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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 Amended Care Labeling Rule: [http://www.ftc.gov/os/statutes/textile/carelbl.shtm](http://www.ftc.gov/os/statutes/textile/carelbl.shtm)
- California Proposition 65: [http://www.oehha.ca.gov/prop65/prop65](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](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 relationship 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:

**Matt Demers** | VP: Quality Assurance & Product Information | 727.872.7799 | matthew.demers@hsn.net

**Rita Fontan** | QA Manager: Apparel & Accessories | 727.872.5625 | rita.fontan@hsn.net
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>Footwear</th>
<th>QA Sample and Product Specification Sheet Lead Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Top of Production (TOP) Samples</td>
<td>21 days Before Ship Date (HSN Exclusive Brands)</td>
</tr>
<tr>
<td></td>
<td>7 days Before Ship Date (Market Brands)</td>
</tr>
</tbody>
</table>

Additional key milestones are outlined in Appendix B of the HSN Partner Supply Chain Requirements Manual.  

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/documents/8-Compliance.pdf
SUBMISSION REQUIREMENTS

How to Submit Your Samples to QA

A complete sample submission for footwear will consist of the following:

- **Complete product specification sheet submitted on the HSN Partner 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
  - Include all required Prop 65 and CPSC compliance testing documentation

- 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


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

**HSN Exclusive Footwear Sample Requirements:**
- A fit/pre-production sample in size 8M must be submitted to QA prior to production
- Leather and suede labeled swatches must be submitted with the fit/pre-production sample
- Top of Production (TOP) Sample in size 9M in each color on order
- Samples must be representative of the final product from the production lot
- Include all internal and external packaging, all products and components with intended labeling
- Include all inserts, instructions and any other material that is to go to the customer

**Market Brand Footwear Sample Requirements:**
- Production sample in size 9M in each color on order must be submitted to QA
- Samples must be representative of the final product from the production lot
- Include all internal and external packaging, all products and components with intended labeling
- Include all inserts, instructions and any other material that is to go to the customer

**NOTE:** For Today’s Special (TS) items, the Partner may be required to submit a full size range from production

**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](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.

Last updated: 6/16/2015
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.
  - Approval given for Fit samples is indication that you may move forward with the production process (subject to any modifications detailed with the evaluation report). You will receive a complete graded spec upon Fit approval
  - Approval given for Production samples indicate that 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). Products placed into Approved Pending status require closure of the remaining issues before final approval is issued. 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.
Heel Height (Shoes/Boots)
HSN requires the heel height of footwear to be measured at both the inside AND outside of the heel
NOTE: wedges require outside heel measurement ONLY

For footwear with a wider outer sole, subtract the depth of the sole from the heel measurement to find heel height

Shaft Height (Boots)
HSN requires the shaft height of boots to be measured along the back seam from the top of the heel to the top of the boot

Circumference (Boots)
HSN requires the shaft height of boots to be measured around the circumference of the boot opening
HSN partners are required to ensure that the performance attributes/characteristics have been validated to conform to the details provided in the approved product specification sheet and as approved by the HSN merchandising team PRIOR to submission of samples to HSN QA.

Failure to meet the required quality and performance standards will result in REJECTION of the product until such time as compliant product is available and quality/performance characteristics validated.

As part of the quality evaluation process, HSN QA will conduct internal testing on the submitted production samples to validate accuracy of the attributes/characteristics.

Additionally, HSN may request the submission of test documentation via the product specifications sheet as validation of the accuracy of the claimed performance attributes/characteristics.

At a minimum, ALL footwear items purchased by HSN must meet the below performance standards.

Please note that additional testing not listed below, may be required based on specific performance claims or product characteristics.

