

Quality Assurance Manual

Partner Program

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Collaboration with our Brands and Partners is essential to the way we grow as a business and ensures delivery of only safe and high-quality products to our fashion platform for customers' joy.

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Introduction

The continuous growth and success of Zalando across EU markets is based on providing safe and high-quality merchandise to our end consumer. We strive to create a shopping experience that is based on trust, enabling our customers to enjoy items that are not just fashionable, but also of high quality and safe to use. Zalando recognizes our responsibility to protect consumer health, the environment and the people within our supply chain.

Product safety and chemical compliance is a legal requirement set out in several EU directives and regulations applicable in the countries we sell. Therefore, all products and its associated packaging supplied to Zalando must always be:

- Manufactured in accordance to and conform with all EU and legal requirements of Zalando trading territories
- Safe when used in a reasonable manner
- Consistently meet all quality requirements outlined in this manual

It is also the basic expectation of Zalando that all our partners have implemented a quality assurance system internally to manage and control production across the entire supply chain. The contractual obligation is to offer A grade product which is fit for the purpose and free of any kind of defect to Zalando – this applies to the physical performance, visual, fit, as well as chemical compliance.

It is Zalando's policy that partners have executed a final inspection process prior to shipment. All detailed records of inspections should be kept and Zalando reserves the right to request these reports from partners at any time.

The purpose of this Manual is to ensure that all requirements are clearly communicated, understood and adhered to by all new and existing partners to our mutual advantage.

Partners must familiarize themselves with the contents of this document and ensure that its contents are passed to all relevant parties in their organizations.

This document is not exhaustive, and expert advice must be sought where appropriate.

This document also forms an important part of the contractual relationship between Zalando and the partners. It becomes part of the contract regardless of whether or not the partner has signed it separately. Upon request, Zalando will make the quality manual available to the partner at any time.

1. Product Quality

The aim of this manual is to provide a single reference for our partners on our expectations for the quality of products.

Zalando strives for excellence in the quality of our products, it is fundamental to the customer's experience and for the longevity of our business. To achieve a high customer satisfaction the following pages will give an overview about the inspection procedure and requirements to ensure excellence in quality.

Any changes to this manual will be updated and communicated. We expect that you will update your internal files and communicate with the appropriate parties.

For any questions or queries on the manual, please refer to the contact list at the end of this document.

For all partners which have commissioned Zalando with the provision of Zalando Fulfillment Solutions Service (**ZFS-Partners**) the ZFS contract and associated Annexes (in particular, **ZFS Delivery Terms**) are applicable.

1.1 Inbound Inspection Procedure

Zalando may conduct inbound quality checks on goods arriving at our distribution centers (only ZFS partners). These goods are subject to inspections based on Industry Standard Acceptable Quality Level (AQL) of 2.5 for Major defects and 4.0 Minor defects, as per table below. No critical defects are accepted.

Deliveries for audit are chosen based on several criteria from our internal risk assessment process. All items are inspected using a random check from several boxes and pallets.

The aim of AQL inspection is to:

1. Allow partner performance to be objectively monitored and measured alongside the existing customer returns data and complaints
2. Encourage improvement of product quality
3. Discourage partners from delivering faulty items
4. Prevent faulty products from being delivered to our customers

Quantity in Pieces		Random Check Quantity	Normal			
			Total of pieces with fault			
	N	n	c Major	c Minor	d Major	d Minor
A	2-15	3	0	0	0	1
B	16-25	5	0	0	1	1
C	26-50	8	0	0	1	1
D	51-90	13	0	1	1	2
E	91-150	20	1	2	2	3
F	151-280	32	2	3	3	4
G	281-500	50	3	5	4	6
H	501-1.200	80	5	7	6	8
I	1.201-3.200	125	7	10	8	11
J	3.201-10.000	200	10	14	11	15
K	10.001-35.000	315	14	21	15	22
L	35.001-150.000	500	21	over	22	over
M	150.001-500.000	800	over	over	over	over

Annotation	
N	Quantity in pieces
n	Random Check Quantity
c	Accepted Quantity
d	Rejected Quantity

Major (AQL 2,5)

Minor (AQL 4,0)

Figure 1 AQL inspection for determining minor and major faults

If failure of the AQL occurs and a full inspection is required, all associated costs will be charged to our partners for this disruption in workflow and for failure to deliver the agreed A grade product as contractually obliged.

In the unlikely event of repeated failures of 2.5 AQL, causing severe disruption to our workflow, orders will be rejected at inbound AQL and the partner contacted with the option to pick up and inspect at partner cost. Otherwise, the goods will be disposed of and the expenses charged back to the partner.

Zalando reserves the right to change the AQL level and/or inspection procedure if deemed necessary due to partner performance or business needs.

Please note that orders can fail inspection if the number of minor defects exceeds the limit set by AQL.

In addition, as we cannot cover all deliveries with an inbound inspection, manufacturing defect items will be sorted in the return process based on Zalando Quality Standard and the costs incurred for defective products will be transferred to the partner.

1.2 Guidelines To Determine Critical, Major And Minor Faults

Zalando defines Critical, Major and Minor faults as follows:

Minor Defects

Minor Defects – small, typically insignificant issues not affecting the functionality or visual appeal of the product where evident the such defect, would most likely not lead to a return/complaint from the consumer (e.g. untrimmed thread, small dirt spots inside or on outsole).

Major Defects

Major Defects – significant defects that could adversely affect the product performance or visual appeal. If present, highly likely these defects would lead to a return/complaint from the consumer and result in product failure or discount (e.g. dirt spots in front of strong visible areas, broken or missing components, dysfunctional closures, etc.).

Critical Defects

Critical defects – highly significant and potentially dangerous defects which would render the product unusable or could cause harm/injure to the consumer or someone in the immediate environment of the product. e.g. mould, sharp objects, insects.

Please note: Critical defects found in audit or at inbound can trigger a complete inventory check of a product. If it is the case that the critical failure cannot be conducted by our internal inspectors as the defect could endanger their health, i.e. mould, Zalando reserves the right to quarantine the whole stock (only ZFS partners) and return the whole delivery, at the partner's expense.

1.3 Packaging

As a partner you are responsible for the delivery of goods to Zalando's warehouses (ZFS Partners) or end customers in a manner that ensures the product arrives in optimum condition.

The correct packaging is necessary to avoid the product being damaged during transportation and storage.

A few key points, however, for further details please refer to the Zalando Platform to Business (P2B) rules or/and the ZFS Delivery Terms, respectively.

- End of line trim and inspection must be completed prior to packing to ensure high-quality product with no defects
- All physical performance and compliance testing must be complete and approved before shipping
- Goods must be dry prior to packing to avoid mould growth



- It is strongly recommended that partners do not pack shoes in polybags as this could intensify unpleasant odours, such as glue. If deemed necessary, ensure the drying process is complete
- Accessories, especially bags, must be packed to ensure that no pressure marks occur due to the carrying strap, trim or decorative parts. It is, therefore, necessary to insert tissue/foam in-between to avoid such marks
- All products must be protected from damage and soiling
- In the case of business shirts, Zalando prefers the use of plastic clips instead of metal pins to avoid a risk of injury to our consumers and pin holes on the product.
- Garments must be pressed and folded correctly. Please note the instructions in the ZFS Delivery Terms.
- Packaging must be chosen based on product size and fragility, ensuring minimum movement
- Boxed goods must be packed in a manner to prevent/avoid creasing and pressure marks
- Labelling must be legible and displayed in a clear manner

1.3.1 Toys Packaging

It is the responsibility of our partner's shipping toys to ensure packaging for the toy assortment is also safe.

To reduce the risks, partners must follow the EN71-1 guidelines, ensuring that their plastic packaging fulfills the minimum thickness of 40µm. Furthermore, it is strongly recommended that the packaging for toys meet the EU guidelines as outlined below:

Air holes and bag specifications:

- Except where application requires airtight sealing, all bags are to be perforated with holes of 4mm diameter minimum, spaced on 30mm grid
- Bags for child appealing products and toys must have a minimum of four holes and all other bags, a minimum of two holes
- Bags for child appealing products and toys shall not have drawstring closures

Suffocation warning text specification:

“WARNING! This bag is not a toy. To avoid danger of suffocation, keep out of reach of babies and children”



- Text should be red or black, or a solid colour in contrast with the bag's material
- Text should be in the centre of the bag or repeated on 0.5m grid for bags greater than 0.8m in any dimension
- Text is ITC Helvetica or sans serif font
- Font size for WARNING is 18pt minimum and the remaining text 14pt minimum
- A label border can be used for dimensional purposes or not printed at all

1.4 Zalando Metal Control Policy

To ensure that all Zalando shipments are free from any sharp metal objects and to ensure the safety of our consumers, we request that all Partners develop and manage their own internal policies to ensure that all products sent to Zalando are free from sharp metal objects, such as broken needles, metal staples, knife blades. etc.

It is considered best practice and highly recommended that ALL products shipped to Zalando have passed through a metal detector.

All partners must ensure that they have written metal policy and maintain records which Zalando can request at any given time. You must keep this on records for the minimum period 5 years or for as long as the product is live.

Partners must ensure that machinery is serviced regularly and all workers in the manufacturing units are properly trained to control metal policies effectively.

If a product is found during our internal checks which has failed due to this parameter – we reserve the right to block all products (potentially recall if severity is high) and partners are responsible to compensate Zalando for all associated costs.

Minimum expectations from Zalando:

1. Blade/sharp instrument control procedure

Procedures to control all tools for cutting (i.e. blades, scissors and knives) must be in place to ensure they do not cause injury or harm by ending up in products or packaging.

All tools must be centrally controlled or secured to workstations, ensuring that you have a clear overview and records of where all your tools are within the factory.

If any tool is lost, all products for Zalando must be isolated and fully inspected and/or metal controlled. You must take every measure to ensure that all products shipped to Zalando are free from any risk.

