

URBAN OUTFITTERS INC.

Global Furniture Package Testing Requirements

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URBN Furniture Package Testing Requirements

URBN requires all furniture products to comply with ISTA test standards and procedures. Each product is unique therefore it is important to test utilizing the correct URBN procedure. If a vendor uses the incorrect testing, URBN may require a re-evaluation.

URBN works with vendors around the world, please utilize the following measurement terms for consistency.

For Measuring	Metric Units and Symbols	English Units and Symbols
Weight	Kilograms (kg) or grams (g)	Pounds (lb)
Distance	Meters (m) or millimeters (mm)	Feet (ft) or inches (in)
Volume	Cubic centimeters (cm ³)	Cubic inches (in ³)
Density	Kilograms per cubic meter (kg/m ³)	Pounds per cubic inch (lb/in ³)
Temperature	Centigrade (°C)	Fahrenheit (°F)
Absolute Pressure	Kilopascal (kPa)	Pounds per square inch (psi)

Determining Size & Weight of Product

Determining Size

Length

Measure the longest side of the package.



Width

Measure the next longest side of the package.



Height

Measure the smallest side of the package.



Girth

Girth can be calculated using the following formula:

$$(2 * \text{width}) + (2 * \text{height})$$

Determining Weight

Determine the gross weight in either pounds (lb) or kilograms (kg). Gross weight is the total weight of the goods carried, including all packaging.

Example:



Gross Weight	28 kg
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Determine the net weight in either pounds (lb) or kilograms (kg). Net weight is the raw weight of the product only without any packaging.

Example:



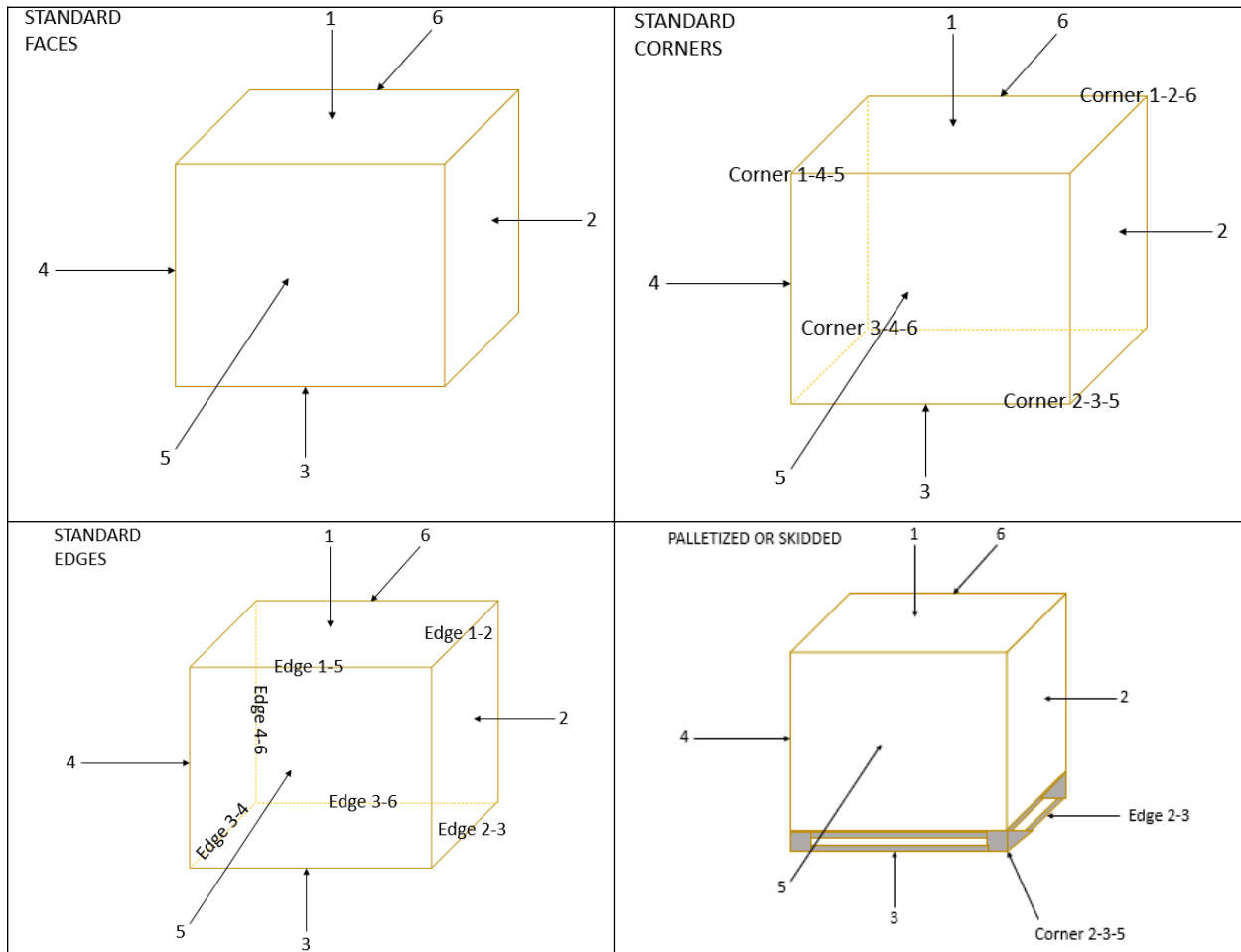
Net Weight	23 kg
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Measure the exterior dimensions of Length, Width, and Height (L x W x H) in inches (in) or millimeters (mm) or meters (m).