<table>
<thead>
<tr>
<th>Property</th>
<th>Test Method</th>
<th>Requirements</th>
</tr>
</thead>
</table>
| Material Identification        |             | Material must meet claimed composition and may be verified through submission of testing and/or other documentation. Examples include:
|                                |             | • Independent microscopy or other testing documentation to validate species of exotic skins (crocodile, ostrich, python, etc.)
|                                |             | • Swarovski® crystal use substantiated via Swarovski® letter of authorization |
| Construction                   |             |                                                                               |
| Fabric Weight                  | ASTM D3776  | ± 3%                                                                         |
| Shading (panel to panel)       |             | 4.0 minimum                                                                  |
| Performance                    |             |                                                                               |
| Heel Impact                    | FIA 702     | No bending or cracking after 5 impacts                                        |
| Heel Attachment                | FIA 1201    | 60 kg minimum                                                                |
| Ornament Attachment            | BS 5131, 5.11 | 15 lbs                                                                       |
| Ornament/Buckle Corrosion      | SATRA TM310 | No corrosion or tarnishing after 24 hrs                                       |
| Colorfastness to Perspiration, Ins ole | AATCC 15 | Class 4                                                                      |
| Crocking                       | AATCC 8, 116 | Fabrics: 4.0 Dry / 3.0 Wet
|                                |             | Leather, Suede, Dark Denim: 3.0 Dry / 2.0 Wet                                |
| Oil Repellency, if claimed     | AATCC 118   | Grade 6.0                                                                    |
| Waterproof, if claimed         | SATRA TM77 (1992) | No water penetration; 50,000 cycles                                           |
Minimum Construction Standards

Footwear products submitted to HSN QA will be reviewed by QA according to the product construction guidelines listed below:

### Back Straps/Openings
- Back strap buckle should be secure and not jam when strap is inserted
- There should be no raw edges on the straps and the strap lining should be securely attached
- Holes for prongs must be functional and easy to place prong through
- Gores must be split for functionality

### Laces
- Laces should be properly tipped and of adequate length for each size
- Eyelets should be securely attached with no sharp or rough edges

### Material
- First-quality materials must be used – no seconds
- The lot must be cut from only one shade of material; matching pieces must all be the same shade

### Snaps, Rivets, Zippers, Embellishments & Trims
- Must not have corrosion present on metal/metallic components
- Must pass care label instructions and not crack, chip, discolor, rust or melt
- Must be securely fastened, reinforced and colorfast

### Sizing/Measurements
- Back height of the pair should not exceed 1/16” from shoe to shoe
- Sizing within a pair must match from left shoe to right shoe, including the vamp, length, heel and sole length
  - A length measurement difference of 1/3” for full sizes and 1/6” for half sizes applies to all shoes
  - Each change in width (B to C to D, etc.), corresponds to a ¼” change in girth at the ball of the foot
  - Shoe width equivalent requirements are: M = B width, W = D width, WW = 2E width

### Workmanship/General Appearance
- Product must be clean and free from:
  - Defects, dirt, flaws, oil, raw/unfinished edges, repair marks, shade differences and stains
  - Mold and chemical odors. (use silica and/or anti-mold packets when necessary)
  - Irregularities in coloration/pigmentation or surface irregularities that are not inherent to the product
- Sock lining must be properly aligned and securely affixed to the sole
- Sole must be securely attached to vamp, particularly at toe
- Threads must be trimmed flush
FOOTWEAR LABELING REQUIREMENTS

Brand Name
The brand name must be permanently identified on the physical product.

Size
The size must be permanently identified on the physical product.
- Shoe size must be present in US Sizing
- Each shoe must be marked with the size

Country of Origin
The country of origin must be marked in a conspicuous place as legibly, indelibly and permanently as the nature of the article will permit, in such a manner as to indicate to an ultimate purchaser in the United States the English name of the country of origin of the article.
- A textile label sewn on an inner seam or an indelible ink stamp are the accepted forms of marking
- Paper sticker labels are not acceptable
- Note that both shoes in a pair must be marked
- Refer to 19 CFR 131.41 for methods and manner of marking and 19 CFR 134.44 for location and other acceptable methods of marking

Material Content
The declaration of material content is not required for footwear products unless the product contains leather or imitation leather and is subject to the labeling requirements of 16 CFR Part 24: Guides for Select Leather and Imitation Leather Products.