2. Needle Control Procedure

Procedures to control all needles and their replacements must be in place to ensure they do not cause injury or harm by ending up in the products or packaging.

All needles must be centrally controlled ensuring that a clear overview and records of their whereabouts within the factory is available at all times.

If any needle is broken, all pieces of the needle must be returned before replacement. If parts of the needle are not recovered, destruction of the localised garment is necessary. All nearby products for Zalando must be isolated and fully inspected and metal controlled. Do not ship your products to Zalando if there is doubt or risk of contamination.

You must take every measure to ensure that all products shipped to Zalando are free from any risk.

You must keep records of all needle replacements and have them available if Zalando requests these records.

3. Product

- Do not use staples
- Do not use pins for dress shirts

1.5 Zalando Mould Prevention Policy

Partners are responsible to ensure that the product arrives at Zalando warehouses (ZFS Partners) / end customers in the correct state, free from mould and contamination.

Only for ZFS Partners: Any mould that is detected upon delivery to Zalando (or during sale) will not be segregated by product code (SKU) or by PO, as we will not expose our staff to potential health hazards from the mould spores, therefore contaminated shipments will be blocked in their entirety.

The options for partners are to refurbish at their cost and fully at their organization within a specified time. Failing this, Zalando will destroy the shipment in its entirety and charge back the associated costs to the partner.

Mould Prevention

Most mould issues can be prevented by controlling each process and ensuring correct climate control during storage, manufacturing and transportation. Mould can be caused by poor housekeeping including storage of materials, transportation and shipping conditions.



Mould produces allergens and irritants which can cause toxins and compromise human health and must be avoided at all costs.

Zalando requires partners to source mould prevention sheets, patches, desiccants or liquids from accredited mould prevention suppliers. Applications of these products must be used as advised by anti-mould companies to ensure that their terms of use are followed.

Zalando does not recommend a preferred mould prevention supplier.

Any mould prevention products used must be registered according to REACH 1907/2006/EU and, if applicable, according to Biocide regulations (EU) No 528/2012 at partners' responsibility.

All devices should be marked with the product name / product manufacturer and with appropriate safety instructions.

1.6 Size / Fit

Zalando is an e-commerce platform and the size charts that are provided by our partners are placed online for our consumers to measure themselves against and place orders.

The conformance of our partners to these measurement charts and guarantee to ship only product which is as specified (within the allowed tolerances), is of the utmost importance to our customers satisfaction and to the success of our partnership with our partners.

We expect that all our partners have internal quality controls to manage and adhere to the measurement specifications of their products. This is successfully managed through quality control throughout the entire factory including fabric inspection, pattern lay, cutting room, preparation, inline sewing, wet and dry processing and end of line specification check.

Records of the measurement audits, trend analysis and associated actions and remediation must be kept on file and available for Zalando to request at any time.

Failure to ship Zalando products which are within the measurement specifications will result in refusal of shipments and return of product. All associated costs will be charged back to the partners (only ZFS).

1.7 Odour

Zalando expects that all products are delivered with an appropriate product smell. Strong or very strong smells are not acceptable (category 4 and 5 below) even if they comply with our restricted substance list.



These failures can be avoided through compliance with RSL, best practices and good housekeeping when using chemicals, and correct airing of product prior to packing.

Classification

1 = no odour

2 = not unpleasant

3 = slightly unpleasant

4 = strong

5 = very strong

Zalando reserves the right to reject shipments (ZFS Partners) or to block articles which have an unacceptable smell and invoice all costs to the partner.

If a customer complaint is received due to the chemical smell of the partner products, the related SKU is deactivated and blocked until the case is investigated by Zalando & Partner.

1.8 Quality Assurance System

It is the expectation of Zalando that a Quality Assurance System is implemented throughout the factories and supply chain to ensure the optimum product arrives at Zalando or at the customer, respectively. This includes good housekeeping and cleanliness at all stages (i.e. keeping food and drink away from workstations and all products).

Quality is not the responsibility of one individual but the joint effort across all employees, all functions and all levels. The aim of management should be a continuous improvement programme, striving for excellence, root cause analysis and prevention. Standard operating procedures are key to consistency in a process and as a minimum, our partners should have transparency and all quality processes and checks fully documented and filed.

1.9 Physical Testing

Physical testing and adherence to specified limits is of the utmost importance to ensure that products are fit for the purpose of the end consumer.

Zalando expects that our partners have done the appropriate risk analysis and assessment to determine the necessary physical standards for the products provided to us. Zalando also expects that batch testing has been completed by a third-party laboratory to verify these standards and provide us with consistent products.



In the case of product failures due to physical performance, Zalando reserves the right to request testing reports from our partners (e.g. seam failure, attachment strength) and reject/block products if deemed necessary.

1.10 Returns

Returns are an integral part of the Zalando business model however, returns due to defective reasons need to be processed by our partners, actively seeking trend analysis and root cause to ensure continuous improvement to provide Zalando with A grade quality product.

Returns from our customers due to manufacturing defects discovered when opening a parcel or in wear is unacceptable and damaging for our business. The absorption of manufacturing defects must be covered by our partners as Zalando will not bear these costs. Contractual agreements are reviewed regularly and an agreed “No Claims” discount will cover the handling of non-A grade products returned from the customer. Zalando in turn will commit to processing the product and the associated costs including recalls, returns, inspection, grading, handling and disposal of these products.

If the manufacturing defective share from returns is above the agreed level, Zalando reserves the right at the end of the season to charge back these additional costs to the partner.

Importantly, it should also be noted that the partner is responsible for fulfilling all customer related obligations in the return process even after the discontinuation of the Zalando / partner contractual agreement. The obligations include but are not limited to:

- Timely communication feedback (max. 3 days, refer to [Partner Responsibility](#))
- Creating return labels in recall cases
- Providing reliable logistic options for the secure return of the article(s)
- Providing information about affected stock (production batch etc.)
- Providing uptodate test reports and/or toxicology risk assessments reports on an individual case basis

For ZFS Partners all defective products will be returned to the partner, further details can be found in the [ZFS Delivery Terms](#).

All ZFS Partners must comply with the delivery of A grade products to ensure that the deliveries can be accepted and to secure a smooth inbound process. Non-compliance with these terms slows down Zalando’s processes significantly, negatively affects customer experience, and causes significant costs to Zalando.

1.11 Non-Compliance Charges

If a partner does not comply with any of the provisions contained in this manual Zalando shall be entitled to apply the contractual charges detailed below:

Product Non-Compliance	Associated Costs
<p>Non A Grade Delivery: refusal at inbound and partner contacted</p>	<p>Return of stock will be arranged by Zalando and all costs incurred will be charged back to the partner. (ZFS only)</p>
<p>2.5 AQL Inspection – failure of several products which will not be sold</p>	<p>All product costs, auditing and handling will be charged to the partner. (ZFS only)</p>
<p>100% Inspection: failed 2.5 AQL at inbound and product SKU subjected to 100% inspection</p>	<p>All handling costs will be charged back to the partner. (ZFS only)</p>
<p>Customer Returns* – returns for manufacturing defects greater than the no claims clause in the contract incurs a seasonal charge.</p>	<p>The differential between the no claims % in contract and the returns % (plus additional handling costs) will be charged back to the partner. (ZFS only)</p>
<p>Product Recall: any unsafe products recalled from the end user, in addition to any information communicated to the end customer regarding any legal non-compliance executed by Zalando’s product safety teams will result in a full refund to the customer for the returned items* .</p> <p><i>*Please note that, in case of legal failures, a recall from end users must be conducted for the failed products. Zalando’s product safety teams require return labels from the non-ZFS partners to execute the customer communication about non-compliance. Also, a full refund to the customer is needed for returned items. Unless otherwise agreed, the partner is responsible for tracking returns & refunds from the customers.</i></p>	<p>Fee based on actual purchase price after discount for returned and refunded items including operational costs associated with the process. (All partners)</p>

<p>Safety Notification: safety notification to end users to stop using the product is communicated.</p> <p>The information to the end consumer about legal non-compliance is executed by Zalando's product safety teams and a full refund to customer is issued and no return option is provided.</p>	<p>Fee based on actual purchase price after discount for all items refunded including operational costs associated with the process. (All partners)</p>
<p>Detailed Breakdown:</p>	
<p>Product Recall / Safety Notification - Stock Value</p>	<p>Purchase Price cost >150€ is charged back or returned at partners' costs (ZFS only)</p>
<p>Product Recall / Safety Notification - Administrative Cost</p>	<p>Processing recall communication to the end customer Cost of inventory check if applicable (All partners)</p>
<p>Product Recall / Logistics and Cost Handling</p>	<p>Handling and logistic costs are charged for processing the returns from customers Cost of inventory check if applicable (All partners)</p>
<p>Product Recall / Safety Notification – Product Testing – suspicion or failure leads to internal request for compliance verification</p>	<p>All laboratory costs + shipment fees + testing samples costs (All partners)</p>

Table 1 Associated costs with product non-compliance

2. Product Safety

2.1 Legislative Requirements

Zalando reserves the right to reject products failing to meet any requirement of the applicable legislation, its amendments and national transpositions including but not limited to:

