COSMETICS
QUALITY STANDARDS MANUAL
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Last updated: 12/30/2015
INTRODUCTION

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 partners 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 partner’s responsibility to read and understand the published guidelines that pertain to the industry. These include but are not limited to:

- The Fair Packaging and Labeling Act at: http://www.ftc.gov/os/statutes/fpla/fplact.html
- The Federal Food, Drug and Cosmetics Act (21 CFR Part 73, 74, 82, 250 & 700) at: www.fda.gov
- California Proposition 65: http://www.oehha.ca.gov/prop65/prop65
- California Air Resources Board (CARB): http://www.arb.ca.gov/homepage.htm
- FDA Medical Devices: http://www.fda.gov/MedicalDevices/default.htm
- 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 partners 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 partners 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 partner’s facility to ensure we mitigate risks to delivering 100% acceptable product.

Our partners are expected to support our efforts throughout the supply chain to provide our customers with an unsurpassed purchase experience. Our partners are also expected to maintain world-class quality and delivery. Such expectations cannot be met unless our partners 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

Key Contacts

Please contact the following individuals with any questions you have:

Randy Cigarran | QA Manager: Hardlines & Regulated Products | 727.872.5098 | randy.cigarran@hsn.net

Frank Ruotolo | Sr. Manager QA Operations: Packaging | 727.872.7393 | frank.ruotolo@hsn.net
INTRODUCTION CONTINUED

What is a “Regulated” Product?
“Regulated products” are those that receive special attention from government regulators or are identified under HSN’s Regulatory Compliance Program as “Category A” or “Category B” products. Regulated products include, but are not limited to, food, skin care and cosmetics, over-the-counter (OTC) drugs, medical devices, dietary supplements, cleaning products, and any other product claiming medical benefits.

All regulated products must meet applicable legal requirements established by Federal and State regulatory authorities. It is important that partners work closely with HSN’s Quality Assurance Department during the product evaluation process and during creation of the sales presentation to ensure compliance.

FD&C Act defines a cosmetic as:

"Articles intended to be rubbed, sprinkled, sprayed on, introduced or otherwise applied to the human body or any part thereof for cleansing, beautifying, etc." [FD&C Act, sec. 201(i)]

This category includes cover-up products, color products, bath/shower gels, toothpaste, deodorant, perfumes, hair care, moisturizers, and skin care/treatment products that are not OTC drugs.

The FD&C Act defines drugs, in part, by their intended use, as

"articles intended for use in the diagnosis, cure, mitigation, treatment, or prevention of disease" and "articles (other than food) intended to affect the structure or any function of the body of man or other animals" [FD&C Act, sec. 201(g)(1)].

This category includes topical acne products, sunscreens, Minoxidil, skin protectants, antiperspirant, toothpaste with fluoride, anti-dandruff shampoo, moisturizers and makeup marketed with sun-protection claims, etc.

HSN Regulated QA will do its utmost to make sure your partnership with HSN is easy and successful. Although our QA staff is very knowledgeable in cosmetic regulations, it is your responsibility to know and comply with all legal requirements. HSN cannot act as your legal or quality advisor. If you feel you need additional assistance, we recommend you seek expert outside counsel.

All cosmetic and drug products are considered regulated products by HSN. You must submit substantiation for all product claims and meet all regulatory requirements before HSN’s QA and Legal departments can approve a product.

NOTE: The partner is responsible for all aspects of the product, regardless of any approval by HSN QA or any advice, recommendations or changes suggested or requested by HSN QA.
QA SAMPLE LEAD TIME

QA Sample Lead Time

The QA process is a critical part of making sure we maintain a reputation of trust and reliability with our customers— we must ensure that our customers get the best quality, greatest value, and safest products. The first step in that process is to submit the QA sample(s) and supporting documentation by the required number of days prior to your ship date.

The below table outlines the QA sample and product specification sheet lead time requirements.

<table>
<thead>
<tr>
<th>Brand</th>
<th>QA Sample and Product Specification Sheet Lead Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Core Beauty Brands (EBPD, SSC, SCA)</td>
<td>14 days Before Ship Date</td>
</tr>
<tr>
<td>Majority Beauty Brands (all other brands)</td>
<td>21 days Before Ship Date</td>
</tr>
</tbody>
</table>

Additional key milestones are outlined in Appendix B of the HSN Partner Supply Chain Requirements Manual.
https://view.hsn.net/WebDocuments/documents/8-Compliance.pdf

Maintaining proper timing of the QA process is important to ensure proper review of QA samples, specifications and proposed product claims. Failure to comply with the required lead time standards can result in fees for late QA samples. The Compliance section of the HSN Supply Chain Requirements Manual outlines the fees associated with late QA samples.
https://view.hsn.net/WebDocuments/SupplyChainDoc/8-Compliance.pdf
How to Submit Your Samples to QA

A complete sample submission for Cosmetics products will consist of the following:

1. **Complete product specification sheet submitted on the HSN Partner Portal**
   - Include all components and product details
   - Include all proposed care instructions, features and benefits, objective and performance claims, and all talking points for the on-air presentation
   - Include all product measurements
   - Include all claim substantiation, lab testing, label copy, inserts and instructions
   - Include all required Prop 65 and CPSC compliance testing and documentation

2. Prior to sending a sample to HSN QA print and affix the sample label:
   - 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 partner portal, please view the Product specification sheet tutorials.

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.

Production sample packaged exactly as the customer will receive it:
- Representative of the final product from the production lot is required. All colorways must be provided.
- Include all internal and external packaging (i.e. shipper carton, polybags, void fill cushioning)
- Include all product 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. https://view.hsn.net/WebDocuments/documents/3-Product%20Samples.pdf

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

*The appearance of the final product that will be shipped to the customer is also a concern of the HSN Merchandising team. A production sample identical to the one received by HSN QA should be sent to the HSN Buyer.*

**NOTE:** Merchandise must not be changed in any way after it is approved by HSN QA. Changes include labeling, packaging, contents and components. Merchandise that has been modified will be returned. Contact HSN QA before any changes are made.
Guidelines for Submitting Pre-production/Mock-up Samples

A pre-production mock-up sample is a complete representation of the production sample, but the components are not the final true production item. Pre-production/mock-up samples can be either individual components or a kit. The mock-up must be packaged and shipped using the same ship method used to ship to a customer.

**NOTE:** Mock-up samples submitted less than 21 days prior to the PO ship date OR mockups that do not meet the below guidelines will not be accepted.

**Individual components**
- Must be made of the same material as the production item and must be the same size and shape container. For example, if the production item is in a glass bottle or jar, the pre-production/mock-up must be in a glass bottle or jar.
- Must contain the same net contents as the production item. Pre-production/mock-up item must be filled.
- Contents must have a similar consistency as the production item (for example, if the production item is a gel, the mock-up must be a gel).
- Must dispense in the same manner as production item (for example, pump, flip top, etc.).
- If in a retail box, the pre-production/mock box must be made of the same weight chip board or cardboard.
- Must be tamper/leak-sealed in the same manner as the production item.
- Production labeling must be uploaded to the Documents section of the product specification sheet.
- Mock-up sample must be labeled “mock-up” and include details explaining what is production and what is pre-production.

**Sets (mock-up set could be either the entire set or one or more individual components):**
- Mock-up sets must meet requirements for individual components.
- Dimensions and weights of the set packaging must be the same as those of the production sample.
- Mock-up’s external container must be properly labeled to include ORM-D, expiration date, suffocation warning, etc. as necessary.
- Internal packaging (fill) of a re-shipper must be the same as that of the production set (i.e., paper, air pillows, peanuts, etc.).
- Set must contain all required inserts, user manuals, etc.; the inserts may also be pre-production.
- Set and mock-up components must be labeled as “mock-up” and include a note describing the items being substituted for production components.

In ALL cases, submission of a complete production sample/set is required prior to HSN QA approval.
EVALUATION DISPOSITION

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 partner 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 partner to provide information, samples or corrective action.

**Approved:** QA has evaluated the sample and found that it meets HSN standards. The product is approved to ship.

**Approved Pending:** QA has evaluated the sample and found that there are only minor open issues preventing product approval (for example, on-site inspection or testing documentation that does not affect the features and benefits). Products placed into Approved Pending status require closure of the remaining issues before final approval. Once the open issues are resolved, the evaluator updates the status to Approved.

**Rejected:** QA has evaluated the sample and found that it does NOT meet HSN standards, and that the partner was unable to provide appropriate corrective action.
The integrity of the container and packaging of the product as the customer will receive it are the partner's responsibility. The partner must ensure that the product packaging can withstand the shipping environment. All products must be packaged in a manner that ensures they can pass the International Safe Transit Association (ISTA) 3A testing protocol without any physical damage or impact to product assembly/functionality. The partner should always perform their own drop, freeze, vibration or other testing to ensure that the packaging is resistant to leakage or other damage.

Temperatures during transit can vary from below zero to 120°F. Such temperature extremes can cause items to separate, melt, make contents brittle, or affect adhesives, etc. Time or temperature constraints on the shipping and/or storage conditions that might affect product stability must be disclosed (for example, “avoid freezing”, “avoid temperatures in excess of…”) . Packaging must be adequate to protect the product against these conditions.

