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QUALITY ASSURANCE: FOOD & DIETARY SUPPLEMENTS STANDARDS MANUAL

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:

- Federal Food, Drug and Cosmetics Act at: www.fda.gov
- USDA (United States Department of Agriculture) at: www.fsis.usda.gov
- Nutritional Labeling Health and Education Act (NLHEA) at: http://www.fda.gov/Food/LabelingNutrition/default.htm
- California Proposition 65 at: http://www.oehha.ca.gov/prop65.html
- The information in this manual, in HSN’s Supply Chain Requirements Manual https://view.hsn.net/Documents/Documents.aspx and in the Master Terms and Conditions

Because quality cannot be inspected into products, it is the goal of the HSN Quality Assurance program to collaborate with our vendor 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 vendors and their manufacturing facilities in order to support continuous improvement efforts and uphold the most efficient and effective manufacturing practices.

Note: 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 food or dietary supplements 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
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.

Food is defined by the FDA as a “raw, cooked, or processed edible substance, ice beverage, or ingredient used or intended for use or for sale in whole or in part for human consumption, or chewing gum.”

Dietary Supplement is defined in DSHEA as:
A product (other than tobacco) intended to supplement the diet that bears or contains one or more of the following dietary ingredients:

(A) a vitamin;
(B) a mineral;
(C) an herb or other botanical;
(D) an amino acid;
(E) a dietary substance for use by man to supplement the diet by increasing the total dietary intake; or
(F) a concentrate, metabolite, constituent, extract, or combination of any ingredient described above,

HSN QA will do its utmost to make sure your partnership with HSN is easy and successful. Although our QA staff is very knowledgeable in Food & Dietary Supplement 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.

Food and Dietary Supplements items are considered regulated product by HSN. You must submit substantiation for all product objective and performance claims and meet all regulatory requirements before HSN’s Quality Assurance 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>Product Type</th>
<th>QA Sample and Product Specification Sheet Lead Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Food</td>
<td>21 days Before PO Ship Date</td>
</tr>
<tr>
<td>Dietary Supplements</td>
<td>21 days Before PO Ship Date</td>
</tr>
<tr>
<td>Andrew Lessman Dietary Supplements</td>
<td>7 days Before PO 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](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](https://view.hsn.net/WebDocuments/SupplyChainDoc/8-Compliance.pdf)
SUBMISSION REQUIREMENTS

How To Submit Your Samples to QA

A complete sample submission for Food and Dietary Supplements will consist of the following:

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, required testing, label copy, inserts, cooking and safe handling instructions
- Include all required FDA, Prop 65 and CPSC compliance testing and 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

Production sample packaged and shipped exactly as the customer will receive it:
- Representation of the final product (note: food samples do not need to be from the exact production lot)
- Include all internal and external packaging including dry ice and/or ice packs (if applicable)
- Include all products and components with intended labeling
- Include all inserts, cooking and safe handling instructions and any other material that is to go to the customer.

Shipment of samples
- Ship the sample to HSN QA in the same manner and shipment method proposed to ship to the customer
  - If shipping ground, ship the sample ground; if shipping 2nd day air, ship the sample 2nd day air, etc
  - If blended shipping, samples MUST be submitted using the longest shipment time frame

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 a final true production item. Pre-production mock-up samples can be either an individual component or a set. The mock-up must be packaged and shipped using the same ship method used for 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.
- Pre-production mock-up item must include the correct product type (e.g., Brownies, cookies, vitamins).
- Pre-production tins/jar may be a different color or pattern; the actual image/artwork of the production tin/jar must be provided via the product specification sheet.
- If in a retail box, the pre-production/mock-up 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.
- Lot/batch code/use by date of the production product must be provided with mock-up sample.
- 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 sets 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 samples
- Mock-up sample external container must be properly labeled as if going to the customer, including: dry ice warning, quantity of dry ice if used, expiration date, suffocation warning… etc as required.
- Internal packaging (fill) of a re-shipper/cooler must be the same as 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

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:
Thermal Protection

HSN requires that all food vendor partners follow and validate the USDA food safety guidelines to ensure appropriate delivery to the customer in the time frame allocated for fulfillment. [www.fsis.usda.gov](http://www.fsis.usda.gov)

The temperature range in which most bacteria can grow, known as the danger zone, is between 40°F (4°C) and 140°F (60°C) for most perishable foods. The packaging MUST maintain the product at the appropriate temperature until it reaches the customer.