- EU Market Surveillance and Compliance of Products Regulation (EU) 2019/1020
- **General Product Safety Directive (GPSD) 2001/95/EC and Regulation (EU) 2023/988 concerning General Product Safety effective 13th December 2024**
- REACH Regulation 1907/2006/EU
- CLP Regulation (EC) No 1272/2008 and its amendment 2023/707
- Fibre Composition Directive (EU) 1007/2011
- Toy Safety Directive 2009/48/EC
- Cosmetic Products Regulation (EC) 1223/2009,
- Personal Protective Equipment Regulations (EU) 2016/425
- RoHS (Recast) Directive 2011/65/EU and all secondary legislation amendments 2015/863/EU, 2017/2102/EU
- Waste of Electrical and Electronic Equipment Directive 2012/19/EU (WEEE)
- Food Contact Materials Regulation (EC) No 1935/2004 (FCM)
- Food Contact Materials - GMP Regulation (EC) No 2023/2006
- Food Contact Materials Regulation (EU) No 10/2011 (FCM)
- Food Contact Materials - Recycling Regulation (EU) No 2022/1616
- Food Contact Materials - BPA Regulation (EU) No 10/2011
- Food Contact Materials - epoxy derivatives Regulation (EC) No 1895/2005
- Food Contact Materials - bisphenol A in varnishes and coatings Regulation (EU) 2018/213
- Food Contact Materials - rubber teats and soothers Directive 93/11/EEC
- Food Contact Materials - infant feeding bottles Regulation (EU) 321/2011
- Food Contact Materials - melamine plastic kitchenware Regulation (EU) No 284/2011
- Low Voltage Directive (LVD) 2014/35/EU,
- Electromagnetic Compatibility Directive (EMC) 2014/30/EU, 2014/53/EU
- Batteries and Accumulators Directive 2006/66/EC
- Radio Equipment Directive 2014/53/EU (RED),
- Single Lighting Regulation (EU) 2019/2020,
- Ecodesign Directive 2009/125/EC (ErP),
- Energy labelling Regulation (EU) No 2017/1369),
- Aerosol Dispensers Directive 75/324/EEC,
- Footwear Labelling Directive 94/11/EC,
- Waste Directive (EU) 2018/851



- Timber Regulation (EUTR),
- Persistent Organic Pollutants Regulation (POP) (EU) 2019/1021
- Biocidal Products Regulation (EU) 528/2012
- Marketing and use of explosives precursors Regulation (EU) 2019/1148
- National Law on Hallmarking
- Medical Devices Regulation (MDR) (EU) 2017/475
- Restriction of microplastics intentionally added to products Regulation (EU) 2023/2055
- Regulation (EU) 2023/1542 concerning batteries and waste batteries

The following legislative country-specific requirements including secondary legislation and amendments; inter alia:

Switzerland:

- Chemical Risk Reduction Ordinance, ORRChem of 18 May 2005
- Verordnung des EDI über Kosmetische Mittel (VKos)
- Swiss Spielzeugverordnung
- Swiss Lebensmittel- und Gebrauchsgegenständeverordnung
- Bundesgesetz über Lebensmittel und Gebrauchsgegenstände
- Bundesgesetz über die Produktesicherheit
- Portal for Swiss federal law: <https://www.fedlex.admin.ch/>

Denmark:

- Product Safety and Metrology Regulations 2020

Great Britain (England, Scotland and Wales) and Northern Ireland:

Please follow the below website for UK relevant laws:

<https://www.legislation.gov.uk/ukxi/2019/696/contents/made>

Suppliers must ensure that the products delivered to Zalando comply with the applicable legal requirements in all Zalando sales territories:

Austria, Belgium, Czech Republic, Croatia, Denmark, Estonia, Finland, France, Germany, Hungary, Italy, Lithuania, Latvia, Luxembourg, Netherlands, Norway, Poland, Portugal, Romania, Slovenia, Slovakia, Spain, Switzerland, Sweden, United Kingdom.

Legislation is often being updated and it is your responsibility as a Partner to be fully aware of current content and keep up with all changes applicable to your product range.

The portal for European Union law can be found at: <https://eur-lex.europa.eu/>.

2.2 Zalando Chemical Policy

The industry is transparent about the fact that advanced chemistry is essential for making fashion items in our wardrobe more creative, colourful, comfortable, durable and affordable. However, it can also be anticipated that hazardous chemicals can be responsible for harming consumers, the environment and workers within the supply chain.

We believe that due to the scale of our fashion platform, we can make a significant contribution and impact by setting stringent standards and collaboratively working on achieving them with our partners.

To control chemical compliance Zalando established a Restricted Substances List (RSL) which specifies permitted limits of toxic and harmful substances. The RSL was developed in line with REACH regulations, as well as the legislative and regulatory requirements set by the trading territories in which Zalando operates. There is no way to prove that a product is compliant without it undergoing full testing.

All Zalando partners are required to implement a robust chemical management system and due diligence testing to ensure compliance with the Zalando Restricted Substances List (RSL) and relevant international standards and legislations.

In addition, certain OEKO-tex certificates will be accepted by Zalando instead of chemical testing. These are only style level certificates where the whole product and all its components have been tested e.g. OEKO-tex 100.

In addition to the routine testing carried out by the partner, Zalando reserves the right to independently test random products as a part of Zalando due diligence program. If the product conforms to limits outlined by our RSL, the costs associated with this testing will be covered by Zalando. Partners will be informed about the cost of testing in failed cases.

Failure to meet Zalando's requirements will not be commercially accepted.

Non-conformity with the legal requirements, Zalando's QA Manual and compliance processes will definitely result in, where all the following points apply to partners:

- Rejection/return and destruction/disposal of non-compliant ZFS stock (arranged at the partner's expense).
- Withdrawal product from the market or/and product RECALL from end users.
- Cancellation of any future deliveries (ZFS partners)
- Imposition of financial deductions including but not limited to coverage of the complete costs associated with product recall, testing cost, penalties to surveillance authorities and NGOs
- Debit against the partner for lost profits (ZFS partners)
- Damage of the brand/partner's reputation
- Re-examination and termination of the existing business relationship with the



partner in the case of continuous product failures throughout onboarding testing or Zalando due diligence checks.

- Indemnification of Zalando against third party claims resulting from non conformity
- Damage of the brand/partner's reputation

The Zalando RSL is applicable to all fabrics, components, finished products and packaging. This document is reviewed and updated on bi- annual basis and communicated to all suppliers and partners as well as published on the corporate website ([here](#)). It is the responsibility of the suppliers'/partners' to ensure compliance with the most updated version of the Zalando RSL.

2.3 Restricted Substances List (RSL)

Please refer to the [Zalando Corporate RSL](#) for details of classification, testing method and regulation/limit values of restricted substances in consumer goods. Zalando strongly encourages all partners not to exceed the requirements set out in the RSL and to promote best practices and continuous improvement. Zalando commits to provide you with support and guidance in exchange for transparency.

2.4 Partner Responsibility

The products supplied to Zalando must be marketable in all countries in which Zalando trade and testing must be carried out by a partner. We reserve the right to ask for test reports at any time and if proof of conformance has been submitted to Zalando, we may contact the relevant laboratory to discuss details where necessary.

All partners are required to:

- Fully comply with applicable legislative requirements to ensure product safety and marketability across all customer markets
- Ensure that the responsible staff is fully aware of the content and requirements of Zalando manual and policies
- Do not onboard any articles, equal or functionally similar, to those listed in Annex II - Zalando Partner Program Out-of-Scope Assortment
- Communicate Zalando RSL to their supply chain
- Select raw materials/components responsibly by sourcing from certified vendors.
- Test all materials / finished product in line with EU legislation and Zalando RSL
- Testing must be carried out by nationally accredited, independent laboratories. The test reports must be submitted in English and are valid for a maximum of 12 months from its issue date
- Keep all relevant test reports on file and make it available to Zalando upon request. Ensure availability and maintenance for 10 years from the date a product was placed on the market (unless explicitly specified otherwise) for the following:



- The technical documentation file for each product which falls under the scope of CE / UKCA marking
- The product information file (PIF) for each cosmetic product placed on the EU / UK market, at the address specified on the product label
- The product risk assessment document considering the potential for harm to the end customer
- In case of a detected non-compliance, Zalando reserves the right to test the affected articles, and the partner must contribute upon request to send the samples under their own costs to the authorized laboratories by Zalando
- Complete the mandatory Product Safety & Quality onboarding questionnaire which is relevant for new partners as well as existing partners who aim to onboard new commodity groups to their assortment
- Implement a robust procedure to notify Zalando about non-conformities, serious risk to consumers or any other incidents related to the safety of their product immediately
- Respond promptly to Zalando's request to clarify non-conformities and no later than 3 working days
- In case of serious risk to human's health resulting from testing failures - conduct (if applicable, toxicological risk assessment) and notify the relevant market surveillance authorities. Zalando shall be provided with a copy of this notification and the outcome of the risk assessment, in a timely and efficient manner. If such notification will not be received, Zalando will notify the German market authorities and include the suppliers' details for further completion of any information gaps
- Provide upon request and/or in case of known safety risks/safety failure for internal review or external evaluation by an independent laboratory of our choice:
 - Legal statement of the detected non-compliance
 - Product risk assessment
 - Existing test reports
 - Corrective action plan with countermeasures to mitigate deficiencies

2.5 Compliance Programme for Partners and Brands from outside of the European Economic Area

In the Partner Program, consistent with the underlying Partnership Agreement between the partner and Zalando SE, the partner is solely responsible for the marketability of the products being offered. The partner must indemnify Zalando from all claims associated with marketing violations. Zalando acts as a liaison point with the market surveillance authorities regarding actions which could eliminate or mitigate risks that are presented by products offered by partners. Zalando should have easy access to high quality, comprehensive information and the documentation necessary to demonstrate the



conformity of the product in a language which can be easily understood by authorities upon request.

In light of the above, partners are responsible for the compliance of their products with the requirements of the Union's legislation regarding product marketability both inside and outside the EEA. This means that product conformity assessments need to be carried out for both EU and non-EU countries. For marketability in the EU, inter alia, an EU-based authorized representative and/or EU responsible person's office address needs to be indicated on the product or, where this is not possible, on its packaging.

There are products by partners from non-EU countries and/or countries outside of the EEA within the scope of our compliance programme, and as such, these products are associated with increased obligations for reviews by Zalando, from a product safety aspect.

To ensure the safety of our customers, Zalando partners are obliged to meet our RSL requirements and physical properties outlined by international standards and EU technical reports. Also, the correct labelling hereby enables market operators to clearly identify and ensure traceability of the products placed in EU markets, assess risks that may come from products and/or to mark a required level of compliance. As a key element of this compliance programme, the following **mandatory** documents will be requested from the partner and should be **readily available for submission via email upon request**:

- Completed Partner Program Product Safety & **Quality** Questionnaire
- Product list planning to sell via Zalando for risk assessment purpose
- Existing test reports for chemical & physical requirements
- Other related technical documents for verifying labelling requirements (such as certificates, reports, labelling photos, **artwork** and samples) as stipulated in [Product Labelling](#).

