer Product Safety Improvement Act: <http://www.cpsc.gov/en/Regulations-Laws--Standards/Statutes/The-Consumer-Product-Safety-Improvement-Act/>
- California Proposition 65 at: <http://www.oehha.ca.gov/prop65/prop65>
- The information in this manual, in HSN's Supply Chain Requirements Manual <https://view.hsn.net/Documents/documents.aspx>, and in the Master Terms and Conditions

Because quality cannot be inspected into products, it is the goal of the HSN Quality Assurance program to collaborate with our vendor vendors as early as practical in order to prevent defects. This partnership extends to design and materials selection before the product is made, and includes all points in the manufacturing, packaging, shipping and post-delivery processes. Therefore, it is within the purview of the HSN Quality Assurance program to maintain a close, direct partnership with our vendors and their manufacturing facilities in order to support continuous improvement efforts and uphold the most efficient and effective manufacturing practices.

It may be necessary at any time to visit a vendor's facility to ensure we mitigate risks to delivering 100% acceptable product.

Our vendors are expected to support our efforts throughout the supply chain to provide our customers with an unsurpassed purchase experience. Our vendors are also expected to maintain world-class quality and delivery. Such expectations cannot be met unless our vendors work with us and maintain a comprehensive quality program of their own. All shipments must be inspected for compliance before HSN ever sees the product.

HSN QA prepared this document to help you through the process of submitting products to HSN. This document contains general information. It should not be considered a definitive source of regulatory guidance.

SUBMISSION REQUIREMENTS

Complete product specification sheet submitted on the HSN Vendor Portal

- Include all component and product details
- Include all proposed care instructions, features and benefits, objective/performance claims, talking points for the on-air presentation, product measurements and material content/specifications
- Include all claim substantiation, performance testing, label copy, inserts and instructions
- Prior to sending a sample to HSN QA print and affix the sample label(Moderate and High Risk Vendors Only)
 - Print the sample label found in the product specification sheet
 - Affix label to the sample so that the item can be identified upon receipt

For guidance on how to create a specification sheet on the Vendor portal, please view the Product specification sheet tutorials. <https://view.hsn.net/Documents/Documents.aspx?dt=SpecSheetTutorials>

A printed guide is also available https://view.hsn.net/WebDocuments/documents/13_HowtoCreateaSpecSheet.pdf

NOTE: The product specification sheets MUST be completed and submitted prior to sending samples to QA; samples without specification sheets will not be reviewed

SUBMISSION REQUIREMENTS CONTINUED

How to Submit Your Samples to QA (continued)

Lab Testing (Fabric/Garment Care & Performance Testing)

Vendors are required to submit all samples to an approved 3rd party testing laboratory. **High Risk and Proprietary Vendors must use UL or Intertek Laboratories for testing.**

Testing results must be uploaded to the Documents section of the Product Specifications Sheet within the HSN Vendor Portal for High Risk and Proprietary vendors. Low and Moderate risk vendors must test, However, the testing is vendor managed.

Test request forms for each of the approved testing labs can be found within the For Your Information section of the HSN Vendor Portal <https://view.hsn.net/Documents/documents.aspx>.

TOP (Top of Production) Samples- Required for Moderate and High Risk Vendors

- Samples must be representation of the final product from the production lot
- Include all internal and external packaging
- Include all products and components with intended labeling
- Include all inserts, instructions and any other material that is to go to the customer

Shipment of QA Samples

- Ship all QA samples to HSN QA as outlined in the Product Samples section of the HSN Supply Chain Requirements Manual

After thoroughly reviewing the QA samples and specification sheet documentation, the HSN QA Product Evaluator will issue a written evaluation report to the vendor . The vendor then reviews and responds to the issues noted in the report and provides the information/materials requested.

EVALUATION DISPOSITION

Products submitted to HSN QA will be reviewed by the QA evaluator and assigned one of the following evaluation statuses:

- **Received:** A physical product sample has been received, but the product specification sheet has not been submitted by the vendor and/or approved by the HSN Merchandising team. An evaluation in Received status requires submission and approval of the product specification sheet prior to initiation of the formal QA evaluation process.
- **Pending:** QA has received a sample and a Merchandising-approved spec sheet. The evaluation is in process and/or there are open issues that require the vendor to provide information, samples or corrective action.
- **Approved:** QA has evaluated the sample and found that it meets HSN standards.
 - Approval given for Production samples indicate that the product is approved to ship.
- **Rejected:** QA has evaluated the sample and found that it does NOT meet HSN standards