- All temperature controlled packaging should consist of a two-piece expanded polystyrene (EPS) chest with a minimum of a 1.5 inch thick uniform wall.
  - Note: due to thermal inefficiency, corrugated shippers with EPS wall inserts are not recommended by HSN QA.
- The EPS chest should be sealed using tape around the lid and base of the chest, shrink film or in a sealed corrugated shipper.
- Frozen products and potentially hazardous foods MUST be adequately packaged to remain frozen throughout transit to the customer AND all frozen products must arrive to the customer frozen.
- Refrigerated foods MUST be adequately packaged to remain below 40°F (4°C) throughout transit to the customer AND all refrigerated products must arrive to the customer at less than 40°F.
- Chocolates and candies MUST arrive to the customer un-melted.

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.

Material Compatibility

- The selection of containers and seals must be chemically compatible with the contents. 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.
Leak/Tamper Protection

All food and dietary supplements are required to be leak and tamper protected. The type of seals used must remain intact and effective throughout all modes of transportation. Dietary supplements must include a child-proof cap.

Acceptable forms of leak/tamper protection for food products include but not limited to:

• Foil induction seals, shrink-wrap (full or bands), cello wrapped retail boxes, hermetically sealed cans, glue sealed retail box with flaps, vacuum sealed bottles and jars with a pop up lid, tamper tape/wafer seals, cryo-packed/heat-sealed bags

Application of Leak/Tamper 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 shrinkwrapped
• 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 such as olive oils, dressings etc. 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.
• 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 the 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
• Heat sealed vacuum packed packages seals must be evenly and smoothly sealed to prevent vacuum loss.
• 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

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.

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.

Labeling must comply with Federal statutes and regulations on misbranding and misrepresentation. It is the responsibility of the partner to remain current with the legal requirements for all labeling.

Federal Food, Drug and Cosmetic Act: Congress enacted the Federal Food, Drug, and Cosmetic Act (FDCA) to protect consumers from unsafe or deceptively labeled or packaged products. The act prohibits movement between states of adulterated or misbranded food, dietary supplements, drug, devices and cosmetics.

Nutritional Labeling and Education Act (NLEA) – “Food labeling is required for most prepared foods, such as breads, cereals, canned and frozen foods, snacks, desserts, drinks, etc. Nutrition labeling for raw produce (fruits and vegetables) and fish is voluntary”. http://www.fda.gov/Food/LabelingNutrition/default.htm

Dietary Supplement Health and Education Act of 1994 (DSHEA) – “FDA regulates both finished dietary supplement products and dietary ingredients under a different set of regulations than those covering “conventional” foods and drug products (prescription and Over-the-Counter). Under the Dietary Supplement Health and Education Act of 1994 (DSHEA)…” Manufacturers must make sure that product label information is truthful and not misleading”. http://www.fda.gov/Food/DietarySupplements/DietarySupplementLabeling/default.htm

Required Elements –Food and Dietary Supplement Product Labeling

PDP-Principle Display Panel (21 CFR 101.1)

Statement of identity (21 CFR 101.3)

• The name required by law or regulation (if any), the common or usual name, or an appropriately descriptive term (e.g., lemon cake mix or lemon pie filling, CoQ10, Vitamin C)

Net contents (21 CFR 101.105)

• Must be in English and metric units
• Supplements may be expressed as net quantity such as 30 tablets, 60 capsules, etc.

Name and Address of the manufacturer, packer or distributor (21 CFR 101.5)

Country of Origin

• MUST be clearly marked on all products made outside the U.S. and for all meats, poultry, seafood and nuts

Directions for safe handling, safe use, cooking and storage

• preparation or cooking instructions and safe handling of food must be clearly presented
• recommended dietary supplement dosage
• time or temperature constraints along with appropriate storage conditions should be disclosed such as:
• storage and/or shipping conditions that might affect product stability (for example, “keep frozen”, “avoid temperatures in excess of …”, etc.)
Required Elements – Food and Dietary Supplement Product Labeling (continued)

Warnings

- Include all warnings, precautions or contraindications
- Potentially hazardous perishable foods with no preservatives MUST be labeled with the phrase: “product should be kept fully frozen until use”
- Supplements should be labeled “keep out of the reach of children”.
- Iron-containing supplements that contain iron or iron salts must include the following warning: “warning: accidental overdose of iron-containing products is a leading cause of fatal poisoning in children under 6. Keep this product out of reach of children. In case of accidental overdose, call a doctor or poison control center immediately”.
- Include the dietary supplement disclaimer (if a structure/function claims are made) “this statement has not been evaluated by the FDA. This product is not intended to diagnose, treat, cure or prevent any disease”

Food Allergen Declaration: all Allergen warnings or disclaimers MUST be declared

- Manufacturers are responsible for ensuring that food is not adulterated or misbranded as a result of the presence of undeclared allergens.