Partners and brands from outside the European Economic Area shall not offer pulp- and paper-based products and any other products falling within the scope of the European Timber Regulation (Regulation (EU) No 995/2010). In addition, Zalando will not accept any products coming into contact with food from non-EU suppliers. Detailed information about the approval process will be provided to each partner during the onboarding stage.

2.6 Physical Safety Requirements

The General Product Safety Directive (GPSD) Directive 2001/95/EC (from December 2024 General Product Safety Regulation (EU) 2023/988) places an obligation on all economic operators to market only safe products. In addition to the mentioned chemical requirements, it also refers to the physical safety of a product.



Article 3 of GPSD defines a safe product as a product in compliance with its harmonized standard/specific product regulation. GPSD requires a safety assessment in compliance with:

- Non-harmonized standards
- Mandatory national standards
- Guidelines recommended by European Commission
- Codes of good practice
- State of the art knowledge and technology
- Reasonable consumer expectations

Safety can and should be designed. Therefore partners must ensure that their product development process is managed responsibly and appropriately. Poorly designed products can violate consumers' well-being and cause severe injuries.

Therefore, Zalando expects that partner's internal risk assessment processes cover all aspects of potential hazards under normal and reasonably foreseeable conditions of use, within the lifetime of a product in order to identify the physical safety standards necessary for an individual product design. It is expected that appropriate documents (e.g. physical test reports, inspection reports, filed product risk assessments) can be made available at any time to demonstrate that those standards are consistently met for each production.

In case a product fails to meet physical safety standards, we reserve the right to withdraw the product from the market and return the remaining stock.

The GPSD has been transposed as a binding legislation in all the EU Member States. For the UK market, the GPSR is amended by the Amendment Regs 2019 to ensure proper functioning of the UK market.

2.7 Safety of Children's Wear

This section lists the relevant standards applicable to children's clothing, footwear and accessories. There are different levels of legislation that exist which need to be applied to kidswear and accessories products. Some are mandatory, some are voluntary, but to ensure the highest level of consumers' protection we request that our partners always adhere to both. Children are an especially vulnerable target group since they are:

- Less foreseeable in their behavior and more likely to use products against their intended use
- Unaware of causes and effects, and therefore less cautious in relation to hazards
- More likely to be unaware of how or physically incapable of getting themselves out of hazardous situations
- Already endangered by lower doses of harmful substances

Therefore, it is especially important that the partner will:

- Conduct risk assessment on their materials, components and products in foreseeable use from the earliest stages
- Eliminate potential hazards wherever possible, while designing a product.
- Ensure the physical properties needed to guarantee safe use are kept, whenever a hazard cannot be removed
- Put in place stringent approaches to harmful substances in assuring chemical compliance

It must be emphasized that hazards may vary depending on the age and development of a child. A child is hereby defined as a person aged from birth up to 14 years, in which the main criteria of a categorization is the body height.

Category	Age	Body Height
Baby	0 - 36 months	<=98cm
Young child	3 - 6 years and 11 months	99 -133 cm
Older child and young person	7 -14 years	Girls: 134 -176 cm Boys: 134 -182 cm

Table 2 Definitions as illustrated in the cord nom

It is expected that all product categories intended for children and supplied to Zalando have been manufactured in accordance and compliance with the following:

Product Type	Standards	Purpose
Kids Apparel and Accessories	CEN/TR 16792:2014	Safety of children's clothing - Recommendations for the design and manufacture of children's clothing. Mechanical safety
	EN 14682:2014	Safety of children's clothing - Cords and drawstrings on children's clothing specification.
	EN 17394-2 :2020-12	Textiles and textile products. Safety of children's clothing. Security of attachment of buttons. Test method
	CEN/TS 17394-3:	Textiles and textile products. Safety of children's

Dressing Up Costumes	2021	clothing. Security of attachment of metal mechanically applied press fasteners. Test method
	CEN/TS 17394-4:2021	Textiles and textile products Safety of children's clothing. Security of attachment of components except buttons and metal mechanically applied press fasteners. Test method
	BS EN 16732:2015	Slide fasteners (zips). Specification
	EN71 Part 1	Safety of toys - Mechanical and physical properties.
	EN71 Part 2	Flammability - for toys to be worn and costumes intended to be worn by children in play.
	EN71 Part 3	Specification for migration of certain elements. Can also be referred to in the absence of relevant standards.
	16 CFR Part 1610	Standard for flammability of clothing textiles.
Nightwear Including: Bathrobes Dressing gowns Nightshirts Nightdresses Pyjamas	EN 14878:2007	Textiles - burning behaviour of Children's Nightwear - Specification. Nightwear categories classified
Footwear intended for children or with child appealing features and play value (e.g. novelty slipper)	EN 71-1 (8.3) EN 71-1 (8.4) EN 71-1 (8.11 & 8.12)	Detachment of small parts – torque. Detachment of small parts - tensile test. Sharp/ pointy edges.
Personal Protective Equipment Including but not limited to: Sunglasses Helmets	All corresponding harmonized standards that are relevant for conformity assessment for specific product type.	

Table 3 Overview on standards to be followed for respective product categories

The above guidance is not exhaustive, and an experts' advice must be acquired by the partner. In the absence of standards designed explicitly for certain product types e.g. jewellery, footwear, it is the responsibility of the partner to assess potential hazards, design and test their products to the most relevant industry codes of practice such as European technical reports (TR). In addition to the aforementioned requirements, all footwear must also comply with the thresholds of the substances in the [Zalando Corporate RSL](#). The substances of concern include amines of Azo dyes, Formaldehyde, Cadmium, Lead, Polycyclic aromatic carbons (PAH), Phtalates, NPEO, Extractable Heavy Metals, Allergenic and Carcinogenic Dyes and Quinoline.

2.8 General Requirements for Cosmetic Products

All cosmetic products must be produced in accordance with applicable laws and regulations, particularly with the requirements in the Regulation on Cosmetic Products (EC) No 1223/2009. National legislation must be considered and can be applicable at the same time as European law. Cosmetic products must be manufactured in such a way that they are fit for their intended use and do not place consumers at risk due to inadequate safety and quality. It is an EU mandatory requirement that each Brand/Partner supplying cosmetic products must follow guidelines of Good Manufacturing Practices (GMP) outlined in ISO 22716 within their supply chain (from the producers of raw materials to manufacturers of the finished products: design, formulation, manufacturing, packaging, storage and shipping).

The manufacturer or importer must ensure the fulfillment of all obligations and requirements included in the applicable laws and regulations, before the product is dispatched. The manufacturer or importer is obligated to ensure, that:

- The General Product Safety Directive (GPSD) 2001/95/EC and Regulation (EU) 2023/988 concerning General Product Safety effective 13th December 2024
- The cosmetic product made available on the market shall be safe for human health when used under normal or reasonably foreseeable conditions of use
- The labelling requirements (section Labelling Requirements on Cosmetic Products) are fulfilled
- A legal or natural "responsible person" is designated for the product within the EU community who ensures all relevant product safety obligations are fulfilled - Article 5 of the Regulation (EC) No 1223/2009
- A Product Information File (PIF) is available. The PIF should include all the particulars relating to identity, quality, safety for human health and the effects claimed for the cosmetic product
- A product safety report is included in the PIF, in a language which can be easily



understood by the competent authority of the Member State documenting that a safety assessment has been conducted

- The restrictions of substances listed in Annex I to VI of the regulation (EC) No 1223/2009) on cosmetics are considered. Please follow the link below: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:02009R1223-20160812&from=EN>
- The restrictions and prohibition of the use of substances classified as carcinogenic, mutagenic or toxic to reproduction (CMR) are fully respected and any exceptions are made in line with Art.15.
- Any legislative changes impacting Zalando cosmetic product range and relevant implementation is carried out in accordance with deadlines outlined by the European Commission. This includes the most recent revision to Annex II coming into force from December 17, 2022. Please refer to the respective list of the substances here: <https://eur-lex.europa.eu/legal-content/EN/TXT/?uri=CELEX:02009R1223-20160812&from=EN>

In addition Partners are expected to follow up with the most recent development of the EU legislation in particular but not limited to:

- From **1 December 2023** onwards, Zalando prohibits supplying products containing any of the **30 new substances** added to the Annex I of the EU Cosmetic Regulation (EC) 1223/2009
- **Ban on UV filter and restrictions on several endocrine disruptors:** the European Commission has notified a draft Regulation which includes the following changes: a ban on the UV filter **4-Methylbenzylidene Camphor (4-MBC)** and restrictions on **Genistein** (up to 0,007%), **Daidzein** (up to 0.02%), **Kojic Acid** (only in face and hand products up to 1%), **Alpha-Arbutin** (up to 2% in face cream and 0,5% in body lotion), **Arbutin** (up to 7% in face cream), and **Vitamin A** (up to 0,05% Retinol equivalent in body lotion and up to 0,3% RE in other cosmetic products). The two preservatives **triclosan** and **triclocarban** are to be banned in mouthwashes. However, the preservative triclocarban shall be allowed in other cosmetic products up to a maximum concentration of 0.2%. Time frame applicable for each is specified can be found in the amendment draft [here](#).
- **Microplastics:** From **17 October 2023** onwards cosmetic products containing microbeads (used as abrasive to exfoliate, polish or clean the skin) in a concentration equal to or greater than 0.01% w/w shall not be placed on the market. Products placed on the market prior to 17th October can be sold until stock runs out. Transition Period from 17 October 2027-2029 has been granted based on the product type. Link to [Regulation \(EU\) 2023/2055 of September 25, 2023](#) for further information.