Partners should consider packaging that is not only effective, but uses sustainable materials wherever possible to allow recycling of packaging materials.

NOTE: Partners are not, under any circumstances, permitted to substitute boxes or packaging for any item(s) unless approved by the HSN Buyer and QA.

Additional information on packaging integrity can be found in the HSN Partner Supply Chain Requirements Manual – Quality Assurance [https://view.hsn.net/WebDocuments/documents/4-Quality%20Assurance.pdf](https://view.hsn.net/WebDocuments/documents/4-Quality%20Assurance.pdf)

Below are key packaging guidelines for HSN products:

**Battery Powered Products**

Batteries must be packaged either uninstalled (shrink-wrapped or boxes), or inserted into position with an activation strip that can be removed prior to customer use (activation strip must prevent batteries from operating)

**Polybag Requirements**

Polybags used for HSN products must meet the following minimum requirements:

- Bags must have a minimum thickness of 1.0 mil (1/1000 of an inch)
- Bags must be securely fastened either with tape or heat-sealing devices
- Bags measuring 5” x 7” or larger require the following wording:
  
  Warning – To avoid danger of suffocation, keep away from babies and children. Do not use in cribs, beds or play pens. This bag is not a toy.

- The above warning may be printed directly onto the bag or on an adhesive label attached to the bag
- The size of the print of such statements must be as follows:
Leak Protection

HSN requires leak/tamper protection under the following conditions:
- Product is a low viscosity liquid such as a toner, spray, oil, perfume, serum or similar product that poses a leak risk
- Product is flammable
- Product is packaged WITHOUT a form-fitting branded retail secondary carton
- Product is packaged in a branded retail secondary carton BUT the carton does not possess locking flaps or the primary component is of sufficient weight to cause the secondary carton to open during manual handling or transit

HSN does NOT require leak/tamper protection under the following conditions:
- Product is packaged within a form-fitting branded secondary retail carton
  AND
- Product does not present a leakage risk
  AND
- Branded secondary retail carton is shelf-ready with all required labeling elements
  OR
- Product utilizes a crimp seal (e.g. perfume bottle)

Application of Leak Protection

The appropriateness of leak protection will vary from product to product and must be reviewed/approved by HSN QA.
- Bottle mouths should incorporate foil heat induction or pressure seals, or the entire bottle should be shrink-wrapped
- Seals placed over the cap must include the juncture of the container and cap
- Snap-top, push-pull, twist-to-open, dropper, dispenser plug, etc., caps normally without liners, should be shrink-wrapped or incorporate foil heat induction seals under the cap
- Stopper type lids must be secured to the container body by a decorative cord or shrink-wrapped
- Squeeze tubes and containers of soft creams or semi-liquid products should have an inner liner to the twist-cap, an interference seal snap-cap, a foil heat induction seal or shrink-wrap
- Flip-top lids should be shrink-wrapped to prevent opening or incorporate a foil heat induction seal under the lid
- Oil based products such as body oils should be sealed with an induction seal or have a reduced orifice opening and shrink wrap to prevent leakage
- Bottles tend to rotate loose from pump dispensers during shipment. Pumps should either be packaged separately and the bottle mouth sealed and capped, or the assembled pump and/or bottle should be fully shrink-wrapped to reduce rotation. If pump dispensers are installed when shipped, they must be in the “down and locked” position and should include a protective plastic cap over the pump.
- Compacts must close securely, but be capable of opening without unreasonable damage to the customer’s fingernails.
- Loose powder products must have a firm inner-seal separating the powder from the puff. In a shaker-type applicator the dispenser opening must be sealed with a removable tab of appropriate design.
- Neckbands on aerosol cans/fragrance containers must be firmly, evenly and smoothly crimped to prevent leakage.
- Flammable items must contain both leak protection and leak containment. If product is in a self shipper carton, the carton should contain sufficient fill to absorb a potential leak.
- Leak protection must be both aesthetic and effective
- Screw on lids must have adequate torque to prevent leakage.

Recommended minimum torque range is from:
- 6 inch-lbs for a 15 mm cap
- 15 inch-lbs for a 38 mm cap
- 53 inch-lbs for a 138 mm cap
Material Compatibility

- The selection of bottle and bottle cap liners must be chemically compatible with the liquids stored. This may require testing by the bottle supplier.
- The container must be appropriate for the properties of the product (e.g. photosensitive product must not be housed in a clear container; products that react chemically with polyethylene must not be in a polyethylene container).
- Bottles should have room for freeze expansion of the contents. Overfills can result in leakage, especially when products are exposed to freezing temperatures. HSN QA may perform a freeze test on liquid products to determine appropriateness of the container and fill volume.

Damage Prevention

- Decorative gift boxes should be shrink-wrapped, cello-wrapped or covered by a cardboard sleeve in a sealed polybag to protect the finish and presentation of the product.
- Components should be secured in the inner carton to prevent scuffing and rattling. It is recommended that components be individually wrapped to prevent excessive movement and breakage.
- Avoid glass-to-glass or ceramic-to-ceramic contact
- Packaging for delicate protruding features may require custom designed foam, or die cuts that contact only those areas of the item strong enough to support the item’s weight.
- When using polybags as external packaging, the polybag should be of sufficient size and thickness to support the weight of the items contained.
- Be wary of using a non-bubble “foam blanket” other than as a separator, because it has little impact resistance.
- Lid types that incorporate a spatula or brush should be designed in such a way that the spatula or brush remains reliably affixed while in usage by the customer.
- Large compacts with pressed powder must be protected in such a manner to remain undamaged throughout the transit environment.

Other Packaging Considerations

- Partial fills, though correctly labeled for net quantity, can cause customer dissatisfaction and high return rates. The container should be the appropriate size for the labeled net quantity.
- Small components and parts shall be packaged in a manner that provides high visibility to the customer upon unpacking. Methods to provide visibility include the use of brightly colored bags/tape and markings to alert customer of parts location.
  - High-efficiency packaging tends to use voids/cavities within EPS foam that may not be easily seen by customers; this situation may generate negative customer feedback and requests for missing parts if not marked/packaged in a highly visible manner.
- Sharp points and edges offering a hazard upon opening the package must be covered and secured.
PRODUCT LABELING

What is in the product must be on the label, and what is on the label must be in the product. Labeling includes “the physical product label on the container and the retail box as well as all enclosed literature”.

The following information is intended to provide basic guidelines regarding cosmetic labeling. This should not be considered legal advice and it is highly recommended that you consult with your attorney to ensure the accuracy of your labels before submitting your product to HSN.

A cosmetic is defined in section 201 (i) of the Federal Food, Drug, and Cosmetic Act (“FD&C Act”) as a product, except soap, intended to be applied to the human body for cleansing, beautifying, promoting attractiveness or altering the appearance. A cosmetic is a product intended to exert a physical and not a physiological effect on the human body.

Labeling, as defined by sec. 201 (m) of the FD&C Act and 21 CFR 1.3 (a), includes all labels and other written, printed or graphic material on or accompanying a product in interstate commerce or held for sale. This definition would therefore include inserts and manuals. See the FDA Cosmetic Labeling link below.


Failure to apply the required labeling for Cosmetic products, OTC Drug products or combination Cosmetic/OTC products may result in the REJECTION of the product.

Labeling containing unsubstantiated claims or cosmetic labeling containing OTC drug or structure-function claims may result in the REJECTION of the product.

Required Elements – Cosmetic Product Labeling

Name of product (21CFR 701.1)
Statement of identity (21 CFR 701.11)
Net Quantity or content (21 CFR 701.13)
Direction for safe use

Warnings (21 CFR 740)
• Cosmetics with unsubstantiated safety (21 CFR 740.10)
• Cosmetic Aerosols or self-pressurized containers (21 CFR 740.11)
• Feminine Deodorants sprays (21 CFR 740.12)
• Foaming Detergents Bath Products (21 CFR 740.17)
• Coal Tar Hair Dyes (21 CFR 740.18)
• Sun tanning preparations that do not contain sunscreen (21 CFR 740.19)
• AHA-containing product sunburn warning

Flammability warnings (16 CFR part 1500.3)
• The product should be label appropriately if the flashpoint of the product are as follows:
  • Extremely Flammable – with a flashpoint at or below 200 F.
  • Flammable – with a flashpoint above 200 F and below 1000 F.
  • Combustible – with a flashpoint above 1000 F to 1500 F.

Name and Address of the manufacturer, packer or distributor (21 CFR 701.12)
Required Elements – Cosmetic Product Labeling (continued)

Ingredient Declaration (21 CFR 701.3)
- The declaration must appear with prominence and conspicuousness
- In descending order of predominance
- International Nomenclature Cosmetic Ingredient (INCI) format
- Ingredients that are a trade secret may be exempt from disclosure if granted by the FDA (21 CFR 701.3 and 21 CFR 720.08)

Country of Origin (for all products made outside the U.S.)