Ingredients

- Food ingredients listed in descending order of predominance (21 CFR 101.4)
- Dietary supplement must list all ingredients with concentration expressed in appropriate units (e.g., mg, mcg, IUs, etc) and as percentage of the US RDI, where applicable. If no RDI has been established for a vitamin or mineral, this fact must be noted on the label.
  - Other dietary ingredients are those that do not have daily values (i.e. RDI’s or DRV’s). These ingredients must be listed following the supplement facts panel. (21 CFR 101.36)
  - Herbal dietary supplements herbs should be listed by its scientific name per DSHEA

Nutrition Facts Panel

- Food items should be labeled with a Nutrition Facts panel in proper FDA/USDA format as required: (21 CFR 101.9). Nutrients must be listed in appropriate units g, mg IU’s and percent daily values.

Supplement Facts Panel

- Dietary supplements must be labeled with a Supplement Facts panel (21 CFR 101.36)
Required Elements – Food and Dietary Supplement Product Labeling (continued)

Expiration/Best by/Use By Dating

- Expiration date, “use by” date or “best by” date should be present on all finished products
- An expiration/best by/use by date is required on all perishable food, all dietary supplements
- Expiration/best by/use by dated products shipping to HSN Fulfillment Centers MUST follow the expiry labeling requirements as found in the HSN Supply Chain Requirements Manual [link]

Lot/Batch Codes

- MUST be present on all finished production
- Lot/batch codes may be stamped, imprinted or stickered on the label or directly on the container the customer will receive

Placement of Labeling Information

If product is packaged in an outer container (retail carton)

<table>
<thead>
<tr>
<th>Outer Container (retail carton)</th>
<th>Inner Container (product container)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Principle Display Panel</strong></td>
<td><strong>Principle Display Panel</strong></td>
</tr>
<tr>
<td>Name of product</td>
<td>Name of product</td>
</tr>
<tr>
<td>Statement of identity</td>
<td></td>
</tr>
<tr>
<td>Net quantity or contents</td>
<td></td>
</tr>
<tr>
<td><strong>Information panel</strong></td>
<td><strong>Information panel</strong></td>
</tr>
<tr>
<td>Nutrition Facts or Supplement Facts Panel</td>
<td>Expiration/best by/use by date</td>
</tr>
<tr>
<td>Ingredients</td>
<td>Any warnings or other required information</td>
</tr>
<tr>
<td>Safe handling, appropriate storage conditions</td>
<td></td>
</tr>
<tr>
<td>Name and Place of business</td>
<td></td>
</tr>
<tr>
<td>Expiration/best by/use by date</td>
<td></td>
</tr>
<tr>
<td>Country of Origin</td>
<td></td>
</tr>
<tr>
<td>Directions for use, cooking instructions, (recommended dosage on supplements)</td>
<td></td>
</tr>
<tr>
<td>Any warnings or other required information</td>
<td></td>
</tr>
</tbody>
</table>

If product is **not** packaged in an outer container (retail carton)

<table>
<thead>
<tr>
<th>Product Container</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Principle Display Panel</strong></td>
</tr>
<tr>
<td>Name of product</td>
</tr>
<tr>
<td>Statement of identity</td>
</tr>
<tr>
<td>Net quantity or contents</td>
</tr>
<tr>
<td><strong>Information panel</strong></td>
</tr>
<tr>
<td>*Nutrition Facts or Supplement Facts Panel</td>
</tr>
<tr>
<td>*Ingredients</td>
</tr>
<tr>
<td>Directions for use, cooking instructions, (recommended dosage on supplements)</td>
</tr>
<tr>
<td>Safe handling, appropriate storage conditions</td>
</tr>
<tr>
<td>*Name and Place of business</td>
</tr>
<tr>
<td>*Expiration/best by/use by date</td>
</tr>
<tr>
<td>*Country of origin</td>
</tr>
<tr>
<td>*Any warnings or other required information</td>
</tr>
</tbody>
</table>

*alternatively, information may be placed on a product insert accompanying the product

Last updated: 1/7/2016
External Carton Labeling Requirement for Temperature Sensitive Items

Prominent external carton markings should include one of the following or similar declaration: PERSHIBLE, KEEP FROZEN, KEEP REFRIGERATED, REFRIGERATE UPON ARRIVAL...ETC.