Identifying Faces, Edges, and Corners

Utilize the below diagram to identify faces and edges to products. Place the packaged product so the package is in its most stable orientation. If the product has 6 faces, refer to diagram(s) below:

When performing the Drop Test, clearly identify each face of the box by writing the number of the face on the package with dark ink.



Furniture Product Testing Procedures

URBN requires furniture packages to be tested to ISTA standards per product delivery method. If you are unsure of your products' delivery method please reach out to your brand contact.

Minimally products should be tested to the following:

ISTA Drop Procedure	Delivery Method
1A / 3B*	Threshold
	White Glove
	Doorstep
3A	Parcel

There are some cases in which URBN requires products and packages to be tested to full ISTA guidelines. Reference list below for product attributes and their testing method.

ISTA Procedure	Product Attribute
3A / 3B*	Marble
	Glass
	Ceramic
	"Fragile"

*Procedure determined by Weight

Marble	Product Attribute
> 24"	3A
< 24"	1A Requires: Pallet / Crate

ISTA 1B	Multiple products on a single pallet (ex: tabletops)
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Note: When completing the drop test, generally, the most fragile corner of a box is at the manufacturer's joint.

Procedure Documents

If you require protocols, please reach out to your brand contact and/or packaging engineering.

Certification

Packages are requested to be tested and certified at a qualified laboratory. If certification is not able to be completed for the SKU, vendors may test using ISTA procedures in-house as specified by [Furniture Product Testing Procedures](#). Please note within the testing report if the product was tested in-house.

If you need a list of qualified laboratories, please reach out to your brand contact.

Reporting of Package Testing

The following is required for the testing report that is sent to URBN:

At a minimum the report should include:

- Description of carton(s): board type, flute type, bursting strength, ECT
 - o Example: The master container is a Regular Slotted Container style constructed of double-wall corrugated board flap with an average bursting strength of 155 psi.
- Description of packaging including but not limited to: material, thickness, density
 - o Example: Foam has a density of 14 kg/m³
- Carton taping pattern
 - o Example: H-Pattern
- Package Size
- Gross Weight
- Net Weight
- Test Method identification
- Summary of testing including result (Pass/Fail)

Pictures within the report should include:

- Product packing procedure
- Product before packaging test execution (to be compared to pictures after package test to examine for damage)
- Packaging before test execution
- Measurement tool showing the drop height, vibration table, etc (if applicable)
- Packaging after test execution
- Product after test execution

Pictures within the report that are optional (but encouraged) include:

- Picture of package at drop height before drop
- Picture of package at ground after drop

Pass/Fail Criteria

Test Result	Criteria
Pass	Product is not damaged after completing package testing.
Fail	Product is damaged after completing package testing.

Sending results

Please email the packaging test report to

1. Your brand contact
2. Packaging Engineering team

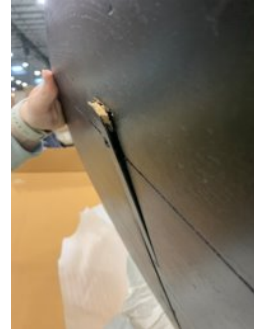
Damage Photos

Examples of attributes that would be considered failing:

Chipping



Product Cracking/Breaking



Glass Breakage



Product Bending resulting in failing assembly



Distribution

Equipment Weight Limits

URBN utilizes various equipment within the distribution environment. As a reference below is some equipment and their weight maximums.

Equipment	Weight Maximum
Dock Stocker	4000 lbs
Hand Pallet Jack	5500 lbs
Walkie Rider	8000 lbs

Conveyable Size

The Distribution Center defines “conveyable” or “non-conveyable.”

Conveyable – any product that will fit within the inside dimensions of a tote.

<u>General Tote Attributes</u>	
Dimensions	14-13/16" H x 19-1/4" W x 23-11/16" L
Volume	4300
Weight	25 lb max

NOTE: Tote dimensions vary slightly per site due to different processing equipment. What is conveyable at one site may not be conveyable at another. Confirm with your URBN representative to determine conveyable status.

Non-conveyable – any product that will not be able to fit into a tote

References

<https://ista.org/>

<https://vendor.urbn.com/us/vendor>

Version

Version	Edited by	Date	Revisions
1.0	K. D.	October 2023	New