GENERAL LABELING REQUIREMENTS

General

- All labels must be written in English and permanently affixed in a conspicuous area
 - Care symbols may be used provided they are accompanied by the corresponding written information
- The Country of Origin must be on a sewn-in label unless manufactured in the U.S.A.
- Brand Name and Product Size must be on a permanently affixed label
 - Size designations MAY be abbreviated (i.e. “M” or “med” for medium)
- Fiber/fabric content must be present on a permanent y affixed label
 - Fiber content must be listed by generic fiber name in predominance by weight in amounts of 5% or more. All fiber percentages must be listed if more than 5%.
 - No abbreviations, asterisks, footnotes or “ditto” marks may be used.
 - A fiber present in an amount less than 5% cannot be identified by its generic name but must be listed as “other fiber.” Exceptions to this requirement include
 - fibers with a functional significance, e.g. spandex (optional)
 - any wool fiber, which MUST be identified, even if less than 5%
Example: 96% cotton / 4% spandex -or- 96% cotton / 4% other fiber
If the spandex above was actually wool, the only labeling option is: 96% cotton / 4% wool
- Fiber/fabric content listed on the label MUST total 100%
 - Single-fiber items must state the content and the fiber (e.g. 100% cotton)
 - Multi-fiber items are allowed a +/- 3% tolerance, by weight in the declaration. The total content of the fibers must always total 100%.

Example: labeled fiber:	60% cotton / 40% polyester
actual fiber content can be between:	57%-63% cotton and 37%-43% polyester
- Changes that are made in ink or white-out are not acceptable.

One-Size Accessories

One-size garments must conform to the following requirements:

- If the accessory is one size across both the missy’s & women’s range, your label must read: **“One size fits most”**
- If the accessory is one size for missy’s only and another size for women’s, your labels must read: **“One size missy”** and **“One size women”**

Reversible Garments

- All labels should be side-tacked for easy removal. Reversible labels should not be hard sewn.

GENERAL LABELING REQUIREMENTS CONTINUED

Faux Fur

Faux fur accessories sold at HSN must clearly state “faux fur” in one of the following forms:

- Permanent label attached to garment: may be added to the permanent fur label, which is attached to the garment.
- Temporary tag: may be added to a temporary tag
- Sticker: a sticker affixed in a conspicuous place.

Leather, Imitation Leather & Suede

All vendors are required to follow the US Leather Labeling Laws for any apparel or accessory item consisting of leather in part or in whole. In layman’s terms: It is deceptive to use the term “leather” or other terms suggestive of leather to describe products unless the product is composed of leather in all substantial parts.

imitation leather: If all or part of a product is made of non-leather material that appears to be leather, it should be disclosed. *Example: manmade material, vinyl, polypropylene, etc.*

embossed or processed leather: The kind and type of leather must be disclosed when it has been embossed to simulate a different type of leather. *Example: croc-embossed cowhide trim.*

backing material: The composition of the different backing material should be disclosed if it is visible and consists of non-leather with the appearance of leather. *Example: Top-grain cowhide backed with vinyl.*

bonded leather: Parts made from reconstituting shredded, pulverized or ground leather cannot be labeled as “leather”. If labeled as “bonded leather”, the percentage of leather and non-leather components must be identified. *Example: bonded leather strap, 60% leather fibers, 40% non-leather substances. .*

Suede accessories items sold at HSN must clearly state “suede” in one of the following forms:

- Permanent label attached to garment: may be added to the permanent fur label, which is attached to the garment.
- Temporary tag: may be added to a temporary tag
- Sticker: a sticker affixed in a conspicuous place.

Please note that it is your responsibility to know and apply the complete guidelines for every item that qualifies. The above information is by no means comprehensive. Please use the link above to read and understand all the details contained in the legislation.

Click the below link to see the complete FTC regulation on this topic
[16 CFR Part 24: Guides for Select Leather and Imitation Leather Products](#)

PRODCUT SPECIFIC LABELING REQUIREMENTS

In addition to the general labeling requirements contained in previous sections of this document, individual product types may have specific, additional requirements for labeling.

Below are the additional product-specific requirements

Sunglasses and Readers

- Brand Name
- Country of Origin – permanently marked on the inside of the temple
- Use/Care Insert and/or hang tag/packaging
- UV sticker should be affixed to sunglasses (if applicable)
- Lens strength should be affixed to readers

Wigs

- Brand Name
- Country of Origin
- Material Content (e.g. 100% Human Hair, 90% modacrylic/10% human hair, etc.)
- Style Name and Color
- Care & Use Instructions as a hangtag and/or insert
 - Step by step images and instructions on how to prepare hair prior to use
 - How to care for the wig between uses (washing and styling)

MINIMUM QUALITY AND PERFORMANCE STANDARDS

All finished products should exhibit high quality workmanship and be free from any flaw or defect that could detract from the aesthetics, safety, or performance of the product.