Required Elements – OTC Drug/Combination OTC Product Labeling

OTC Drug Product Labeling (21 CFR 201.66)
Combination cosmetic/OTC drug products (21 CFR 702.3)

In addition to the labeling requirements for cosmetic products, OTC drug and combination cosmetic/OTC drug products require the following

Ingredient declaration (within the drug facts panel)
- Active ingredient(s) using the established name(s) and the quantity (%).
- Inactive ingredients declared as cosmetic ingredients

Any other required information noted in the OTC drug monograph
- Precautions or contraindications

Required Elements - Sunscreen OTC Product Labeling (21 CFR 201)

In addition to the labeling requirements for OTC drug products, sunscreens require the following

Drugs Facts panel
- All sunscreens and cosmetics with sunscreens must include a Drug Facts panel as required under 21 CFR 201
- Labeling requirements for Sunscreen OTC drug products varies slightly depending upon the validated SPF and Broad Spectrum protection.
- Examples of labeling variations are provided on the following two pages of this document
Sample Sunscreen OTC Product Labeling (SPF 15+ with Broad Spectrum protection)

Sunscreen Labeling According to 2011 Final Rule

It used to be directed with sun protection measures, the product reduces the rate of skin cancer and early skin aging, as well as helps prevent sunburn.

Drug Facts

<table>
<thead>
<tr>
<th>Active Ingredients</th>
<th>Purpose</th>
</tr>
</thead>
<tbody>
<tr>
<td>Avobenzone 3%</td>
<td>Sunscreen</td>
</tr>
<tr>
<td>Homosalate 10%</td>
<td>Sunscreen</td>
</tr>
<tr>
<td>Octisalate 7.5%</td>
<td>Sunscreen</td>
</tr>
</tbody>
</table>

Uses

- Helps prevent sunburn
- If used as directed with other sun protection measures (see Warnings), decreases the risk of skin cancer and early skin aging caused by the sun.

Warnings

For external use only

Do not use on damaged or broken skin.

Stop use and ask a doctor if rash occurs.

Keep out of reach of children. In case of overdose, get medical help or contact a Poison Control Center right away.

Precautions

- Apply 15 minutes before sun exposure.
- Reapply after 40 minutes of swimming or sweating.
- Reapply immediately after towel drying.
- At least every 2 hours.

Active Ingredients

- Avobenzone, homosalate, octisalate, octinoxate, oxybenzone, diethylaminoheptyl triaminomethyldiphenylisobenzofuran, butyl methoxydibenzoylmethane, ethylhexyl salicylate.

Other information

- Protect this product from excessive heat and direct sun.

Questions or comments? Call toll free 1-800-522-0092.

Sample Sunscreen Product Labeling (SPF 15+ without Broad Spectrum protection OR SPF <15 with Broad Spectrum Protection)

Sunscreen Labeling According to 2011 Final Rule

These products have not been shown to protect against skin cancer and early skin aging. They have been shown only to help prevent sunburn.

Drug Facts

<table>
<thead>
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<tr>
<td>Avobenzone 3%</td>
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<td>Sunscreen</td>
</tr>
<tr>
<td>Octisalate 7.5%</td>
<td>Sunscreen</td>
</tr>
</tbody>
</table>

Uses

- Helps prevent sunburn

Warnings

Skin Cancer/Skin Aging: Avoid: Spending time in the sun increases your risk of skin cancer and early skin aging. This product has been shown only to prevent sunburn, not skin cancer or early skin aging.

For external use only.

Do not use on damaged or broken skin.

When using this product keep out of eyes. Rinse with water to remove.

Stop use and ask a doctor if rash occurs.

Keep out of reach of children. In case of overdose, get medical help or contact a Poison Control Center right away.

Directions

- Apply 15 minutes before sun exposure.
- Reapply after 40 minutes of swimming or sweating.
- Reapply immediately after towel drying.
- At least every 2 hours.

Active Ingredients

- Avobenzone, homosalate, octisalate, octinoxate, oxybenzone, diethylaminoheptyl triaminomethyldiphenylisobenzofuran, butyl methoxydibenzoylmethane, ethylhexyl salicylate.

Other information

- Protect this product from excessive heat and direct sun.

Questions or comments? Call toll free 1-800-522-0092.
Substantiation of Labeling Claims

If your product labeling contains any objective or performance claims, the substantiation for those claims must be submitted for review (via product specification sheet) at the same time your product is submitted. Unsubstantiated claims will not be available for use on HSN TV or HSN.com.

Claims requiring substantiation include, but is not limited to:

- qualitative claims regarding efficacy of the product (e.g. “decreases the appearance of wrinkles”)
- quantitative performance claims (e.g. “25% reduction in pore size”)
- consumer perception survey claims (e.g. “95% of respondents liked the texture of the product”)

The standard basis for substantiation of objective or performance claims is competent, reliable scientific evidence. Articles from the internet or magazines do not constitute competent, reliable scientific evidence.

Labeling Information to Avoid

Labeling of cosmetic products must NOT include information covered under OTC Drug monographs UNLESS the product contains the proper OTC active ingredient and is properly labeled and registered as an OTC Drug product.

Examples of OTC Drug product claims include the following:

- **Sun protection claims**: protects against sun damage, prevents sunburn, etc.
- **Acne claims**: clears acne or blackheads, clears skin or bumps, prevents ingrown hair, etc.
- **Skin protection claims**: prevents cracking, chafing, chapping, etc.
- **Hair growth claims**: improves thinning hair, prevents baldness, increases eye lash growth, etc.

Labeling of cosmetic products must NOT include claims that imply the products can affect the structure or function of the body.

Examples of structure-function claims include the following:

- Increases collagen synthesis
- Repairs the skin’s DNA
- Increases cell metabolism
- Increases lymphatic drainage
- Improves circulation
- Reduces cellulite

Performance claims for single ingredients should be avoided on product labeling (e.g. “caffeine reduces puffiness”)
Lot/Batch Codes

• Must be present on all finished production and printed using contrasting color
• Lot/batch code may be stamped, imprinted or stickered on the label or directly on the container the customer will receive

Expiration Dating

• Products with expiration dates must follow the expiry labeling requirements outlined in the HSN Supply Chain Requirements Manual: Labeling  https://view.hsn.net/WebDocuments/documents/6b-Labeling.pdf
• Expiration dates may be required for unstable or short shelf-life products
• Expiration dates are required for OTC (over-the-counter) drug products
• OTC drug products with a stability of $\geq$ 3 years and not dosage limited are exempt from this requirement
• Supporting documentation, such as a signed affidavit from the manufacturer stating the validated shelf life of the product formulation is required
• Expiration dated products shipped to HSN must have no less than 12 months of shelf-life remaining at the time of receipt. This ensures adequate sell-through time for the inventory AND adequate use time for the customer
• Drop Ship product shipping directly to HSN customers must have AT LEAST the expected customer use time (days of supply) plus 40 days remaining on the shelf-life when shipped to the customer
• Any deviation from the shelf-life expectations MUST be approved in advance by HSN QA

Additional Labeling Considerations

• “Decorative” containers may be labeled on the bottom or on a tear-away hang tag to preserve the beauty of the presentation, but labeling must meet statutory requirements
• Product label must be of an appropriate configuration for the shape of the container, and must be smoothly, symmetrically and securely affixed to all surfaces
• Labels printed on clear acetate for affixing to a clear container must have a print color that is different from the color of the product in the clear container (an individual with average vision must be able to read all label data with ease.)
• Always proofread for spelling, particularly in the ingredient list. Non-transferable ink must be used for silk-screened containers.
• All pertinent labeling information must be clearly visible and not obscured in any way
GENERAL QUALITY EXPECTATIONS

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 the approved QA sample and the product specification sheet.

Visual Quality Expectations

Product must be free from but not limited to the following defects:
- Dirt, stains, pitting, scratches and excessive glue
- Incompatible components, missing parts and improper fit/finish
- Scuffed, smeared, unreadable or misaligned labels
- Sharp edges, chipped glass, broken containers or leakage
- Contamination, debris, filth or rancidity
- Containers must not be over/under filled

Measurement Tolerances

- Net contents of all of products/components must be within ± 5% of the weight/volume claimed in product labeling and the product specification sheet

Product Function

- The product must function as designed and directed in the product labeling
- Leak/tamper seals must be intact and effective
- Products must dispense cleanly and accurately according to the product instructions
PRODUCT SAFETY

Eye Safety
All liquid mascara, liquid eyeliner, eye makeup remover, gel, cream or lotion products intended for use in the eye orbital area are required to pass either in-vivo or in-vitro eye safety testing.

Examples of this testing includes, but is not limited to:

- In-vivo Ophthalmologist use test (minimum 30 subjects are required to complete the test)
- In-vitro Hen’s Egg Test Chorioallantoic Membrane (HET-CAM)
- In-vitro Chorioallantoic Membrane Vascular Assay (CAMVA)
- In-vitro Ocular Irritation test

Powder eye shadow/eye color, or wax-based eyeliner/eye color products intended for use in the eye orbital area are required to pass either in-vivo or in-vitro eye safety testing (as noted above) OR have a detailed eye safety review/assessment from the formulating chemist or toxicologist provided to HSN QA.