All the restricted and prohibited substances applicable for cosmetic products can be

found listed non-exhaustively in **Annex I - Restricted Substances List (RSL)** for Beauty Products.

2.8.1 In-house Quality and Safety Assessments

Zalando performs multiple checks through the cosmetic product life cycle to ensure the greatest standards of quality and safety to our customers. The validation of the Product Information File (PIF) by 3rd party assessment is one of them. **Therefore, Partners must ensure that a complete and correct Product Information File (PIF) is available for each cosmetic product offered to Zalando upon request.**

Zalando expects that all partners take appropriate measures to ensure all integral parts of PIF (description of the cosmetic product, product safety assessment, manufacturing method and good manufacturing practices declaration, evidence of claimed effects, data related to animal testing) are in place and have been checked with care.

Zalando will not tolerate any discrepancies and non-compliances identified during PIF and labeling checks.

2.8.2. Packaging Requirements

All beauty and cosmetic articles must include a seal in their primary packaging to ensure that the article cannot be used or opened by the end-customer without breaking the seal.

This seal guarantees that the product has already been opened by the end customer after return. Undamaged seals allow reselling of the returned products, if applicable, by ensuring that microbiological contamination as well as oxygen and water vapor did not penetrate the product and that the Period After Opening (PAO) was not compromised.

The seal should fulfill the following specifications:

- **Placement:**
 - The seal must be applied outside the article primary packaging and be immediately visible at first glance;
 - If the product has multiple openings and can be easily recognizable from the outside, all openings need to be covered by one or more seals;
 - If the product itself is packaged into a carton packaging, the packaging must be sealed from all possible carton openings. The product might not be sealed in this case;
 - The seal should not cover the brand name and the product information (ingredients, instruction of use and warnings);
- **Stickiness:** The sealing material must ensure a high adhesiveness to the applied packaging surface. The seal material needs to be functionally damaged when it is peeled off.

2.8.3 Packaging Integrity

The packaging of each beauty or cosmetic article should be sufficient to maintain the product's physical and functional properties throughout its intended shelf life and usage, as well as the storage and transportation process. The packaging should protect the product from contamination, spoilage, degradation and other external factors that could compromise the product's quality, safety or effectiveness.

2.8.4 Batch-to-Batch Consistency

Cosmetic manufacturers should ensure that each batch of their product maintains consistency in terms of formulation, quality and performance. Records of batch numbers should be maintained and tracked by the manufacturers/Brands to ensure product traceability.

2.8.5 Physical Testing

Zalando may request a copy of physical test reports to verify that the cosmetic products meet the specified requirements. This could include testing for stability and compatibility, challenge test, microbiological properties as well as other physical and chemical characteristics verified during in-line and QC inspections. The partner must provide the aforementioned documentation separately to Zalando when required for incident investigation or per Market authorities' request.

2.9 General Requirements for Medical Devices

Medical devices (MD) comprehend a wide diversity of products that aim to diagnose, prevent, cure, soothe, alleviate, monitor or improve human's health, which requirements are outlined in the Medical Devices Regulation (EU) 2017/475 (MDR). Currently, only beauty electronic articles that fall within the scope of MDR - Annex XVI "Devices without an intended medical purpose" are considered as allowed assortment for Zalando, and it must fulfill, not exclusively, with the following requirements:

- Labelling compliant with the General Product Safety Regulation (GSPR); Electromagnetic Compatibility (EMC), Low Voltage Directive (LVD) and Waste Electrical and Electronic Equipment Directive (WEEE) requirements including EU address, pictograms for electronics recycling and Restriction of Hazardous Substances Directive (RoHS)
- CE marking; for class II and III devices must include the notified body identification number
- Product manual / instructions of use
- Provide a clear product description including its intended use
- The Declaration of Conformity (DoC) is mandatory for class I devices as the assessment is done by the manufacturer itself

Additionally, all electronic products must also comply with all the applicable regulations, as described in the chapter [General Requirements for Electrical and Electronic Equipment \(EEE\)](#).

The partner must provide the aforementioned documentation separately to Zalando upon request. The partner also must ensure that all the technical documentation on the product, including but not limited to manuals, product description, use instructions and labelling when applicable, are available in the following languages on the product/the packaging: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Hungarian, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish. Zalando reserves the right to request further languages if additional European sales territories are established.

2.10 General Requirements for Toys

Toys are one of the essential developmental tools for children. However, toys can cause serious injuries, including death, and therefore, must be manufactured according to strict safety standards to protect children from harm. For this reason, sale of toys within the EU is regulated by the EU Toy Safety Directive 2009/48/EC (2009), as well as other safety regulations (detailed below). Toys must demonstrate compliance with a very complex combination of chemical and physical requirements taking into consideration the physiological development of a child and their potential interaction with a product, therefore additional hazards such as choking, mechanical injuries, fire, strangulation, entrapment and small parts must be foreseen and prevented.

The EU toy regulation states that both the toy manufacturer and distributor are liable for any breach of toy safety. It is expected that all toys supplied to Zalando have been manufactured in accordance and compliance with the following:

- Toy Safety Directive 2009/48/EC, which covers all aspects of toy safety as well as legal requirements towards importers and distributors.
- Regulation (EC) No.1907/2006 (REACH Regulation), ensures the protection of human health and the environment by restricting certain chemicals
- Regulation (EC) No 2019/1021 (POP Regulation), which bans or restricts the use of persistent organic pollutants
- Mechanical and physical safety as well as flammability requirements must be met according to EN71 part 1 and part 2, while chemical safety must conform to EN71-3 and other EN71 parts of the standard range relevant to the specific toy product
- EN 14960-1:2019 and EN 14960-2:2019 for inflatable play equipment
- Color Fastness to saliva and perspiration acc. to DIN 53160 -1 & -2
- Toys must be marked with the CE-label by the manufacturer. For more information please refer to [CE mark and Declaration of Conformity](#)



- Existence of the required documents, instructions and safety information in all languages where the toy is sold
- Correct labelling as per point 2.16.6 Labelling Requirements on Toys
- Packaging and Packaging Components must meet the 94/62/EC directive's amendment regarding heavy metal and heavy metal content, as well as SVHC in the Packaging according to Regulation (EC) No. 1907/2006 (REACH) Art. 33
- The complete product must meet the hygiene standard and be free of microbiological pollution as well as free from infestation according to Toy Safety Directive 2009/48/EC
- For the UK market, the Toys Safety Directive is amended by the Amendment Regs 2019
- The requirements for the Swiss market include Swiss Spielzeugverordnung, Lebensmittel und Gebrauchsgegenständeverordnung, Bundesgesetz über Lebensmittel und Gebrauchsgegenstände and Bundesgesetz über die Produktesicherheit

2.10.1 Future Requirements for Toy Manufacturers / Importers

Partners should be aware of the European Commission's published proposal for a new EU Toy Safety Regulation on 28 July 2023. The proposal is to replace the current EU Toy Safety Directive 2009/48/EC. The proposal offers toy manufacturers and distributors a transitional period of 30 months on entry into force, for compliance with the new requirements. Some important compliance requirements could include, however not limited to the following:

- The introduction of a digital product passport, intended to replace the EU declaration of conformity.
- Manufacturers and importers will have to provide their names, complete contact addresses and an email address on their toys.
- Taking into consideration the safety risk to children including their psychological, mental health, well-being and cognitive development of children when placing toys on the market.

Furthermore, the General Product Safety Regulation (EU) 2023/988 (GPSR) which comes into force on 13 December 2024 has already outlined several obligations for toy manufacturers and importers and include, however, not limited to the following:

- The manufacturers, importers and distributors of toys are obligated to inform the respective country's competent market authority(s) about any accidents relating to a product that they have placed on the market and have become aware of
- More strenuous requirements on product recalls where consumers will be remedied for an article through replacement or refund regardless of how old the recalled product is

The content of a recall letter or notice will be required to provide more detailed information regarding the product being recalled (images, health risks, etc.)

Further information regarding new labeling requirements can be found under section [Product Labelling](#).

2.10.2 Classification of Toys

The guidance on the classification of toys for children under three or three years and over was updated on 2nd february 2023. Guidance document No 11 on the application of Directive 2009/48/EC on the safety of toys has expanded the list from 11 to 15 categories. The guidance points out the criteria that a toy should fulfill to determine its designated category. The correct classification of toys ensures that the suitable requirements are applied. The guidance now covers the following 15 categories:

- Puzzles
- Dolls
- Soft and stuffed or partially stuffed toys:
 - Soft and stuffed or partially stuffed toys
 - Squishies
- Fidget toys
- Modeling clay/dough, slime, soap bubbles
- Movable/wheeled toys
- Play scenes, constructed models and construction toys
- Game sets and board games
- Toys intended to be entered
- Toys intended to bear the mass of a child
- Toy sports equipment and balls
- Hobby horse/stick horse
- Push-pull toys and pull-along toys
- Audio / visual equipment
- Toy figures and other toys

2.10.3 Allowed Toy Assortment

It is the responsibility of the partner to ensure that their toy assortment being onboarded is aligned with the approved scope being offered by Zalando. Zalando has expanded the toys category from wooden and soft toys to include further sub-categories, as detailed below:

In scope assortment	Out of scope assortment
<ul style="list-style-type: none"> ● Soft toys 	<ul style="list-style-type: none"> ● Books
<ul style="list-style-type: none"> ● Baby toys 	<ul style="list-style-type: none"> ● Electronic toys