Suede Color Transfer Disclosure
All dark suede footwear items with crocking performance at or below 3.0 (dry) / 2.0 (wet) are required to disclose the potential for color transfer via a hangtag or sticker affixed to the product.

If your suede shoe gets wet, simply blot it dry with a clean towel of similar color. Any bright or deep-colored suede item could transfer its color to other items.
**Cashmere and Other Luxury Fibers**

These fibers must be exactly as stated on the sewn label. Other requirements are:

- All colors must be tested by an approved 3rd party testing laboratory.
- The lowest level of cashmere found within a line of goods, after rounding down, will become the fiber content for the entire line. For example, if four colors of HSN #123456 are tested as 100% cashmere and their actual results are 99.2%, 97.5%, 91.3% and 90.9%, each item within that group will need to be labeled 90% cashmere, with the rest of the fiber content percentage stated in the test report. There are no exceptions.
- Also, please note that any fiber content stated as 100% must be 100% to be labeled as such.
- The ±3.0% leeway applies only to non-cashmere blends.

**Faux Fur Labeling**

Faux fur products 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 and Imitation Leather Labeling**

All Partners 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.*

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](#)
PACKAGING

The integrity of the container and packaging of the product are the Partner’s responsibility. The partner must ensure that the product packaging can withstand the shipping environment.

HSN QA evaluators may suggest certain packaging, based on their experience. However, it is the responsibility of the partner to ensure that products are packaged so that they do not become damaged or soiled during transport. The partner should always perform their own drop, freeze, vibration or other testing to ensure that the packaging is resistant to soiling or other damage.

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 merchant.

HSN has established Brand Packaging Standards for Footwear products that must be followed by our partners. The detailed brand packaging requirements can be found in the HSN Partner Supply Chain Requirements Manual – Brand Packaging https://view.hsn.net/WebDocuments/documents/6a-Brand%20Packaging.pdf

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

Other Packaging Considerations

• Sharp points and edges offering a hazard upon opening the package must be covered and secured.
• Decorative gift boxes (1 or 2-piece) should be shrink-wrapped, cello-wrapped or covered by a cardboard sleeve in a sealed poly bag to protect the finish and presentation of the product.
• Components of kit/set products 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 a poly bags as external packaging, the poly bag 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.
PRODUCTION INSPECTION

Pre-Shipme nt 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 purchase orders valued $75,000 or more
• 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 for Footwear Products

• Final Inspections for Footwear 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.
• In addition to the final inspection, all Today’s Special (TS) items are required to have in-process inspection conducted when the goods are 20% produced

On-site field inspection is based on
• ANSI/ASQ Z1.4, -General Level 2 Inspection Level –Single Sampling Plan (2.5 AQL- Major, 2.5 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 (material, 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 the onsite inspection program can be found in the HSN Partner Supply Chain Requirements Manual
https://view.hsn.net/WebDocuments/documents/4-Quality%20Assurance.pdf
https://view.hsn.net/WebDocuments/documents/01_OnSiteWelcomeLetter.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 ASQ Z1.4, 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 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
Footwear Inspection Sampling Plan

The chart below is based on ANSI/ASQ Z1.4, Normal Inspection, General Level 2, Single Sampling Plan.