- When shipping frozen or chilled foods with dry ice as the refrigerant, the external shipper must be labeled per UPS Guidelines for shipping Ground and Air Hazardous Material

  (a) For U.S. Domestic products packages with 2.5 kg (5.5 pounds) or less of dry ice (prepared under 49 CFR):
  
  (1) follow these labeling requirements for the outer carton as required under 49 CFR:

  - Include the words "Dry Ice" or "Carbon Dioxide, Solid"
  - A description of the non-hazardous contents (e.g. food, meat, etc.)
  - Specify the amount of dry ice contained in the package or a statement such as there is 2.5 Kg (5.5 pounds) or less in the package.
  - No other paperwork is required.

  b) When shipping by air HSN QA highly suggests shipping packages with less than 5.5 lbs of dry ice. Food products with greater than 2.5 kg (5.5 pounds) of dry ice, the shipper MUST be fully compliant with IATA or UN184 USP Dangerous Goods Agreement and up to date including fees.

- The external shipper labeling and the bag/container used to enclose the dry ice must be label with the following:

  - "Warning Dry Ice! Extremely Cold (-109 degrees F). Do not handle with bare hands—may cause burns. Do not enter confined areas where used or stored until adequately ventilated. Solid carbon dioxide liberates heavy CO2, which may cause suffocation. Keep out of children’s reach".

Additional Labeling Considerations

- Label type must be easily readable and have appropriate color contrast on the background upon which it is viewed
- Labels must be made of material and ink that allows the label to remain intact and affixed to the product in all conditions i.e. frozen, wet, humid etc.
- All pertinent labeling information must be legible clearly visible and not obscured in any way
- Non-transferable ink must be used for silk-screened containers.
- “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
- 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.

Substantiation of Labeling Claims

All health and nutrient content claims must be fully substantiated prior to inclusion in product labeling. Unsubstantiated claims will not be available for use on HSN TV or HSN.com.

- Any claim, direct or by implication that characterizes the level of a nutrient in the product (e.g., "low fat," "high in oat bran," contains 100 calories, good source, high potency, anti-oxidant benefits) is considered a nutrient content claim.
- Only those claims included in FDA’s regulation or their synonyms that are specifically defined in the regulations may be used. All other claims are prohibited.
- Health claims are required to be reviewed and evaluated by FDA prior to use.
- Health claims are FDA defined claims and must meet the definition found in 21 CFR 101.72 – 101.83.
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
As an HSN vendor partner, you are required to be aware of the applicable food safety regulations for your products and must be in full compliance.

FDA regulates both finished dietary supplement products and dietary ingredients under a different set of regulations than those covering "conventional" foods and drug product. Under the Dietary Supplement Health and Education Act of 1994 (DSHEA), the dietary supplement or dietary ingredient manufacturer is responsible for ensuring that a dietary supplement or ingredient is safe before it is marketed.

**Ingredients**

All ingredients used in food and dietary supplements must be Generally Recognized as Safe (GRAS).

- 21 CFR 70, 73, 74 and 82 list permitted and provisional color additives.
- 21 CFR 189 lists substances that are prohibited.
- If a product ingredient is not GRAS listed, credible substantiation as to its safety must be provided.

Food contact substances such as: paper, paperboard, skewers, trays, utensils, etc. as defined in section 409(h)(6) of the Federal Food, Drug and Cosmetic Act must comply FDA’s indirect food additive regulation found in 21 CFR 174-179 and/or Generally Recognized as Safe (GRAS) 21 CFR 182-186.
- An affidavit of compliance may be required.

Food and dietary supplements shall not contain any FDA prohibited substances/ingredients or be adulterated in any way.

**Shelf Life**

All products are expected to have sufficient shelf life to provide the customer with a reasonable use window. Product stability/shelf life testing may be required for items with short shelf life (less than 6 months) that cannot be extended by freezing or other storage method.
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 in prescribed circumstances.

