



ZFS Article Packaging Guide



ZFS ARTICLE PACKAGING GUIDE

- Articles which are delivered from the Partner to Zalando have to comply with certain **packaging conditions**
- This guide helps you to clarify if your current packaging is accepted or not from Zalando

1. **Packaging Requirements**
2. **Location of the Article Label on Packaging**
3. **Types of Packaging**
4. **Examples**

You can download the full [Delivery Terms for Zalando Fulfillment Solutions \(ZFS\) Partners here](#). Pages 4-6 are fully dedicated to the Individual Article Packaging.





IMPACT OF WRONG ARTICLE PACKAGING

- Delay in Time to Online for stock
- Poor end customer experience
- Value Added Service (VAS) cost of relabelling will be applied
- Potential for goods to be returned from quarantine storage
- Goods can be damaged during the process
- Added costs and lost sales time, in addition to return shipping
- Potential lost sales due to stock downtime

1. PACKAGING REQUIREMENTS

- Articles which are delivered from partners to Zalando must comply with certain packaging conditions.

Sales Unit must be “**retail ready**”, with an individual packaging (**polybags, boxes and hangers**) suitable for the Sales Unit to be sold

The packed Product must not exceed a **maximum dimension of 355x380x590mm LxWxH** and a **maximum weight of 3kg**. Any Products not compliant with this requirement will be returned at the Partner's expense.

Polybags

- **Clear, transparent** (must be possible to scan label inside)
- Completely **closed** for the article not to fall out.
- BHT (Butylated Hydroxytoluene) free.
- Material must be a **minimum of 30 microns** standard low density polythene.

Boxes

- Fully **closed** for the article not to fall out or get dirty.
- If the article packaging carton consists of two or more parts, the partner needs to ensure to stabilize and bind them with **sticky dots or plastic stripes**.

Hangers

- Should have a **polybag around the article + hanger**, the wire has to be left outside to store these articles in hanging garment area
- Garments have to be packed separately in closed polybags so that **every** article has its **own** bag. Various articles are **not allowed** to be packed together in the same polybag

2. LOCATION OF THE ARTICLE LABELING

Labeling information on the article packaging (polybag or box) has to match the labeling information which might be attached to the article itself. We ask you to label the article and the packaging for the following reason: when an article is returned by the customer, it is not mandatory to return the polybags, therefore we need the article to be labeled. This is used to identify the article and repackage it.

The following table illustrates the various options for applying the article description (containing the article number, color code/description, size, EAN/GTIN), for more information on the Article label please read this [guide](#).

Type of packaging	Box		Polybag	
Labeling on	Packaging	Article	Packing	Article
Textiles and Accessories	x	x	x	x
Shoes	x	o	x	o
Set and Multi-packs	x	x	x	x

Table 1: Location of the Article Description, where **x** = compulsory and **o** = highly recommended

3. TYPES OF PACKAGING

Please find here the different types of packaging we recommend for the different product categories.

We will provide you with examples (pictures in the following pages).

Product Category	Material/Type	Individual Carton / Article Box	Closed polybag, not hanging (transparent)	Closed polybag, hanging (transparent)
Shoes	All	P	O	
Textiles	Not Hanging	O	P	
	Hanging			P
	Sport- and Sunglasses	P		
Accessoires	Bags, Backpacks, Suitcases	O	P	
	Watches	P		
	Jewelry	P	O	
	Headphones	P	O	
	Wallets and Etais	P	O	
	Belts (rolled)	P	O	
	Hats	O	P	
	Shoe care products	P	O	
	Sports Appliances / Equipment – bulky	P	O	
	Electronic devices	P		
	Beauty	All	P	O

P= preferred O=optional

Table: Requirements for individual packaging in each article category

4. What must I consider in terms of article packaging?

Packaging is mandatory, we do not accept items that are not packed



An open or damaged article packaging is not acceptable



Problem: Damaged Polybag (shown by the orange arrow)



Problem: Open Polybag and hang tag outside (shown by the orange arrow)

The polybag should cover the whole article



Individual sales units in the consolidated packaging are not acceptable



The polybag should be transparent and clear so that the EAN can be scanned



Problem: Polybag with writing on it which makes the label is not visible

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