Irritation/Sensitivity
Products containing high concentration of alpha hydroxy acids (AHA) or beta hydroxy acids (BHA) such as salicylic acid, glycolic acid or mixed fruit acids have the potential to cause irritation or sensitivity. AHA/BHA-containing products should have a pH greater than 3.5 and the concentration range of AHAs should be between 5% and 10%.

A Repeat Insult Patch Test (RIPT) is required for all AHA/BHA containing products designed to provide exfoliating benefits.

- A minimum of 50 subjects must complete the RIPT

Antimicrobial Preservation
All products must contain preservatives recognized by and classified as such by the Personal Care Products Council (PCPC), or pass the U.S. Pharmacopeia (USP) <51> Preservative Effectiveness Test, or a microbial challenge test that demonstrates it will not become easily contaminated during use. In addition, anhydrous products should be tested for water activity (AW) or moisture level.

Flammability – Flash Point
The flammability of liquids containing alcohol, acetone or other flammable ingredients must be determined by closed cup flash point testing. A SDS (Safety Data Sheet) is required for all flammable and combustible products; this SDS must include the closed cup flash point of the finished product formulation.

Prohibited Ingredients/Other Safety Requirements
- All cosmetic ingredients must be deemed safe by the PCPC Cosmetic Ingredient Review board (CIR).
- Cosmetic products shall not contain any FDA prohibited substances/ingredients or be adulterated in any way.
- Manufacturers of leave-on cosmetic products containing the preservatives Methylisothiazolinone and Methylchloroisothiazolinone (Cathon CG) must submit documentation showing that percentages do not exceed safety levels established by the American College of Toxicology (0.05% or less).
- As of January 1, 2016, Microbeads (intentionally added plastic particles ≤5mm in size used to exfoliate or cleanse) are prohibited.

Last updated: 12/30/2015
PERFORMANCE CLAIMS & SUBSTANTIATION

Background

Every objective product claim, whether express or implied, must be supported by evidence providing a reasonable basis for the claim. Objective evidence that supports claims about a product’s performance, features, safety, effectiveness, or price is required to be included with the product specification sheet at the time your product is submitted to the Quality Assurance Dept. for evaluation. The level of supporting evidence will increase with the specificity of claims being made.

HSN QA and Legal Departments will review the claims and supporting evidence during the product evaluation process. Additional information/documentation may be requested in order to verify some of the claims.

Health and Safety Claims

Claims relating to the health or safety of consumers require a relatively high level of substantiation. Health and safety claims must be substantiated with competent and reliable scientific evidence in the form of well conducted clinical or research studies and scientific analysis. The tests or studies must have been done by qualified persons, using procedures generally accepted in the scientific community as giving accurate and reliable results.

It is important to note that certain health claims, even if substantiated, may only be permitted for FDA registered drugs or medical devices. When HSN reviews the proposed claims for your product, this factor will be considered and if the claims are considered medical in nature, the appropriate FDA documentation will be required prior to allowance of the claim.

Objective Claims

All objective performance claims for finished products require competent and reliable scientific substantiation. Product performance claims must be adequately substantiated with standardized laboratory test data, studies, or other scientific evidence. Tabloid articles, magazines, newspaper articles, testimonials, and most Internet sources generally do not constitute reliable sources for substantiation.

Any claims proposed from the substantiation must be consistent with the professional assessment of typical results based on the testing performed. Results from the test data must be statistically significant and mirror the proposed claims in order to be considered acceptable as supporting evidence.

Quantitative performance claims must be validated through analytical testing by a qualified testing laboratory.

Environmental Claims

"Green claims" (such as Biodegradable, Non-Toxic, Ozone friendly) are common in many advertisements based on the response to consumers' increasing interest in protecting the environment. Substantiation must be provided for specific claims so that consumers have a reasonable basis for making purchasing decisions based on environmental benefit. Broad or vague environmental claims (such as "environmentally safe" or "environmentally friendly") should be avoided since they can convey a wide range of meanings to consumers that may be difficult to substantiate.

Similarly, the claim "environmentally preferable" should be carefully qualified (to indicate the ways in which the product is environmentally preferable), or avoided, because it is likely to broadly convey to consumers that a product is environmentally superior to other products in all respects.

Claims of degradability, biodegradability or photo-degradability should be qualified to the extent necessary to avoid consumer deception about: (a) the product or package's ability to degrade in the environment where it is customarily disposed; and (b) the rate and extent of degradation. It is deceptive to misrepresent, directly or by implication, that a product or package is degradable, biodegradable or photodegradable. An unqualified claim that a product or package is degradable, biodegradable or photodegradable should be substantiated by competent and reliable scientific evidence that the entire product or package will completely break down and return to nature, i.e., decompose into elements found in nature within a reasonably short period of time after customary disposal.
Comparative Claims

Comparative claims are permissible but must be comparing like products on objectively measurable attributes or price, and with sufficient clarity to avoid deceiving the consumer. Hard data is required to substantiate market-based claims, and head-to-head studies are required to substantiate performance claims.

Absolute Claims

Absolute claims are unqualified claims that often include words such as: best, pure, vital, essential, every and all. These types of claims must always be accurate. If the claim is not accurate, the claim will be false and misleading.

Implied Claims

An implied claim is made indirectly or by inference. HSN views implied claims as objective and therefore must be fully substantiated. Inappropriate implied claims are not permitted as they are misleading to consumers. For example, “Brand X Water Filter removes chemicals that cause cancer” is an implied claim that the product will prevent cancer.

Subjective Claims

Subjective claims are considered “puffery” and do not require substantiation. Some examples of subjective claims are:
- Convenient
- Useful
- Beautiful
- Good value

Swarovski Elements®

Items to be advertised as containing Swarovski crystals must be verified and approved by Swarovski.
- Partner must upload the Swarovski issued letter of authorization into the Product Specification Sheet
  - For details on the authorization process, please contact Swarovski at http://professional.swarovski.com.
  - To be advertised as adorned with or embellished with “Crystals from Swarovski ®” the following conditions apply.
    - 100% of the crystals are Swarovski crystals.
    - When there is a mix of crystals and precious/semi-precious gemstones, ALL crystals MUST be Swarovski.

Use of Third Party Trademarks

Partners who wish to use trademarks owned by a third party within the item advertising (product descriptions, features & benefits or on-air presentations) must certify that they have the appropriate authorization to use those trademarks.
Acceptable certification from the HSN vendor partner includes:
- An attestation from the trademark owner that certifies that the HSN vendor of record has authorization to use the mark in product labeling and advertising. The document must detail the usage specifics
- Partner must upload the documentation into the Product Specification Sheet

Product Assay

Cosmetic products are subject to random assays to ensure potency and/or purity claims. Products not meeting these claims or products containing harmful contaminants will be returned to the partner or frozen in inventory and unavailable for sale until the issues are resolved.
The below table illustrates typical performance claims for cosmetic products and the substantiation required to use the claim in the sell of the product at HSN.

<table>
<thead>
<tr>
<th>Performance Claim</th>
<th>Required Substantiation</th>
</tr>
</thead>
<tbody>
<tr>
<td>General cosmetic claims such as:</td>
<td>An independent laboratory study or a comprehensive evaluation of the formulation may be acceptable to substantiate claims.</td>
</tr>
<tr>
<td>Reduces drying, reduces the appearance of fine lines and wrinkles, exfoliates dead skin cells, etc.</td>
<td></td>
</tr>
<tr>
<td>Quantified performance claims such as:</td>
<td>One independent clinical or research study (conducted according to the guidelines in Appendix A). Testing must be performed on the actual product formulation.</td>
</tr>
<tr>
<td>% increase in moisture, % decrease in fine lines and wrinkles, %increase in elasticity or firmness, etc.</td>
<td></td>
</tr>
<tr>
<td>Clinically proven</td>
<td>Two independent clinical or research studies (conducted according the guidelines in Appendix A). Testing must be performed on the actual product formulation.</td>
</tr>
<tr>
<td>All-natural Natural ingredients (by name)</td>
<td>Certification of the product by the Natural Products Association (NPA) or EcoCert Ingredients designated as natural must be found on the list of recognized natural ingredients published by NPA</td>
</tr>
<tr>
<td>Cruelty Free</td>
<td>Certification by Leaping Bunny, PETA or qualified certifying agent</td>
</tr>
<tr>
<td>Gluten Free</td>
<td>An independent laboratory analysis showing &lt;20ppm gluten</td>
</tr>
<tr>
<td>Organic (product or individual ingredients)</td>
<td>Organic certification documentation from USDA approved NOP certifying agent</td>
</tr>
<tr>
<td>“Non-GMO” or “GMO-Free”</td>
<td>Certification/attestation from manufacturer</td>
</tr>
<tr>
<td>Vegan</td>
<td>Certification by a qualified independent agent</td>
</tr>
<tr>
<td>Key ingredient/complex benefit claims</td>
<td>1. Manufacturer’s study on the ingredient (technical data sheet); a) Study must be from competent reliable study under properly controlled conditions. b) Study must be performed on the same or similar base material as the product gel, cream, serum, etc. 2. The actual product formulation must contain the key ingredient at the level reviewed/recommended in the manufacturers study to ensure efficacy. a) Validated via a signed affidavit from the manufacturer. 3. If the key ingredient is trademarked, permission from the manufacturer to use the ingredient name on-air must be provided via a signed affidavit from the trademark owner.</td>
</tr>
<tr>
<td>Safe for contact lens wearers</td>
<td>In-vivo product use testing overseen by an Ophthalmologist (minimum 30 participants)</td>
</tr>
<tr>
<td>Ophthalmologist tested</td>
<td></td>
</tr>
<tr>
<td>Tear free (shampoo, cleanser, etc.)</td>
<td>Ocular irritancy testing (in-vivo or in-vitro)</td>
</tr>
<tr>
<td>Dermatologist/Allergy tested</td>
<td>Repeat Insult Patch Test (RIPT) overseen by a Dermatologist (minimum 50 participants)</td>
</tr>
<tr>
<td>SPF and Broad Spectrum Designation</td>
<td>SPF/Broad Spectrum testing according to test method published in 21 CFR 201.327</td>
</tr>
<tr>
<td>Water Resistance (40 or 80) minutes</td>
<td></td>
</tr>
<tr>
<td>Bonus, GWP or BOGO</td>
<td>Approval from HSN Legal department Pricing information to substantiate the value</td>
</tr>
</tbody>
</table>
Pre-Shipment Inspection