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](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

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 Dietary Supplement Health and Education Act of 1994 (DSHEA) established some special regulatory procedures for making structure-function claims for dietary supplements. The manufacturer is responsible for ensuring the accuracy and truthfulness of these claims; they are not pre-approved by FDA but must be truthful and not misleading. Further information regarding structure/function claims can be found in FDA's 21 CFR 101.


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>Claim</th>
<th>Required Substantiation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nutrient content claims - Relative or comparative food claims. Such as: “Healthy,” “Low,” “High,” “Good source of,” “Reduced,” Less,” “Light, high in oat brand, good source of potassium contains 100 calories” etc. High potency claims, or anti-oxidant claims on dietary supplements</td>
<td>Must be in accordance with the FDA’s current food and dietary supplement requirements and definitions. 21 CFR 101.13. The nutrient must be included on the Nutrition Facts or Supplement Facts panel.</td>
</tr>
<tr>
<td>Health Claims - expressly or by implication, including “third party” references, written statements, symbols or vignettes, characterizes the relationship of any substance to a disease or health-related condition i.e. heart symbol. Further, health claims are limited to claims about disease risk reduction, and cannot be claims about the diagnosis, cure, mitigation, or treatment of disease.</td>
<td>Health claims are required to be reviewed and evaluated by FDA prior to use. Health Claims are FDA defined claims and must meet the definition found in 21 CFR.</td>
</tr>
<tr>
<td>Dietary supplement- structure/function claims</td>
<td>Must include competent, reliable, well-conducted human studies preferably reported in peer-reviewed scientific journals. to make structure/function claims you must: 1. have substantiation that such statement is truthful and not misleading; 2. include the disclaimer; &quot;This/These statement(s) has/have not been evaluated by the Food and Drug Administration. This product is not intended to diagnose, treat, cure, or prevent any disease; “</td>
</tr>
<tr>
<td>Descriptive Claims – such as Fresh, freshly frozen, fresh frozen, frozen fresh, etc</td>
<td>These FDA defined claims and must be in accordance with definition found in 21 CFR 101.95</td>
</tr>
<tr>
<td>“Quantified performance claims such as: 25% less shrinkage than traditional bacon,” “cooks in half the time,” etc</td>
<td>One independent, competent, reliable, well-conducted study. (conducted according to the guidelines in Appendix A). Testing must be performed on the actual product formulation. Performance claims must be typical or must be disclaimed.</td>
</tr>
</tbody>
</table>
## Typical Performance Claims (continued)

<table>
<thead>
<tr>
<th>Claim</th>
<th>Required Substantiation</th>
</tr>
</thead>
<tbody>
<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 from a USDA-approved certifying agent must be provided.</td>
</tr>
<tr>
<td>The product could be “100% organic”, “organic”</td>
<td></td>
</tr>
<tr>
<td>or “made with organic ingredients”.</td>
<td></td>
</tr>
<tr>
<td>“Non-GMO” or “GMO-Free”</td>
<td>Certification from a qualified independent agent or attestation from the manufacturer</td>
</tr>
<tr>
<td>Kosher certified food or ingredient(s)</td>
<td>Kosher Certificates must be provided.</td>
</tr>
<tr>
<td>Vegan</td>
<td>Certification by a qualified independent agent</td>
</tr>
<tr>
<td>Third-party approvals, such as those from the</td>
<td>Require a written release that mentions individuals, companies and trademarks by name</td>
</tr>
<tr>
<td>American Heart Association, doctor/celebrity</td>
<td></td>
</tr>
<tr>
<td>endorsements, awards, etc.</td>
<td></td>
</tr>
<tr>
<td>BPA-free claims</td>
<td>Must be validated with an attestation from the manufacturer stating that the item has</td>
</tr>
<tr>
<td></td>
<td>been tested and meets pertinent limits. The attestation must be signed and include the</td>
</tr>
<tr>
<td></td>
<td>test method used.</td>
</tr>
<tr>
<td>General Claims such as: corn fed, antibiotic</td>
<td>Must be validated with an attestation from the manufacturer/grower stating that the</td>
</tr>
<tr>
<td>free, wild, free range…etc</td>
<td>item meets pertinent claim or with a pre-approved USDA label.</td>
</tr>
<tr>
<td>Bonus, GWP or BOGO</td>
<td>Approval from HSN Legal department</td>
</tr>
<tr>
<td></td>
<td>Pricing information to substantiate the value</td>
</tr>
</tbody>
</table>
PRODUCTION INSPECTION