<ul style="list-style-type: none"> • Games (i.e. board games, card games, magic games) 	<ul style="list-style-type: none"> • Chemical toys
<ul style="list-style-type: none"> • Puzzles (below 500 pieces) 	<ul style="list-style-type: none"> • Crafting kits
<ul style="list-style-type: none"> • Play figures (animals, action figures) 	<ul style="list-style-type: none"> • Games with taste or smell elements, food; containing any sharp-pointed items such as darts
<ul style="list-style-type: none"> • Play kitchens 	<ul style="list-style-type: none"> • Puzzles with magnetic components
<ul style="list-style-type: none"> • Dolls and dollhouses 	<ul style="list-style-type: none"> • Construction sets for kids > 14 years old
<ul style="list-style-type: none"> • Wooden toys 	<ul style="list-style-type: none"> • Tents (play tents, teepees)
<ul style="list-style-type: none"> • Construction toys 	<ul style="list-style-type: none"> • Bicycle accessories, baskets, helmets*, bells; roller skates
<ul style="list-style-type: none"> • Musical instruments (with acoustic property test) 	<ul style="list-style-type: none"> • Protective swim equipment
<ul style="list-style-type: none"> • Toy vehicles, boats, garages (range below 300mm, no batteries or motors allowed) 	<ul style="list-style-type: none"> • Large outdoor play sets (garden houses, swings)
<ul style="list-style-type: none"> • Ride-ons and walkers (saddle height below 435mm, max. 20kg load) 	
<ul style="list-style-type: none"> • Outdoor toys (balls, gardening toys, sand and beach toys) 	
<ul style="list-style-type: none"> • Dress-up (costumes) 	

Table 4 Overview of out of scope assortments not allowed under the toy category

*Please note: helmets can currently be offered within the sports category

2.11 Childcare and Child related Products

Childcare products and child related products consist of any product designed or obviously intended to safely ensure and facilitate seating, bathing, changing and general body care, feeding, sleeping, transportation and protection for young children. Examples of such products can be dummy chains, pacifiers, changing mats, cot bedding, sleeping

bags, bibs or harnesses. Those products are generally designated for children of ages less than 3 years old.

Childcare products may generate risks, such as the risks of injury, choking, strangulation, suffocation, chemical contamination, health risks, and the like. Therefore, manufacturers must find the most suitable solution for proving and confirming the safety of the children's products offered on the market – for example, product certification, testing or safety assessment.

For a childcare product to be considered safe, it must be tested at minimum for the below properties:

- Mechanical properties - to ensure there are no small parts, sharp points or sharp edges
- Performance properties - such as thermal shock and accuracy
- Textile properties - for safety and compliance
- Toxicity properties - including migration of heavy metals, nickel release, banned phthalates, nitrosamines, volatile organic materials, and AZO dyes - for safety and compliance
- Food-safe properties - for plastic materials and articles in contact with food

Childcare and child related products shall conform to General Product Safety Directive 2001/95/EC (from December 2024 General Product Safety Regulation (EU) 2023/988), but certain criteria applied to them are regulated both by the mandatory applicable EU and national laws and regulations, as well as by the voluntary applicable EN standards.

The table below lists the relevant standards applicable to the compliance of child and childcare related products:

Product Type	Standards	Purpose
Childcare products and carriers including but not limited to:	PD CEN/TR 13387-1:2018	Childcare articles. General safety guidelines. Safety philosophy and safety assessment
Sleeping bags Dummy chains Bibs	BS EN 16781:2018	Textile childcare articles. Safety requirements and test methods for children's sleep bags for use in a cot
Transport related childcare products	EN 13209-1 EN 13209-2 EN 14344	Framed baby carriers Soft baby carriers Child seats for cycles

	EN 15918 TR 16512	Bicycle trailers Children's slings, guidelines
Sleeping related childcare products	EN 16890 EN 16779 EN 16780 EN 16781	Mattresses for cots and cribs Children's cot duvets Children's cot bumpers Children's sleep bags
Sitting related childcare products	EN 1272 EN 16120 EN 16232	Table mounted chairs Booster seats Infant swings
Cleaning and hygiene related childcare products	EN 12221-1 & 2	Changing Units
Early learning related childcare products	EN 1273 EN 14036	Baby walking frames Baby bouncers
Physical protection related childcare products	EN 13210	Harnesses and reins
Feeding and accessories related childcare products	EN 1400 EN 12586 EN 14350-1 & 2 EN 14372 EN 12868	Soothers Soother holders Drinking equipment Cutlery and feeding utensils Release of N-nitrosamines and N-nitrosatable substances

Table 5 Requirements for the compliance of childcare articles per commodity groups

Furthermore, it is the responsibility of the partner to carry out risk assessment on their products and ensure that the appropriate standards and product tests are done.

2.12 General Requirements for Electrical and Electronic Equipment (EEE)

EEE is dependent on electric currents or electromagnetic fields to work properly and equipment for the generation, transfer and measurement of such currents and fields. Suppliers/Partners must ensure compliance with applicable regulations before placing EEE on the market.

Based on characteristic features of EEE, relevant EU and laws provide the requirements with respect to health and safety covering all risks, thus ensuring that electrical equipment is safe for its intended use.



For products that feature an input or output voltage rating between 50 and 1000 V on alternating current, and 75 and 1500 V on direct current the Low Voltage Directive (LVD) 2014/35/EU (LVD) applies. Thus, products such as watches or USB sticks, which have a lower voltage are covered by the General Product Safety Directive 2001/95/EC (from December 2024 General Product Safety Regulation (EU) 2023/988). Products equipped with radiofrequency devices such as Bluetooth or Wifi devices are also exempted by the LVD, as their electrical safety is covered by the Radio Equipment Directive 2014/53/EU (RED). This is also true in the case that the device has input or output voltage within the scope of the LVD. Regulatory requirements such as EMC, REACH and RoHS or WEEE, do always apply in conjunction to the above-mentioned and additional country-specific requirements.

For chemical safety, there are 11 categories of EEE that must meet the limits outlined in EU RoHS which include:

- Large household appliances
- Small household appliances
- IT and telecommunications equipment
- Consumer equipment
- Lighting equipment
- Electrical and electronic tools
- Toys, leisure and sports equipment
- Medical devices
- Monitoring and control instruments including industrial monitoring and control instruments
- Automatic dispensers
- Other EEE not covered by any of the categories above

Partners of EEE must ensure that products supplied to Zalando:

- Are classified correctly in accordance with relevant to EEE legislation
- Perform within parameters intended for the use of end customers (consumers)
- Have successfully passed applicable conformity assessment procedure
- Do not generate / are not affected by electromagnetic disturbance
- Meet an adequate level of electromagnetic compatibility (EMC) if applicable
- Have CE and UKCA mark (refer to chapter [CE Mark and Declaration of Conformity](#)), a crossed-out wheely bin
- Can easily be identified by type, batch or serial number or another element
- Are traceable and correctly labelled with the manufacturer's / EU importer's postal address
- Have operating / safety instructions in the language of the country of use enclosed
- Compile technical documentation and store it for 10 years
- Are registered at the responsible national bodies for WEEE
- Are registered in EPREL (European Product Database for Energy Labelling), if applicable



- Comply to the limits of restricted substances tolerated by weight in homogeneous materials in accordance with RoHs and in addition to Zalando RSL requirements

Additional duties of partners:

- Providing required energy labels (if applicable) to be displayed in our Fashion Store
- Provide the internal and external technical documentation upon request
- Inform the end customer about their own responsibility for the storage of personal data on WEEE and the meaning of the crossed-out wheeled bin symbol

Registration at National Bodies:

The Supplier/Partner is obliged to ensure the registration of the product at the EAR (Elektro-Altgeräte Register) and to obtain an EAR registration number, which needs to be provided to Zalando upon request.

2.13 General Requirements for Batteries

Regulation (EU) 2023/1542, repealing Directive 2006/66/EC from 18 August 2025, introduces numerous requirements in the areas of the safety of batteries and battery operated products including their markings and performance. Batteries have to comply with the following requirements:

- Compliance with Annex XVII of Regulation (EC) 1907/2006
- General Labelling of battery information (the producer, battery model, place and date of production, weight, charging capacity, obligation for separate collection as well as hazardous and critical raw materials contained) → August 18, 2026
- Labelling requirement for wheelie bin including Cd/Pb indication (if above threshold) (Article 13) → August 18, 2025
- Rechargeable portable batteries shall bear a label containing information on their capacity → August 18, 2026
- Non-rechargeable portable batteries shall bear a label containing information on their minimum average duration when used in specific applications and a label indicating 'non-rechargeable' → August 18, 2026
- The CE marking and conformity assessment → August 18, 2024
- Labelling with QR Code (Article 13) all batteries must be marked with a QR code that can be used to access – depending on the battery category –, among other things, the declaration of conformity or the battery passport → February 18, 2027
- Removability and replaceability Requirements (Article 11) → February 18, 2027
- Performance and Durability Requirements → August 18, 2028
- The extended producer responsibility and registration requirements in the new regulation will apply from 18 August 2025.

Suppliers are required to conduct a thorough review of the regulation and their products to comply with the relevant requirements.

2.14 General Requirements for Footwear

There are a number of European standards relating to footwear such as test methods, terminology, minimum performance requirements for individual components of footwear and entire shoes. It is the brands'/partners' responsibility to evaluate all, risk assess their products and ensure that any footwear supplied to Zalando meets minimum quality performance and safety standards via relevant testing procedures. In absence of harmonised standards, suppliers/partners' must be able to prove that the compliance to essential health and safety requirements has been assured and take full responsibility for showing adherence of their products to applicable product safety requirements. In addition to the aforementioned requirements, all footwear must also comply with the thresholds of the substances in the [Zalando Corporate RSL](#). The substances of concern for ensuring compliant footwear include, but are not limited to amines of azo dyes, formaldehyde, cadmium, lead, polycyclic aromatic carbons (PAH), phthalates, NPEO/APEO, extractable heavy metals, allergenic and carcinogenic dyes and quinoline. Furthermore, to ensure customers' safety and prevent injuries, all footwear with heels must be tested according to ISO 22650/DIN EN 12785 prior to delivery. Zalando reserves the right to return any deliveries if safety concerns are raised and/or no proof of testing against the aforementioned or an equivalent standard is provided by the brand/suppliers upon request.