<table>
<thead>
<tr>
<th>lot size</th>
<th>normal (inspection level 2)</th>
<th>AQL</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>sample</td>
<td>2.5 AQL (major defects)</td>
<td>2.5 AQL (minor defects)</td>
</tr>
<tr>
<td>2 to 8</td>
<td>2</td>
<td>0/1</td>
<td>0/1</td>
</tr>
<tr>
<td>9 to 15</td>
<td>3</td>
<td>0/1</td>
<td>0/1</td>
</tr>
<tr>
<td>16 to 25</td>
<td>5</td>
<td>0/1</td>
<td>0/1</td>
</tr>
<tr>
<td>26 to 50</td>
<td>8</td>
<td>0/1</td>
<td>0/1</td>
</tr>
<tr>
<td>51 to 90</td>
<td>13</td>
<td>1/2</td>
<td>1/2</td>
</tr>
<tr>
<td>91 to 150</td>
<td>20</td>
<td>1/2</td>
<td>1/2</td>
</tr>
<tr>
<td>151 to 280</td>
<td>32</td>
<td>2/3</td>
<td>2/3</td>
</tr>
<tr>
<td>281 to 500</td>
<td>50</td>
<td>3/4</td>
<td>3/4</td>
</tr>
<tr>
<td>501 to 1,200</td>
<td>80</td>
<td>5/6</td>
<td>5/6</td>
</tr>
<tr>
<td>1,201 to 3,200</td>
<td>125</td>
<td>7/8</td>
<td>7/8</td>
</tr>
<tr>
<td>3,201 to 10,000</td>
<td>200</td>
<td>10/11</td>
<td>10/11</td>
</tr>
<tr>
<td>10,001 to 35,000</td>
<td>315</td>
<td>14/15</td>
<td>14/15</td>
</tr>
<tr>
<td>35,0001 to 150,000</td>
<td>500</td>
<td>21/22</td>
<td>21/22</td>
</tr>
</tbody>
</table>

Last updated: 6/16/2015
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.

In addition, as an HSN partner supplying any of the products listed below under Proposition 65, it is imperative that each of your items complies with the limits set forth. It is your responsibility to provide to HSN QA approved third-party laboratory reports with each item submission.

Apparel, Belts, Fashion Accessories, Footwear, Gloves, Hats, Scarves, Handbags, Purses, Clutches, Totes, Wallets, Cosmetics & Toiletry Bags, Key Chains, Eyeglass Cases, Mobile Electronics Cases (includes value-added and GWP items)

Jewelry (includes removable ornamentation, pins, brooches, value-added and GWP items)


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

Footwear products subject to the Flammable Fabrics Act and any article with a painted surface require documentation of compliance with the CPSIA. http://www.cpsc.gov/about/cpsia/cpsia.html

Partners must possess test documentation from a CPSC accredited testing laboratory showing compliance. When in possession of this documentation, the partner will upload a completed CPSIA Certificate of Conformity into the HSN Partner Portal Product Specification Sheet for the item.
## Sample Submission

- Product specification sheet completed in the Partner Portal and submitted to the HSN Buyer
- Print and affix sample label from the spec sheet to all samples prior to submittal
- Mark the sample with “QA Sample – Do Not Open”

### PRE-PRODUCTION SAMPLES
- Samples are same materials and construction as production
- Samples represent each colorway
- Samples sent in size 8 (unless otherwise requested)

### TOP SAMPLES
- TOP sample sent to HSN QA must be complete and packaged as intended for sale to the customer
  - Samples are from first 20% of production
  - Samples are fully packaged and labeled
    - Including all internal/external packaging, components, labeling, inserts and instructions
  - Samples are submitted in size 9 (unless otherwise requested)
  - Samples represent each colorway
## 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) 2A and 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."
- Packaging presentation meets all HSN Brand Packaging requirements as published within the HSN Partner Supply Chain Requirements Manual – Brand Packaging.

[https://view.hsn.net/WebDocuments/documents/6a-Brand%20Packaging.pdf](https://view.hsn.net/WebDocuments/documents/6a-Brand%20Packaging.pdf)
### Product Labeling

The following information must be stamped legibly on the inside of the shoe:

- Brand
- Fiber content (by upper, trim, lining)
- Size (U.S. sizing)
- Country of origin

### Documentation & 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 partner’s responsibility to understand and comply with these requirements:

- Upload 3rd Party performance testing for all colorways to specification sheet (where applicable)
- Upload California Proposition 65 test reports to specification sheet
- 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
- “Bonus” and/or “Gift with Purchase” claims require prior approval from the Legal Department to ensure compliance with FTC guidelines

### QA Sample

Production footwear 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)
- Unglued at outsole / upper
- Quarter symmetry
- Exposed roughing
- 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

### Measurement

- Size run must measure to approved spec