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 for pre-packaged products

• Pre-packaged food or dietary supplement products shipping to HSN 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 requirements for made to order food products

• The inspector will require 100% of the product/raw material and supplies to be available for inspection
  • Dry ice (if applicable) is not required to be present at the time of inspection provided that copies of purchase order/delivery schedule of dry ice is presented to the inspector
  • A written copy of the production schedule must be provided if not 100% produced
• Mock up samples of each HSN item number are required for visual and functional inspection.
  • Mock up samples must be packaged in the manner in which it will ship to the customer, including all labeling, inserts, fill and dunnage
  • A minimum of 20 mockup samples should be prepared in advance for the inspection

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.
Pre-Shipment Inspection (continued)

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

- Quantity verification of the product and all components, including the food items, ingredients (for made to order product), retail boxes, coolers, re-shippers, labels, inserts, gel packs/coolant materials
- 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.
- Function test of seals, pumps, applicators, etc.

Defective merchandise identified during an inspection visit may be reworked, sorted or rejected. The PO quantity may be adjusted to reflect the amounts minus the defective items found during inspection (if unable to be reworked to pristine condition).

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)
Food Inspection Sampling Plan

The chart below is based on ANSI/ASQ Z1.4-2003, 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>2 to 8</td>
<td>1st</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>2</td>
</tr>
<tr>
<td>9 to 15</td>
<td>1st</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>2</td>
</tr>
<tr>
<td>16 to 25</td>
<td>1st</td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>2</td>
</tr>
<tr>
<td>26 to 50</td>
<td>1st</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>3</td>
</tr>
<tr>
<td>51 to 90</td>
<td>1st</td>
<td>3</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>3</td>
</tr>
<tr>
<td>91 to 150</td>
<td>1st</td>
<td>5</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>5</td>
</tr>
<tr>
<td>151 to 280</td>
<td>1st</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>8</td>
</tr>
<tr>
<td>281 to 500</td>
<td>1st</td>
<td>13</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>13</td>
</tr>
<tr>
<td>501 to 1,200</td>
<td>1st</td>
<td>20</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>20</td>
</tr>
<tr>
<td>1,201 to 3,200</td>
<td>1st</td>
<td>32</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>32</td>
</tr>
<tr>
<td>3,201 to 10,000</td>
<td>1st</td>
<td>50</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>50</td>
</tr>
<tr>
<td>10,001 to 35,000</td>
<td>1st</td>
<td>80</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>80</td>
</tr>
<tr>
<td>35,001 to 150,000</td>
<td>1st</td>
<td>125</td>
</tr>
<tr>
<td></td>
<td>2nd</td>
<td>125</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>


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>
</tr>
<tr>
<td></td>
<td>16CFR1209 – Interim Standard for Cellulose Insulation</td>
</tr>
<tr>
<td></td>
<td>16CFR1210 – Cigarette Lighters</td>
</tr>
<tr>
<td></td>
<td>16CFR1211 – Garage Door Openers</td>
</tr>
<tr>
<td></td>
<td>16CFR1212 – Multi-purpose Lighters</td>
</tr>
<tr>
<td></td>
<td>16CFR1213 – Entrapment in Bunk Beds</td>
</tr>
<tr>
<td></td>
<td>16CFR1301 – Refuse Bins</td>
</tr>
<tr>
<td></td>
<td>16CFR1302 – Flammable Contact Adhesives</td>
</tr>
<tr>
<td></td>
<td>16CFR1303 – Lead-Containing Paint</td>
</tr>
<tr>
<td></td>
<td>16CFR1304 – Consumer Patching Compounds</td>
</tr>
<tr>
<td></td>
<td>16CFR1305 – Artificial Emberizing Materials</td>
</tr>
<tr>
<td></td>
<td>16CFR1306 – Lawn Darts</td>
</tr>
<tr>
<td></td>
<td>16CFR1401 – Self-Pressurized Consumer Products</td>
</tr>
<tr>
<td></td>
<td>16CFR1402 – CB Base Station/TV Antennas</td>
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<tr>
<td></td>
<td>16CFR1404 – Cellulose Insulation</td>
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<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>
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<tr>
<td></td>
<td>16CFR1501 – Small Parts (Children &lt;3 years)</td>
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<td></td>
<td>16CFR1505 – Electrically Operated Toys and Other Electrically Operated Articles Intended for Use by Children</td>
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<td>16CFR1507 – Fireworks Devices</td>
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<td></td>
<td>16CFR1508/1509 – Baby Cribs</td>
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<td></td>
<td>16CFR1510 – Rattles</td>
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<td></td>
<td>16CFR1511 – Pacifiers</td>
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<td>16CFR1512 – Bicycles</td>
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<td>16CFR1513 – Bunk Beds</td>
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<tr>
<td>Flammable Fabrics Act (FFA)</td>
<td>16CFR1610 – Clothing Textiles / Wearing Apparel</td>
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<td>16CFR1611 – Vinyl Plastic Film</td>
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<td></td>
<td>16CFR1615/1616 – Children’s Sleepwear</td>
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<td>16CFR1630/1631 – Carpets and Rugs</td>
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<td>16CFR1632 – Mattresses and Mattress Pads</td>
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<tr>
<td>Poison Prevention Packaging Act (PPPA)</td>
<td>16CFR1700</td>
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<tr>
<td>Refrigerator Safety Act (RSA)</td>
<td>16CFR1750</td>
</tr>
</tbody>
</table>
FDA, USDA and State Licensing