Production inspections can occur on-site (at the partner’s facility) or at the HSN Fulfillment Center. A Field Inspector will selectively travel to manufacturers’ facilities to conduct on-site quality assurance inspections. Our QA On-Site Inspection Program has had a tremendous impact on improving the quality of the products we sell. Designed to facilitate early detection of quality issues upstream in the factories, the program has enabled the proactive management of product failures before the order is shipped to HSN, or worse, our customers.

On-Site inspections are initiated by one or more of the following criteria:

• Products scheduled to be an HSN “Today’s Special” (TS-the primary featured item of the day)
• Key Items as defined by merchandising; this typically entails item orders valued over $75,000
• Products purchased under Import and/or Letter of Credit (LOC) terms
• Products from Partners who have been identified by QA as requiring close quality management
• Products from new Partners preparing for their premiere show
• Key brand or product launches
• Additionally, QA initiates on-site inspections when customers voice recurring concerns with a product’s quality.

On-Site field inspection requirements

• Items Shipping to HSN: Final Inspections for product must be 100% produced with at least 80% packaged, labeled and ready for inspection. All applicable barcode tags and inserts must be available for review.
• Drop Ship Items: Final Inspections for product must be 100% produced with at least 10% packaged, labeled and ready for inspection. All applicable barcode tags and inserts must be available for review.
• In addition to the final inspection, Today’s Special (TS) items may be required to have in-process inspection conducted when the goods are 20% produced.

On-site field inspection is based on

• ANSI/ASQC Z1.4-2003, -General Level 1 Inspection Level –Double Sampling Plan (1.5 AQL-Major, 4.0 AQL-Minor)
• HSN QA may choose tightened inspection levels or deviate from this plan at its own discretion.

On-site field inspections - the onsite inspector will conduct the following:

• Visual comparison against the product specifications to ensure consistency.
• Visual evaluation of quality (fabric, construction, etc.)
• Measurement against the approved specifications
• ISTA drop test of items in re-shippers.
• Comments, concerns, and contingencies noted during the sample evaluation will be given special attention during the final inspection.

Defective merchandise identified during an inspection visit may be reworked, sorted or rejected. The PO quantity can be adjusted to reflect the amounts minus the items not repaired in time for re-inspection.

NOTE: If the product will not be ready at the scheduled time of inspection, the partner must contact the Inspection Service Provider, Onsite Inspection Coordinator and/or the Onsite Inspection Manager at least two days prior to the scheduled inspection. Partners may incur fees for missed, postponed, cancelled, or failed inspections.

Additional information regarding onsite inspections can be found in the HSN Partner Supply Chain Requirements Manual https://view.hsn.net/WebDocuments/documents/4-Quality%20Assurance.pdf
Post-Shipment Inspection

Just like the On-Site inspection, the HSN Fulfillment QA (FQA) inspection is part of the Finished Product Inspection process and acts as a follow-up to the Corporate QA (CQA) Evaluator’s Initial Product Inspection. This means that our FQA Inspectors, like the On-Site Inspector, must:

- Assess the product’s conformance to Initial Product Evaluation
- Evaluate the presentation and functionality of the product labeling and packaging
- Identify any potential issues before the item ships to the customer

FQA Inspectors conduct their inspections solely from their respective Fulfillment Centers, pulling random product samples from the same stock of items from which the customer receives her items. This affords HSN a prime opportunity to view the finished product, packaging and all, in the same state as the customer receives it.

FQA inspectors will conduct a visual comparison against the product specifications to ensure consistency. Comments, concerns, and contingencies noted during the sample evaluation will be given special attention during the final inspection. Incoming merchandise will be inspected according to ANSI ASQC Z1.4-2003, Inspection Level 2, (Double Sampling) plan. HSN QA may choose tightened inspection levels or deviate from this plan at its own discretion.

Partners may be billed a chargeback fee whenever the inspected merchandise does not conform to the PO, HSN QA evaluation samples, or Product Specification Sheet, or is not compliant with the requirements listed in this manual or the “HSN Supply Chain Requirements Manual”. The chargeback and inspection fees are set forth in the current Product Fee Schedule found in your HSN Partner Supply Chain Manual - Compliance. [https://view.hsn.net/WebDocuments/documents/8-Compliance.pdf](https://view.hsn.net/WebDocuments/documents/8-Compliance.pdf)
## Cosmetics Inspection Sampling Plan

The chart below is based on ANSI/ASQ Z1.4-2008, Normal Inspection, General Level 1, Double Sampling Plan.

<table>
<thead>
<tr>
<th>lot size</th>
<th>Normal (inspection level I)</th>
<th>AQL</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>sample</td>
<td>1.5 AQL (major defects)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2 to 8</td>
<td>1st 2</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 2</td>
<td>1/2</td>
</tr>
<tr>
<td>9 to 15</td>
<td>1st 2</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 2</td>
<td>1/2</td>
</tr>
<tr>
<td>16 to 25</td>
<td>1st 2</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 2</td>
<td>1/2</td>
</tr>
<tr>
<td>26 to 50</td>
<td>1st 3</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 3</td>
<td>1/2</td>
</tr>
<tr>
<td>51 to 90</td>
<td>1st 3</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 3</td>
<td>1/2</td>
</tr>
<tr>
<td>91 to 150</td>
<td>1st 5</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 5</td>
<td>1/2</td>
</tr>
<tr>
<td>151 to 280</td>
<td>1st 8</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 8</td>
<td>1/2</td>
</tr>
<tr>
<td>281 to 500</td>
<td>1st 13</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 13</td>
<td>1/2</td>
</tr>
<tr>
<td>501 to 1,200</td>
<td>1st 20</td>
<td>0/2</td>
</tr>
<tr>
<td></td>
<td>2nd 20</td>
<td>1/2</td>
</tr>
<tr>
<td>1,201 to 3,200</td>
<td>1st 32</td>
<td>0/3</td>
</tr>
<tr>
<td></td>
<td>2nd 32</td>
<td>3/4</td>
</tr>
<tr>
<td>3,201 to 10,000</td>
<td>1st 50</td>
<td>1/4</td>
</tr>
<tr>
<td></td>
<td>2nd 50</td>
<td>4/5</td>
</tr>
<tr>
<td>10,001 to 35,000</td>
<td>1st 80</td>
<td>2/5</td>
</tr>
<tr>
<td></td>
<td>2nd 80</td>
<td>6/7</td>
</tr>
<tr>
<td>35,0001 to 150,000</td>
<td>1st 125</td>
<td>3/7</td>
</tr>
<tr>
<td></td>
<td>2nd 125</td>
<td>8/9</td>
</tr>
</tbody>
</table>
What is California Proposition 65?

Proposition 65 (Prop 65) is a law approved by California voters in a referendum in 1986. It requires the state to keep a list of chemicals that cause cancer or reproductive toxicity. If a product contains a chemical on the list, a Prop 65 testing report must be provided. You can access the list of 800-plus chemicals on the California Office of Environmental Health Hazard Assessment website at http://www.oehha.ca.gov/prop65/prop65_list/Newlist.html. Lead, phthalates and other common chemicals are on the Proposition 65 list.

All products manufactured, distributed or sold in California must comply with the exposure and/or labeling requirements specified in Proposition 65. If a product contains a listed substance that will release from the product over time and in excess of the Proposition 65 limits, specified warning statements must appear on or near the product at the time of purchase.

Covered Products

HSN Partners supplying any of the products listed below under Proposition 65, must ensure that all items comply with the limits set forth. It is your responsibility to provide to HSN QA approved third-party laboratory reports with each item submission. This requirement applies to normal as well as value-added and GWP items.