2.15 General Requirements for Recycled Jewellery

The use of existing resources is becoming increasingly important to protect the environment. More and more brands/partners are turning to materials that have already been processed, which are melted down again and made into new pieces of jewellery. However, recycled jewellery is subject to the same legal requirements for product safety (e.g. REACH Regulation (EC) No 1907/2006) as conventional jewellery. Products, parts of products or coatings which recycled material comes from one casting could be deemed as homogeneous in composition and are recognised as one batch. Therefore, tests of the chemical parameters according to Zalando's Restricted Substances List must be carried out for each batch per style.

Zalando requires its suppliers and partners to ensure:

- The batch number of each piece of jewellery can be identified for traceability reasons
- Each piece of jewellery must be labelled with its batch number in addition to the product identification number, e.g. on a hangtag, sticker
- Likewise, a test report must also contain the batch number of the tested article in addition to the product identification number



Zalando will require test reports for a specific share of orders and selection of styles to be tested will be managed by Zalando after successful confirmation of your onboarding.

The % of required share of test reports can be adjusted at Zalando's discretion in case of multiple testing failures received from ongoing testing. The same scope of testing applies to existing brands/partners, if they subsequently offer recycled jewellery.

2.16 Restrictions on Microplastics in Consumer Products

Zalando requires partners and suppliers to ensure that all products supplied to Zalando are compliant with Commission Regulation (EU) 2023/2055 restricting synthetic polymer microparticles on their own or intentionally added to mixtures. The microplastics restriction comes into force on 17 October 2023. In addition, the prohibition of placing articles on the market containing microplastics is clearly outlined in Entry 78 of Annex XVII of Regulation (EC) No 1907/2006.

Partners and suppliers are therefore advised to evaluate their commodity groups and their respective restrictions and/or exemptions that apply before supplying goods to Zalando. In addition, where an exclusion (parts a-d) or an exemption (para. 4, a-f & para. 5, a-c) is applicable, partners should ensure they have the relevant compliance test reports and/or documentation to prove their material is unaffected by this restriction.

2.16.1 Articles Affected by the Microplastic Restriction

Regulation (EU) 2023/2055 enforces the microplastic restriction on mixtures containing a liquid or gel with plastic particles with a dimension of 0.1 µm and 5 mm or 0.3 µm and 15 mm in articles and a length to diameter ratio greater than 3 such as, however not limited to:

- Cosmetics with microbeads (abrasives, e.g. for peeling, polishing or cleaning)
- Cosmetics containing other forms of microplastics
- Glitter powder for sprinkling
- Crayons, gel pens, chalks with glitter
- Finger paint with glitter
- Glitter slime
- Polystyrene beads or other beads made of polymers with a diameter of < 5 mm
- Water beads (super absorbent polymer) with a diameter of < 5 mm when dry



Figure 2 Examples of mixtures affected by the microplastic restriction

2.16.2 Articles with Transitional Period Requirements

Furthermore, partners supplying articles to Zalando within the scope of para. 6, parts a - j relating to fragrances, rinse-off and leave-on cosmetics, medical devices and synthetic **sports** surfaces, etc. should keep abreast of the transitional period in which these product specific requirements will be enforced.

- Rinse off products, unless for use as an abrasive to exfoliate, polish or clean (containing microbeads) <0.01 % effective 17 October 2027
- Detergent, wax, polish and air care products, unless it contains microbeads <0.01 % effective 17 October 2028
- Encapsulation of fragrances <0.01 % effective 17 October 2029
- Leave-on products <0.01 % effective 17 October 2029
- Medical devices, unless containing microbeads <0.01 % effective 17 October 2029
- Granular infills for use on synthetic sports surfaces <0.01 % effective 17 October 2031
- Lip, nail and make-up products, unless containing microbeads <0.01 % effective 17 October 2035

2.17 General Requirements for Candles and Room Fragrances

As there is no regulation outlining the rules specifically for placing candles on the EU market, Zalando advises all partners to adhere to the requirements of candles outlined in EN 15494 : Candles - Product Safety and Labels. The standard specifies the size, shape and content of safety labels for candles destined to be used inside the home. The standard requires that all information provided on candles are easily visible and legible and placed on the packaging or candle itself. The general warning sign, an exclamation mark inside a triangle must be displayed on the label.



Figure 3 **Mandatory CLP Pictogram and safety labels for scented candles**

In addition, the standard enforces three (3) mandatory messages or pictograms on the safety label :

- Never leave a burning candle unattended
- Keep away from children and pets
- Keep away from things that can catch fire

There are further requirements for different types of candles, for example, floating or votive candles among others as well as other recommended safety messages.

Furthermore, according to the requirements of the GPSR, the warning symbols, pictograms, as well as the candle's ingredients must be displayed on the content page of the marketplace to inform customers of any banned substances, allergies, etc. This requirement will be mandatory for all onboarding partners effective from 13 December 2024. Additional information regarding the labeling of candles and home fragrances can be found under section [Labelling Requirements for Scented Candles and Room Fragrances](#)

2.18 General Requirements for Watches

Zalando requires all their partners that want to offer watches (either wrist analog or digital watches) to comply with the following requirements:

- RoHS (Recast) Directive 2011/65/EU and all secondary legislation amendments 2015/863/EU, 2017/2102/EU
- REACH Regulation 1907/2006/EU
- Batteries and Accumulators Directive 2006/66/EC
- Have CE and UKCA mark (refer to chapter [CE Mark and Declaration of Conformity](#)), a crossed-out wheelie bin

Additionally, all smartwatches or electronic wrist wearables must also comply with all the applicable regulations, as described in the chapter [General Requirements for Electrical and Electronic Equipment \(EEE\)](#).

2.19 General Requirements for Products with Food Contact

These requirements are applicable to any product intended to come into contact with food or that can reasonably be expected to come into contact with food. This product scope includes for example drinking bottles, dishes or food containers as well as feeding equipment or soothers for childcare (see as well chapter 2.11). To ensure that their constituents neither adversely affect consumer health nor influence the quality of solids and liquids they are in contact with, food contact materials (FCM) are regulated in four ways:

- Good manufacturing practice
- Statutory regulations
- Migration systems
- Risk assessment

Zalando expects that manufacturers and partners have ensured that their products are manufactured in compliance with the following main legal frameworks:

- REGULATION (EC) No 1935/2004 on materials and articles intended to come into contact with food
- REGULATION (EC) No 2023/2006 on good manufacturing practice for materials and articles intended to come into contact with food

Further products must be manufactured in compliance with relevant secondary legal acts that determine necessary safety requirements for specific materials/ hazardous substances such as:

- Plastic and recycled plastic
- Active and intelligent materials
- Ceramic
- Regenerated cellulose film.
- Bisphenol A (in varnish/ coatings or infant feeding bottles)
- Epoxy derivatives
- N-nitrosamines and N-nitrosatable (rubber teats & soothers)
- Polyamide and melamine plastic

Manufacturers and suppliers are responsible to ensure appropriate product markings:

As per Commission Regulation (EC) 1935/2004 all materials which are not yet in contact with food when placed on the market, should be accompanied by the following information:

- For any articles which, because of their characteristics, are not clearly intended to come into contact with food, a specific indication to their use must be given by



either the words “for food contact”, their purpose of use (e.g. water bottle, soup spoon etc.). Those wordings require a translation into all languages of the Zalando markets (further information can be found under [Product Labelling](#))

As an alternative the following symbol from Annex II of (EC) 1935/2004 can be used:



Figure 4 Labelling requirements for food contact products

- If necessary, special instructions to be observed for safe and appropriate use should be given in all languages of the Zalando markets
- Name and EU address of manufacturer, or, if not situated within the EU, of the authorized representative or of the EU importer or EU distributor’s identity and details (e.g. name and address). The address shall have sufficient details that can be used as postal address
- Adequate labelling or identification to ensure traceability of the material or article (e.g. batch number)
- All the above-mentioned information required shall be displayed on the materials and articles or on their packaging OR Labels affixed to the materials, articles or their packaging

A Declaration of Compliance (DoC) must be prepared and available where legally required (e.g. plastic materials). Zalando reserves the right to ask for DoC’s at any time.

2.20 Product Labelling

Several legislations, both national and European law, require specific labelling requirements to be fulfilled e.g. [General Product Safety Directive \(from December 2024 General Product Safety Regulation \(EU\) 2023/988\)](#) imposes to include the following information on the product, on its packaging or in [accompanying documents](#):

- Producer identity on the product or its packaging.
- [Manufacturer’s name, registered trade name/ registered trade mark and the postal EU address and electronic address. If the manufacturer is not established in the EU, name, registered trade name/ registered trade mark and the postal EU address and electronic address of the EU authorised representative or of the EU importer.](#) Please note that an EU address refers to member states that are part of the European Union. Countries not a part of the EU include Switzerland. Therefore an authorised representative is mandatory for partners operating in Switzerland.
- [Information concerning electronic addresses with a colon is presented as indicated](#)

below:

- **Email:** *name.surname@ec.europa.eu*
- **Internet:** *https://europa.eu*

- The product's identity (e.g. model, item number) or, the batch of products to which it belongs (e.g. batch number, barcode) if applicable, shall be provided, except where not to give such indication is justified.
- The product information, warnings and instructions, if applicable, shall be provided in local language(s) appropriate to the agreed sales territories
- Zalando requires translation to be provided in the following languages: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Hungarian, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish. Zalando reserves the right to request further languages if additional European sales territories are established
- Partners based outside of the EEA must ensure that the product is labelled as follows:

Imported by: *EU Representative Company Name and Address - [Postal code]*

Manufactured by: *Supplier/Partner Name and Address - [Postal code]*

- From 1st of January 2021 on packaging, EEE and batteries marketed in France, must be additionally labelled with the Triman logo and accompanying sorting information. The Triman logo must be printed on the products/its packaging in connection with recycling/sorting instructions. The Triman must not be printed in colour and must not be overlaid by other visual elements.