cGMP
All manufacturers of food and dietary supplements products are required to be in compliance with cGMPs (Current Good Manufacturing Practice) regulations.

FDA Canning Registration
All processors and manufacturers of low-acid canned and/or acidified foods and low-acid aseptic packaging must have valid Food Canning Establishment Registration (FDA 2541 and 2541a) forms filed with the FDA. In addition, all processors and manufacturers of low-acid aseptic packaged foods must have a valid Food Canning Establishment Registration (FDA 2541(c)) filed with the FDA.

HACCP
All processors and manufacturers of seafood, meat, poultry, juices and eggs must comply with HACCP (Hazardous Analysis and Critical Control Points) regulations and requirements.

USDA/FSIS
All processors of all raw beef, pork, lamb, chicken and turkey, as well as processed meat and poultry products including hams, sausage, soups, stews, pizzas and frozen dinners (generally, products that contain 2% or more cooked meat and poultry or 3% or more raw meat and poultry) are required to be in compliance with inspection of products by the Food Safety and Inspection Service (FSIS) of the USDA.
• A valid USDA establishment number is required and must be verifiable via the USDA website.

State Licensing
All food manufacturers, food preparation facilities, food handlers etc must have a current manufacturer state license (different licenses may be required for dry foods, canned foods, organic foods, etc.).
## APPENDIX B – FOOD & DIETARY SUPPLEMENTS QA CHECKLIST

<table>
<thead>
<tr>
<th>Sample Submission</th>
<th>Packaging</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Product specification sheet completed in the Partner Portal and submitted to the HSN Buyer</td>
<td>• Ensure the product packaging can withstand the shipping environment. Shipping hazards include but are not limited to shock, vibration, compression, heat and humidity</td>
</tr>
<tr>
<td>• QA sample sent to HSN QA</td>
<td>• Protective packaging must be able to withstand ISTA (International Safe Transit Association) 3A test procedures</td>
</tr>
<tr>
<td>• QA sample must be complete and packaged as intended for sale to the customer</td>
<td>• 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.</td>
</tr>
<tr>
<td>• Sample must include:</td>
<td>• Submit the proposed product packaging to QA for evaluation (exactly as it will be sent to the customer)</td>
</tr>
<tr>
<td>a) All internal and external packaging</td>
<td>• 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</td>
</tr>
<tr>
<td>b) All products and components with intended labeling</td>
<td>• Re-shipper must contain sufficient fill to prevent the item from shifting during transportation</td>
</tr>
<tr>
<td>c) All inserts, instructions and any materials that go to the customer</td>
<td>• 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</td>
</tr>
<tr>
<td>• Print and affix sample label from the specification sheet to the sample prior to submittal</td>
<td></td>
</tr>
</tbody>
</table>
## Packaging

- 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.

- Refrigerated samples must arrive at 40°F or below and maintain this temperature for the duration of the proposed shipping model.

- Frozen samples must arrive completely frozen and maintain this temperature for the duration of the proposed shipping model.