<table>
<thead>
<tr>
<th>Apparel</th>
<th>Cosmetic &amp; Toiletry Bags</th>
<th>Footwear</th>
<th>Jewelry</th>
<th>Wallets</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belts</td>
<td>Electronics &amp; Mobile Device Cases</td>
<td>Gloves</td>
<td>Key Chains</td>
<td>Watches</td>
</tr>
<tr>
<td>Ceramic Tableware</td>
<td>Eyeglass Cases</td>
<td>Hats</td>
<td>Scarves</td>
<td></td>
</tr>
<tr>
<td>Clutches</td>
<td>Fashion Accessories</td>
<td>Handbags</td>
<td>Totes</td>
<td></td>
</tr>
</tbody>
</table>

See California Proposition 65 Requirements document on the Partner Portal:
https://view.hsn.net/WebDocuments/documents/01_PROP65Guide.pdf

Certificate of Compliance with California’s Metal-Containing Jewelry Law

In addition to providing test reports evidencing compliance lead, cadmium and phthalates limits, all Jewelry and Watch items submitted to HSN QA must include a declaration of compliance with California law (written on the Partner’s company letterhead and uploaded to the Product Specification Sheet).

A sample of the required certificate of compliance language may be found on the HSN Partner Portal
https://view.hsn.net/WebDocuments/documents/CA%20Metal%20Containing%20Jewelry%20Law%20Sample%20COC.doc

The Law now requires manufacturers and importers to certify that all products manufactured on or after November 12, 2008, are compliant with all applicable standards, rules and bans enforced by the Consumer Products Safety Commission (CPSC). Compliance shall be evident by a declaration or certificate of conformity. The Certificate of Compliance is required for applicable items. You can complete one and upload it to the Documents section of the product specification sheet. A blank Certificate of Conformity form will also be posted in the HSN Partner Portal under for your information and within the QA / PI Standards Manuals section https://view.hsn.net/WebDocuments/documents/03_CPSIA%20Certificate%20of%20Conformity.pdf

Cosmetic products (eye pencils, lip pencils, cosmetic brushes or any other item with a painted surface) subject to ANY of the Covered Acts require documentation of compliance with the CPSIA. http://www.cpsc.gov/about/cpsia/cpsia.html

<table>
<thead>
<tr>
<th>Act Title</th>
<th>Section</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>16CFR1202 – Matchbooks</td>
</tr>
<tr>
<td></td>
<td>16CFR1203 – Bicycle Helmets</td>
</tr>
<tr>
<td></td>
<td>16CFR1204 – Antennas</td>
</tr>
<tr>
<td></td>
<td>16CFR1205 – Lawnmowers</td>
</tr>
<tr>
<td></td>
<td>16CFR1207 – Swimming Pool Slides</td>
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<tr>
<td></td>
<td>16CFR1209 – Interim Standard for Cellulose Insulation</td>
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<tr>
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<td>16CFR1210 – Cigarette Lighters</td>
</tr>
<tr>
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<td>16CFR1211 – Garage Door Openers</td>
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<td>16CFR1212 – Multi-purpose Lighters</td>
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<td>16CFR1213 – Entrapment in Bunk Beds</td>
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<td>16CFR1301 – Refuse Bins</td>
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<td>16CFR1302 – Flammable Contact Adhesives</td>
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<td>16CFR1303 – Lead-Containing Paint</td>
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<td></td>
<td>16CFR1304 – Consumer Patching Compounds</td>
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<tr>
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<td>16CFR1305 – Artificial Emberizing Materials</td>
</tr>
<tr>
<td></td>
<td>16CFR1306 – Lawn Darts</td>
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<td></td>
<td>16CFR1401 – Self-Pressurized Consumer Products</td>
</tr>
<tr>
<td></td>
<td>16CFR1402 – CB Base Station/TV Antennas</td>
</tr>
<tr>
<td></td>
<td>16CFR1404 – Cellulose Insulation</td>
</tr>
<tr>
<td></td>
<td>16CFR1406 – Coal and Wood Burning Appliances</td>
</tr>
<tr>
<td>Federal Hazardous Substances Act (FHSA)</td>
<td>16CFR1500 – Hazardous Substances / Toys and Other Articles Intended for Use by Children</td>
</tr>
<tr>
<td></td>
<td>16CFR1501 – Small Parts (Children &lt;3 years)</td>
</tr>
<tr>
<td></td>
<td>16CFR1505 – Electrically Operated Toys and Other Electrically Operated Articles Intended for Use by Children</td>
</tr>
<tr>
<td></td>
<td>16CFR1507 – Fireworks Devices</td>
</tr>
<tr>
<td></td>
<td>16CFR1508/1509 – Baby Cribs</td>
</tr>
<tr>
<td></td>
<td>16CFR1510 – Rattles</td>
</tr>
<tr>
<td></td>
<td>16CFR1511 – Pacifiers</td>
</tr>
<tr>
<td></td>
<td>16CFR1512 – Bicycles</td>
</tr>
<tr>
<td></td>
<td>16CFR1513 – Bunk Beds</td>
</tr>
<tr>
<td>Flammable Fabrics Act (FFA)</td>
<td>16CFR1610 – Clothing Textiles / Wearing Apparel</td>
</tr>
<tr>
<td></td>
<td>16CFR1611 – Vinyl Plastic Film</td>
</tr>
<tr>
<td></td>
<td>16CFR1615/1616 – Children’s Sleepwear</td>
</tr>
<tr>
<td></td>
<td>16CFR1630/1631 – Carpets and Rugs</td>
</tr>
<tr>
<td></td>
<td>16CFR1632 – Mattresses and Mattress Pads</td>
</tr>
<tr>
<td>Poison Prevention Packaging Act (PPPA)</td>
<td>16CFR1700</td>
</tr>
<tr>
<td>Refrigerator Safety Act (RSA)</td>
<td>16CFR1750</td>
</tr>
</tbody>
</table>
HSN requires substantiation for all objective performance claims made for the products we sell. At times, that substantiation may require clinical testing to support the claims. This Appendix contains information that will help you locate a laboratory to conduct your clinical studies and provide you general guidance on the content of those studies.

Below you will find a list of “HSN Preferred Labs.” These laboratories have been chosen based upon their qualifications and reputation in the industry. The laboratories listed below have a copy of HSN’s General Clinical Guidelines and have an understanding of HSN’s general requirements. Again, this list is a “preferred” list and we will certainly accept substantiation from other testing laboratories as long as the testing meets our minimum requirements and the laboratory has the requisite qualifications.

We highly suggest submitting your proposed testing protocol to HSN for review before beginning your testing to ensure it meets our standards. The goal of these guidelines is to streamline the process for our vendor partners by providing an understanding of our testing requirements and connecting our partners with qualified testing laboratories.

Pricing for each test varies depending on the actual design of the protocol. The labs may offer volume discounts as well. Please contact the individuals listed below for further specific information relating to the testing you seek.

HSN Preferred Labs

<table>
<thead>
<tr>
<th>BIOSCREEN TESTING SERVICES</th>
<th>CLINICAL RESEARCH LABORATORIES, LLC</th>
</tr>
</thead>
<tbody>
<tr>
<td>3904 Del Amo Blvd, Suite #801</td>
<td>371 Hoes Lane</td>
</tr>
<tr>
<td>Torrance, CA 90503</td>
<td>Piscataway, NJ 08854</td>
</tr>
<tr>
<td>(310) 214-0043</td>
<td>(732) 981-1616</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CONSUMER PRODUCT TESTING COMPANY</th>
<th>ESSEX TESTING CLINIC</th>
</tr>
</thead>
<tbody>
<tr>
<td>70 New Dutch Lane</td>
<td>799 Bloomfield Avenue</td>
</tr>
<tr>
<td>Fairfield, NJ 07004-2514</td>
<td>Verona, NJ 07044</td>
</tr>
<tr>
<td>(973) 808-7111</td>
<td>(973) 857-9541</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PRINCETON CONSUMER RESEARCH</th>
<th>UL VERIFICATION SERVICES</th>
</tr>
</thead>
<tbody>
<tr>
<td>307 College Rd East</td>
<td>85 John Rd</td>
</tr>
<tr>
<td>Princeton, NJ 08540</td>
<td>Canton, MA 02021</td>
</tr>
<tr>
<td>(609) 455-1112</td>
<td>(781) 821-2200</td>
</tr>
</tbody>
</table>
General Clinical Guidelines

The following are meant to be general guidelines for the type of information required to make certain claims. These are general guidelines only and the exact type and quantity of information needed will depend upon the specific products and claims.