Production products must conform to final approved spec sheet and be free from but not limited to the following defects:

- Dirt, oil, marks
- Cuts, scratches, holes, wrinkles
- Poor sewing (open seams, run-offs, puckering, drop needle, broken/skipped stitches)
- Color shading, streaks, coating defects
- Print defects, dye spots
- Loose or broken hardware / buttons
- Poorly positioned or unsightly trim / embellishments
- Sewn-in labels missing; loose or incorrectly positioned labels
- The lot must be cut from only one shade of fabric; related separates must all be the same shade with the same color name.
 - Minimum shade rating of 4.0 as per AATCC Gray Scale

Please click the below link to access the QRG Fashion Accessory Protocols.

<https://view.hsn.net/Documents/Documents.aspx> (Protocols are in the QRG QA Testing Forms & Protocols Section by Product Category)

Testing Requirements & Process

HSN has established relationships and testing protocols with the following 3rd Party Testing Laboratories. The key contact person for each is listed.

When submitting an item to one of the 3rd Party Labs, a Lab Test Request Form must accompany the samples being submitted. The test request forms for HSN Recommended Laboratories can be found on the HSN Vendor Portal. <https://view.hsn.net/Documents/documents.aspx>.

The vendor must upload the results of the testing to the documents section of the Portal and email their QA Evaluator when the report is uploaded (if testing reports are uploaded AFTER initial submission of specification sheet).

Testing Laboratories And Primary Contacts

Underwriters Laboratories (UL)
Nicole Rybarczyk
Consumer & Retail Services
716.266.7078
Nicole.Rybarczyk@ul.com

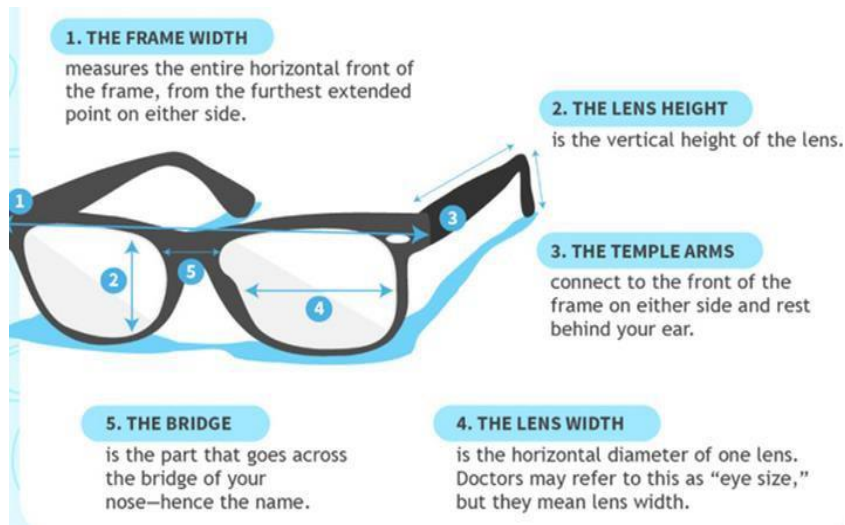
Intertek
(ITS)
Emily Davis
908-635-4441
emily.davis@intertek.com

MEASUREMENT GUIDELINES

Sunglasses & Readers

HSN requires the following measurements

- Measure the lengths of the arms of the glasses from the front of the glasses to the end of the curved portion.
- Measure the width of the glasses from the outside of ear arm.
- Measure the height / diameter of the glasses from the top of the lens frame to the bottom of the lens frame.
- For Bifocal readers, the top of the Bifocal line should be 3.3mm from the midline of the glasses.
- Measure the hard or soft case, if provided, by length, width and height



Wigs

HSN requires the following measurements.

- Wig Circumference: measure around the hairline of the wig cap.
- Front-to-Back: measure from the of the nape of the cap over the crown to the top of the hairline.
- Side-to-side: measure from the side of the cap (ear to ear) over the crown to the top of the other side
- Hair Length: Measure from the crown of the wig to the ends of the hair (rear of the wig)
- Hair Extensions: for length measure from the bottom of the clip to the bottom of the extension. For width measure across the top of the extension