- Dry ice must be contained in its own bag/wrapping with the following warning:
  
  **Warning: Dry Ice! Extremely Cold (-109 degrees F). Do not handle with bare hands, may cause burns. Do not enter confined areas where used or stored until adequately ventilated. Solid carbon dioxide liberates heavy CO2, which may cause suffocation. Keep out of children’s reach.**

- Outer shipper of products shipped with dry ice must be labeled with the proper documentation/markings.

- Avoid glass-to-glass or ceramic-to-ceramic contact.

- Flammable/combustible products must be packaged in master cartons marked with ORM-D and Up arrow markings. If the product is packaged in a self-shipper carton, the self-shipper must also be marked with ORM-D and Up arrow markings.

## Seals

- Tamper-evident closure required for all food and dietary supplement products; closure must be aesthetic and effective.

- Seal types include but are not limited to: foil induction seals, shrink wrap, shrink banding, heat seals, pull tabs and seal jar lids that pop up once opened.

- All dietary supplements must utilize child proof caps.

- All vacuum seals must remain intact until opening.

## Product Labeling

- Label copy type must be legible and clearly understood.

- Food product labeling must conform to the requirements of 21 CFR part 100-169.

- Label must contain the Country of Origin, Manufacturer/Distributor address including zip code, product name, statement of identity.

- Net Contents in both English and metric units or by quantity on the Principal Display Panel (PDP).

- Nutrition Facts or Dietary Supplement Facts Panels, ingredients and food allergens in appropriate format.

- Labeling must include instructions for cooking/use/storage/safe handling.

- Expiration/Use By/Best By dates and lot/batch codes must be present on all finished products.

- All product labels, inserts, directions, etc. must be uploaded to the product specification sheet.
### APPENDIX B – FOOD & DIETARY SUPPLEMENTS QA CHECKLIST

#### Product Safety
- GRAS ingredient substantiation/documentation (when applicable)
- Product shelf life, when applicable, should be uploaded to the specification sheet.
- MSDS (Material Safety Data Sheets) are required for all flammable and combustible products; sheets must include the Flash Point. The MSDS should be uploaded to the specification sheet.

#### 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) must be submitted with the QA sample and product spec sheet
- 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 credible scientific lab (see lab partner packet for a list of preferred labels)
- Any nutritional content or health claims must conform to the requirements of the FDA Fair Packaging and Labeling Act
- Substantiation for content, dietary supplement structure function claims must be uploaded to the product spec sheet
- Upload Organic Certifications to the product spec sheet if item is organic or uses any organic ingredient. should be uploaded to the specification sheet.
- Upload Kosher Certificates to product spec sheet (if applicable) should be uploaded to the specification sheet.
- Leachable Lead and Cadmium test results, glazed ceramic food containers should be uploaded to the specification sheet.
### QA Sample
- Verify sample configuration against the spec sheet
- Component names must match label
- Net contents (weight) must be listed in U.S. units on product spec sheet
- Spec must match the ingredients label
- Container must be free of dents, scratches and filth
- Must meet required cooking temperatures and times (if appropriate)
- Must perform as intended based on performance claims
- Must have quality appearance, smoothness, odor and/or color

### Features and Benefits
- Complete features and benefits must be included on the product spec sheet
- Include outline of proposed on-air presentation for the product(s) in the product spec sheet
- HSN Legal must approve on-air product demos and B-rolls; the demos and b-rolls MUST be based on the QA-approved features and benefits submitted on the product specification sheet
- Claims including but not limited to objective claims, absolute claims, performance claims, structure function claims on the formulation, trademark and trade name claims must be substantiated. Upload the substantiation to the specification sheet.
- Provide appropriate substantiation for nutrient content claims and health claims; must also conform to the requirements of the Fair Packaging and Labeling Act

### 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
- Every article of foreign origin (or its container) imported into the U.S. must have country of origin marked legibly, indelibly and permanently in a conspicuous place at the time of importation into the U.S.
- Labeling for food and dietary supplements must conform to all applicable regulations, including but not limited to the requirements of the Fair Packaging and Labeling Act, FDA, USDA or DSHEA
- All products manufactured, distributed or sold by HSN must comply with the exposure and/or labeling requirements specified in Proposition 65
- Processors and manufacturers of seafood, meat, poultry and juice must comply with HACCP.