- To substantiate objective claims for a product, an adequate and well-controlled clinical study must be performed. The clinical study should have a control group. For a comparison to other products, the clinical study must be a double-blind, head-to-head study comparing the two products.
- In some cases, instruments can detect a difference in moisture, firmness, etc. that cannot be perceived by consumers. To substantiate certain claims (e.g. one product is more effective than another), the results of the study must show both a statistically significant difference in the actual (objective) change in the variable (e.g., wrinkle reduction, hydration), and that such difference would be perceivable to consumers.
- Depending on the design and results of the initial study, and the ingredients in the products, additional evidence may be required, such as a second study to confirm or support the results of the initial study or an assay of the key ingredient(s) of the two products.
- After the study has been completed, a thorough report on the study must be completed and signed by the testing company. Such reports should include:
  - The complete protocol including descriptions of the procedure followed to recruit participants (e.g. inclusion/exclusion criteria) and testing methodology. Reference to a standard test is preferred.
  - Results of testing on each individual. (Raw data may be requested)
    - Summary of the results
    - Description of any adverse reactions
    - The testing company’s discussion and analysis of the results (data), including:
      - Statistical analysis of the data (or explanation of why it is not needed)
      - Explanation for excluding any subjects or data
      - Discussion of any subjects who did not complete the study
      - Conclusions reached (i.e. claims that can be made based on the data)
      - The participant survey, if any, including the full questionnaire completed by each participant. (see discussion below on participant survey questions).
  - Basic Considerations
    - Tests should have a minimum of 30 participants in the product test group completing the study (understanding that some participants may not complete the entire study, you would want to enroll more than 30)
    - The subjects should reflect the target consumer population
    - Depending on the claim, additional participants may be required as noted under “Guidelines for Specific Studies”
    - The subjects should follow the directions for use of each product during the study
    - The usage in the study should be consistent with the manner in which the customer would use the product. For example, if you are selling an eye cream that claims a reduction of wrinkles around the eyes, the product should be tested on the eye area, not the forearm
    - All studies or other data should be submitted that relates to the requested claim(s). For any claim, the totality of the evidence will be considered. In other words, if there is one test with positive results and a second test with ambiguous or negative results, a claim may not be permitted.
Basic Considerations (continued)

- A typical claim from a test with the required disclaimers might read: “In one test using a corneometer, ____% of 25 middle-aged women using the vendor’s product and ____% of women using a competitor’s product for 30 days achieved significantly smoother skin.”

- Please note that participant (subjective) study answers must be specifically described as such and cannot be substituted for instrumentation results. For example, if 80% of participants answered the study stating their skin felt firmer, the claim would be phrased such as “80% of participants believed their skin felt firmer after 4 weeks of use.” It could not be stated that “80% firmer skin in 4 weeks” as that would reflect instrumentation results, not subjective results.

Suggested Inclusions & Exclusions (General)

**Inclusion Criteria**
- Males or females, age (18 years of age or older)
- Written informed consent
- Good general health

**Exclusion Criteria**
- Insulin-dependent diabetes
- Bilateral mastectomy for cancer involving removal of lymph nodes
- Clinically significant skin diseases which may contraindicate participation, including psoriasis, eczema, atopic dermatitis, and active cancer
- Asthma that requires medication
- Immunological disorders such as HIV positive, AIDS and systemic lupus erythematosus
- Treatment for any type of cancer within the last six months
- Use of any prescribed anti-inflammatory drug, immunosuppressive drugs or antihistamine medication (steroid nose drops and/or eye drops are permitted). Any over-the-counter pain medication that is ingested in quantities exceeding label instructions
- Topical drugs used at patch site
- Pregnancy, lactation, or planning a pregnancy
- Medical condition which, in the Investigator's judgment, makes the subject ineligible or places the subject at undue risk
- Participation in any patch test for irritation or sensitization within the last four weeks or known sensitization to adhesives
- Damaged skin in or around test sites which include sunburn, extremely deep tans, uneven skin tones, tattoos, scars, excessive hair, numerous freckles or other disfiguration of the test site
- No ophthalmological problems or previous difficulty with eye area products
Suggested Inclusions & Exclusions (SPF)

Inclusion Criteria

- Male or female, 18 years of age or older
- Subjects will be enrolled into the study only after it is determined that each satisfies one of the following skin types and sunburn and tanning histories:
  (I) Always burns easily; never tans
  (II) Always burns easily; tans minimally
  (III) Burns moderately; tans gradually (light brown)
- The skin type and sunburn and tanning history will be based on an evaluation of the volunteers’ opinions of their response to the first 30 to 45 minutes of sun exposure after a winter season of no sun exposure
- Written informed consent
- Valid MED of unprotected skin at Visit 2
- Good general health

Exclusion Criteria

- Use of antihistamine or anti-inflammatory medications (i.e., aspirin, ibuprofen, or corticosteroids) within 7 days prior to initial unprotected MED exposure
- Use of medication (topical or systemic) known to produce abnormal sunlight responses within 7 days prior to initial unprotected MED exposure
- History of abnormal responses to sunlight (e.g., phototoxic or photoallergic responses)
- Known allergies or sensitivities to sunscreens or sunscreen ingredients, cosmetics or cosmetic ingredients
- Presence of sunburn, suntan, scars, active dermal lesions and uneven skin tones observed upon examination of the areas of the back to be tested. The presence of nevi, blemishes, or moles will be acceptable, if they will not interfere with the study conduct
- History of cancer
- Insulin-dependent diabetes
- Pregnancy (as determined by a urine pregnancy test) or lactation
- Any condition, which in the opinion of the Investigator, may affect the results of the study

Legally effective written informed consent will be obtained from each volunteer prior to exposure for the initial determination of unprotected MED. Each subject will be assigned a screening number at this time. All information on the medical history is given by the volunteer. Enrollment and assignment of final subject numbers will occur on the same day as the subject is treated with test article(s).
### Guidelines for Specific Studies

<table>
<thead>
<tr>
<th>TYPE</th>
<th>MANDATORY REQUIREMENTS</th>
<th>SPECIAL CONSIDERATIONS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Repeat Insult Patch Test (RIPT) (Modified Draize Procedure)</td>
<td>-50 subjects <em>complete</em> study; 200 subjects <em>complete</em> study (depends on claim sought -see Special Considerations)</td>
<td>-50 subjects completing study are required for general irritation claims -200 subjects completing study are required in order to make “hypo-allergenic” claim</td>
</tr>
<tr>
<td>Evaluation of Sunscreen SPF and Broad Spectrum SPF</td>
<td>10 -13 subjects ≥ 10 with valid results</td>
<td>Test method published in 21 CFR 201.327 -Success of test substantiates SPF -Passing Broad Spectrum test substantiates Broad Spectrum SPF</td>
</tr>
<tr>
<td>Evaluation of Sunscreen Water-Resistant Conditions</td>
<td>10 -13 subjects ≥ 10 with valid results</td>
<td>Test method published in 21 CFR 201.327 -Success of test provides either “water resistant (40 minutes or 80 minutes) claim</td>
</tr>
<tr>
<td>Evaluation of in-use Safety of Eye Products</td>
<td>-30 subjects <em>complete</em> study</td>
<td>-Success of test provides “ophthalmologist tested” (if testing under ophthalmologist supervision) and/or “no tears/eye sting” claim</td>
</tr>
<tr>
<td>Evaluation of Facial Products for Discomfort</td>
<td>-30 subjects <em>complete</em> study</td>
<td>-Success of test provides for “sensitive skin” claim</td>
</tr>
<tr>
<td>Evaluation of Efficacy of Anti-aging product</td>
<td>-30 subjects <em>complete</em> study -Measurements made by instrumentation (visual grading not enough on its own)</td>
<td>-Success of test may provide for claims such as moisturization, firmness, elasticity, fine lines and wrinkles</td>
</tr>
<tr>
<td>Evaluation of Efficacy of other products</td>
<td>Contact lab for suggested protocol; submit protocol to HSN for review before beginning study</td>
<td></td>
</tr>
</tbody>
</table>

*Last updated: 12/30/2015*
The following are meant to be general guidelines for the type of information required to make certain claims from Consumer Perception Surveys (CPS). These are general guidelines only and the exact type and quantity of information needed will depend upon the specific products and claims.

- To substantiate Consumer Perception claims for a product, an adequate and well-designed Consumer Perception Survey must be performed, preferably from a third party surveyor.
- Depending on the design and results of the initial survey, and the ingredients in the products, additional evidence may be required, such as a Clinical study to confirm or support the results of the initial survey.

Basic Considerations

- The survey should have a minimum of 30 participants completing the testing period.
- Survey must consist of and reflect the perceptions of the participants
- Survey must indicate whether each participant is compensated
- Survey must indicate whether each participant has a material connection to the partner/mfg/HSN.
- The subjects should reflect the target consumer population
- The subjects should follow the directions for use of each product during the study
- The usage in the study should be consistent with the manner in which the customer would ordinarily use the product. For example, if you are selling an eye cream that claims a reduction of wrinkles around the eyes, the product should be tested on the eye area, not the forearm
- Survey results are subjective and said subjective claims cannot be made into objective claims based on instrumentation results. For example, if 80% of participants answered the study stating their skin felt firmer, the claim would be phrased such as “80% of participants believed their skin felt firmer after 4 weeks of use.” It could not be stated that “80% firmer skin in 4 weeks” as that would reflect instrumentation results, not subjective results.

Any data used for on-air support from the Survey must be consistent with the approved features and benefits. Claim(s) from the survey will be positioned in the following manner:

*In a Consumer (Office) Perception Survey, X number of (paid) participants, using the product X number of day, X times per day, stated: (insert percentages here.)*
Final Report

Once the survey has been completed, a thorough report on the survey must be completed and signed by the surveyor. Consumer Perception Survey reports should include the following information:

1. The name of the surveying lab or company on company letter head.
2. The objective of the survey.
3. The complete survey protocol including:
   - Number of participants completing the survey
   - Demographic of the participants, i.e. Age, Sex, Race, etc.
   - Descriptions of the protocols followed
   - How often was the product used once a day, twice a day, etc
   - How long the product was tested 2 wks, 4 wks, 2 months, etc
   - The survey questions asked to each participants: include the Questionnaire
   - Date survey was started and ended
   - Recruiting inclusion/exclusion criteria and testing methodology.
     - Examples of Inclusion Criteria
       » Males or females, age (18 years of age or older)
       » Good general health
     - Examples of Exclusion Criteria
       » Clinically significant skin diseases which may contraindicate participation, including psoriasis, eczema, atopic dermatitis, and active cancer, damaged skin in or around test sites
       » Immunological disorders
       » Use of any prescribed anti-inflammatory drug
   - Description of any adverse reactions
4. The survey questions asked of each participant
5. Tabulated summary of the results (indicating the counts/percentages agree, disagree, etc.) as shown in the sample chart below:

<table>
<thead>
<tr>
<th>Question</th>
<th># Agree</th>
<th># Neutral (neither agree or disagree)</th>
<th># Disagree</th>
<th>% agreed</th>
</tr>
</thead>
<tbody>
<tr>
<td>I feel more confident about how I look</td>
<td>34</td>
<td>0</td>
<td>2</td>
<td>94%</td>
</tr>
<tr>
<td>My skin looks and feels smoother</td>
<td>36</td>
<td>0</td>
<td>0</td>
<td>100%</td>
</tr>
<tr>
<td>My skin feels and looks moisturized</td>
<td>33</td>
<td>0</td>
<td>3</td>
<td>92%</td>
</tr>
<tr>
<td>My skin feels firmer</td>
<td>29</td>
<td>4</td>
<td>3</td>
<td>92%</td>
</tr>
</tbody>
</table>
6. The surveying company’s discussion and analysis of the results (data), including explanation for excluding any subjects or data
   - Discussion of any subjects who did not complete the study
7. Conclusions reached (i.e. claims that can be made based on the data)
   In a Consumer (Office) Perception Survey, X number of (paid) participants, using the product X number of day, X times per day; stated: (insert percentages here.)
8. Surveyor signature page. Include the person(s) overseeing the survey, title and date signed.
9. Appendix
   - Raw data from the perception survey, including the completed participant questionnaires may be required and can be included here
## APPENDIX C - COSMETICS QA STANDARDS CHECKLIST

| Sample Submission | • Product specification sheet completed in the Partner Portal and submitted to the HSN Buyer  
|                   | • QA sample sent to HSN QA  
|                   | • QA sample must be complete and packaged as intended for sale to the customer  
|                   | • Sample must include:  
|                   | a) all internal and external packaging  
|                   | b) all products and components with intended labeling  
|                   | c) all inserts, instructions and any materials that go to the customer  
|                   | • Print and affix sample label from the spec to the sample prior to submittal  
|                   | • Mark the sample with “QA Sample – Do Not Open”  
| Packaging         | • Ensure the product packaging can withstand the shipping environment. Shipping hazards include but are not limited to shock, vibration, compression, heat and humidity  
|                   | • Protective packaging must be able to withstand ISTA (International Safe Transit Association) 3A test procedures  
|                   | • All individual product shipping cartons and/or master cartons must meet or exceed the HSN carton strength requirements published in the Supply Chain Manual. Cartons should be marked with the BMC (box maker’s certificate) containing a declaration of carton strength.  
|                   | • Submit the proposed product packaging to QA for evaluation (exactly as it will be sent to the customer)  
|                   | • QA provides a failure analysis and corrective action suggestion to improve the packaging for items that fail package testing; a new sample with improved packaging must be submitted to QA for re-testing  
|                   | • Re-shipper must contain sufficient fill to prevent the item from shifting during transportation  
|                   | • Polybags used to bundle sets must be a minimum of 1.0 mil thick; closure should be secured by bag tape, twist tie or heat-sealed  
|                   | • Polybags larger than 5” x 7” require a printed child suffocation warning that should read: “Warning – To avoid danger of suffocation; keep away from babies and children. Do not use in cribs, beds or play pens. This bag is not a toy.”  
|                   | • Flammable/combustible products must be packaged in master cartons marked with Limited Quantity/ORM-D and Up arrow markings. If the product is packaged in a self-shipper carton, the self-shipper must also be marked with Limited Quantity/ORM-D and Up arrow markings. |
## APPENDIX C - COSMETICS QA STANDARDS CHECKLIST CONTINUED

<table>
<thead>
<tr>
<th><strong>Seals</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Leak/tamper seals must be aesthetic and effective</td>
<td></td>
</tr>
<tr>
<td>• Seal types include but are not limited to: foil induction seals, shrink wrap, cellophane wrap, tamper tape and crimped sprayers</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Product Labeling</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Cosmetics labeling must conform to requirements of 21 CFR, parts 701 and 740</td>
<td></td>
</tr>
<tr>
<td>• Label copy type must be legible and clearly understood</td>
<td></td>
</tr>
<tr>
<td>• Labeling must contain the product name, statement of identity, net contents, country of origin, ingredients, directions for use, required warnings and manufacturer/distributor address</td>
<td></td>
</tr>
<tr>
<td>• List Net Contents in both English and metric units or numerical count on the Principle Display Panel (PDP)</td>
<td></td>
</tr>
<tr>
<td>• Ingredients listing must be recognized by PCPC and classified as shown in the INCI Dictionary</td>
<td></td>
</tr>
<tr>
<td>• Directions for use and warnings must be legible and clearly understood</td>
<td></td>
</tr>
<tr>
<td>• Must have lot number or batch code on all finished products</td>
<td></td>
</tr>
<tr>
<td>• Expiration dates may be required for OTC Drug products or products with unstable or short shelf life; dates must be on the primary container, selling unit and master carton</td>
<td></td>
</tr>
<tr>
<td>• If more than one component in a kit has an expiration date, the earliest date must be declared on the selling unit and master carton labeling</td>
<td></td>
</tr>
<tr>
<td>• OTC Drug or combination cosmetic/OTC drug products must be labeled with the appropriate Drug Facts Panel</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Product Safety</strong></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• SDS (Safety Data Sheets) are required for all flammable and combustible products; must include the Flash Point</td>
<td></td>
</tr>
<tr>
<td>• Products must contain antimicrobial preservatives recognized by the Personal Care Products Council or the product must pass the USP &lt;51&gt; Preservative Effectiveness Test</td>
<td></td>
</tr>
<tr>
<td>• All liquid, gel, cream or lotion products intended for use in the eye orbital area must pass in-vitro or in-vivo eye-safety testing</td>
<td></td>
</tr>
<tr>
<td>• Sensitivity testing may be required on some products; these products must pass skin-sensitivity testing, such as Repeat Insult Patch Testing (RIPT)</td>
<td></td>
</tr>
</tbody>
</table>
## Documentation
- All objective and performance claims must be substantiated
- Technical documentation and/or laboratory test data to substantiate objective and performance claims (for both labeling and features and benefits)
- ASTM or other recognized standards must be followed when conducting efficacy/performance tests
- All test data must be presented as a formal report by a competent and reliable scientific source
- Test data must indicate the methodology and results
- Acceptable studies: clinical studies, performance tests and surveys must have at least 30 subjects complete the test
- Manufacturer’s FDA facility registration needed for all OTC drugs
- Organic Certifications needed if item is organic or uses any organic ingredient(s)
- NPA (National Products Association) certification is needed for natural items claiming to have a natural ingredient
- “Bonus” and/or “Gift with Purchase” claims require prior approval from the Legal Department to ensure compliance with FTC guidelines

## QA Sample
- Configuration must match the product specification sheet in all respects
- No surface or interior defects, scratches, dings, irregularities, imperfections, improper fit or poor finish
- Handles, knobs, switches, levers, etc. must be strong enough to withstand anticipated and potential customer abuse
- Must perform as intended by its design
- Must have quality appearance, smoothness, proper separation, odor and/or color

## Features and Benefits
- Claims including but not limited to objective claims, absolute claims, performance claims, claims on the formulation, trademark and trade name must be substantiated
- Claims on individual ingredients usually are not allowed

## Compliance
- All items and documentation must conform to current legal requirements and regulations, including but not limited to applicable federal and state laws, Federal Trade Commission (FTC) requirements and/or U.S. Custom requirements; it is the vendor’s responsibility to understand and comply with these requirements
- SPF and active OTC ingredients must have an associated OTC monograph
- All products manufactured, distributed or sold in California must comply with the exposure and/or labeling requirements specified in Proposition 65