- Follow [Zalando Partner University](#) for France labelling / Triman obligations



Figure 5 Triman Logo

Size of the Triman logo:

- At least as large as other similar markings
- In the absence of such markings at least 1 cm x 1 cm
- In the event of technical constraints, no smaller than 0.6 cm x 0.6 cm

In addition the following sorting information needs to be displayed:



Figure 6 Further labelling specifics of the Triman Logo

It is the responsibility of the manufacturer and partners to ensure that their products are correctly labelled, in accordance with the applicable law and the information is displayed in a clear manner. Partners must also check that any additional labelling requirements explicitly applicable to their product range are fulfilled.

All claims must be truthful and must be supported with proof of evidence and or tested by one of accredited third-party laboratories. Inaccurate or misleading information could lead to unnecessary costs or penalties, which the partner is held responsible for.

2.20.1 CE Mark and Declaration of Conformity

CE marking is a certification mark that indicates conformity with health, safety, and environmental protection standards for products sold within the European Economic Area (EEA). By affixing the CE marking to a product, a manufacturer declares that the product meets all the legal requirements for CE marking and can be sold throughout the EEA. This also applies to products made in third countries that are being sold in the EEA.

Manufacturers are obliged to follow six steps to affix a CE marking to their product:

- Identify the applicable directive(s) and harmonised standards
- Verify product specific requirements
- Identify whether an independent conformity assessment (by an EU notified body) is necessary
- Test the product and check its conformity
- Draw up and keep available the required technical documentation
- Draw up the EU Declaration of Conformity and affix the CE symbol
- Where a notified body is involved, its identification number must follow the CE marking. Where a product is certified by a Notified Body in Northern Ireland, the indication 'UK(NI)' must be affixed next to the CE marking

The marking must be placed visibly and legibly on the product or, if not possible due to the nature or size of the product, must be affixed to the packaging and the accompanying document. The CE marking shall consist of the initials 'CE' taking the following form:

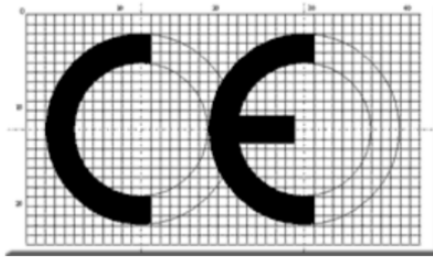


Figure 7 CE marking

The CE marking must have the same vertical dimension, which may not be less than 5mm. If the CE marking is reduced or enlarged, the proportions given in the above graduated drawing must be respected.

Please note that exhibition samples and photoproduction samples must also be compliant and bear the CE mark. If the CE mark is not affixed, the article will become a clarification case and will not go online until resolved.

Not all products must have CE marking. It is compulsory only for products covered by the New Approach Directives. It is forbidden to affix CE marking to other products.

If your product falls under the scope of any of the listed below directives, you must ensure all conformity testing will be conducted and product will bear CE symbol accordingly:

- Low Voltage Directive 2014/35/EU
- EMC Directive 2014/30/EU
- Toy Safety Directive 2009/48/EC,
- Personal Protective Equipment Regulations (EU) 2016/425,
- RoHS (Recast) Directive 2011/65/EU and all secondary legislation,
- amendments 2015/863/EU, 2017/2102/EU
- Radio Equipment Directive 2014/53/EU (RED)
- Eco-Design Directive 2009/125/EC
- Energy-related Products Directive 2009/125/EC
- Batteries and Waste Batteries Regulation (EU) 2023/1542

Partners of any of the products defined and within the scope of the above must ensure that technical files including test reports along with a copy of EU Declaration of Conformity are readily available upon Zalando's request.

The EU Declaration of Conformity (EU DoC) must be drawn up and signed by the manufacturer, authorised representative or supplier (for imported products) with an European address. Please note that an EU address refers to member states that are

part of the European Union. Countries not a part of the EU include Switzerland. Therefore an authorised representative is mandatory for partners operating in Switzerland.

It must contain all relevant information to identify the Union harmonisation legislation according to which it is issued, the notified body if applicable, the product, and where appropriate a reference to harmonised standards or other technical specifications.

For further guidance on the structure and content of the EU Declaration of Conformity, Zalando recommends referring to relevant Annexes included in the above listed directives.

Zalando reserves the right to reject and return any goods failing to meet these requirements. All costs associated with this failure will be charged back to the partner.

Personal Protective Equipment (PPE)

PPE is equipment designed and manufactured to be worn or held by a person as protection against one or more risks to their health or safety. Under the PPE category classification are also falling interchangeable components for equipment which are essential to its protective function.

A prerequisite for PPE to fulfill its protective function and be placed on the market is compliance with the **EU Regulation for Personal Protective Equipment 2016/425**.

This requires the manufacturer to conduct and document a conformity assessment and to draw up technical documentation. The files should contain the relevant test report(s) and must be retained for 10 years.

Among others, the following products fall under PPE: sunglasses, ski goggles, snowboard goggles, cycling goggles, swimming goggles, swimming aids, products with UV protection, products with reflectors, products with protectors, protective helmets, bicycle helmets, snowboard helmets, ski helmets, shin guards, protective gloves, etc.

According to Annex II, item 1.4 of the (EU) Regulation 2016/425, the end customer must be provided with instructions and information of the manufacturer with the product.

Consequently, at the point of purchase Zalando consumers must be provided with the following information:

- Name and address of the manufacturer
- In addition, the EU address of the importer if the manufacturer is located outside of EEA
- Product style number, batch number, size

- Instructions for storage, use, cleaning, maintenance, inspection, and disinfection. (The cleaning, maintenance or disinfecting agents recommended by the manufacturer must not have any harmful effect on the PPE or the user when used as directed.)
- The performance of the PPE obtained in appropriate technical tests to demonstrate the degree or classes of protection
- Where appropriate, accessories which may be used with the PPE and the characteristics of the appropriate spare parts
- Where appropriate, the classes of protection corresponding to the various degrees of risk and the corresponding limits of use
- Where appropriate, the month and year or the expiry date of the PPE or of certain of its components
- Where appropriate, the type of packaging suitable for transport
- The meaning of any markings, such as direct or indirect health and safety identification markings or indicators
- The risk against which the PPE is intended to protect
- The EU Declaration of Conformity
- A statement that the product complies with the EU Regulation for Personal Protective Equipment 2016/425 (the reference of this Regulation and, where appropriate, the references of other Union harmonization legislation)
- where appropriate, the name, address and identification number of the notified body or bodies involved in the conformity assessment of the PPE
- the references of the relevant harmonized standard(s) used, including the date of the standard(s); or standard(s), or the references of other technical specifications used
- **If the copy of EU Declaration of Conformity is not available with each product then the internet address where it can be accessed must be included in a booklet.**
- User information: The User Information may be indicated with the pictograms below and needs to accompany the product in all languages of the agreed sales territories:



Figure 8 Product booklet

Clothing with UV Protection

Any clothing (including partial or whole-body clothing) which makes a claim to protect the wearer's skin from the sun is considered Personal Protective Equipment, Category 1



under the scope of the EU Regulation for Personal Protective Equipment 2016/425.

This requires the manufacturer to conduct and document a conformity assessment and to draw up technical documentation. The files should contain the relevant test report(s) and must be retained for 10 years.

Any item with a UPF claim therefore must have the CE mark and this **CE mark must be provided on a permanently sewn in label.**

For clothing with UV protection, the following information must be provided to the end customer in the instructions for use in addition to the points mentioned above (Chapter PPE) or must be specified as follows:






- Instructions for cleaning and use (if a maximum number of wash cycles are indicated, the testing must be carried out after this number of wash cycles)
- Instructions on how to recognize aging and loss of performance in the product
- Cleaning instructions (if a maximum number of wash cycles are indicated, testing must be conducted after this number of wash cycles by the manufacturer)

Sunglasses

The glare from the sun can damage eyesight and can also seriously affect certain everyday activities. Sunglasses should provide adequate protection to the eyes from harmful UV light exposure.

Sunglasses are classed as Personal Protective Equipment, Category 1 under the scope of the EU Regulation for Personal Protective Equipment 2016/425. Therefore, it is required to be **CE compliant** as described in this chapter. In addition to the mandatory points mentioned above, the following information must be provided with each pair of sunglasses to Zalando customers or must be specified as follows:

- Reference to the part of ISO 12312 standard
- Type of filter, if photochromic and /or polarizing
- Number of filter category (marked on the frame or the filter)
- Description of the filter category (in form of a symbol and/ or verbal description)
- The symbols shall have a minimum height of 5 mm

Filter category	Description	Usage	Symbol
0	Light tint sunglasses	Very limited reduction of sunglare	 IEC 60417-5955
1		Limited protection against sunglare	 ISO 7000-2948
2	General purpose sunglasses	Good protection against sunglare	 ISO 7000-2949
3		High protection against sunglare	 ISO 7000-2950
4	Very dark special purpose sunglasses, very high sunglare reduction	Very high protection against extreme sunglare, e.g. at sea, over snowfields, on high mountains, or in desert	 ISO 7000-2951

NOTE The wording and/or the pictograms may be used.

Figure 9 Symbols and labels used with sunglasses

Minimum restriction of use as described below:

- Not for direct observation of the sun
- Not for protection against artificial light sources, e.g. solaria
- Not for use as eye protection against mechanical impact hazards (for products not satisfying the requirements of chapter 7.3 “Impact resistance of the filter, strength level 1” or chapter 7.6 “Impact resistance of filter, strength level 2 or 3” of ISO 12312)
- Any other restrictions deemed appropriate to be communicated by the manufacturer, e.g. increased or decreased transmittance of photochromic glasses due to high or low temperatures or to low light conditions
- Instructions for care and cleaning if the wrong use of cleaning products might damage the sunglasses and a list of damaging products not suitable for cleaning.
- If the filter does not meet one of the necessary requirements below, the corresponding warnings must be listed:
 - Requirements for driving and for filter category 4 are not met – “Not suitable for driving and road use”



- Filter has a luminous transmittance of less than 75 % and higher than 8 % - “Not suitable for driving in twilight or at night” or “Not suitable for driving at night or under conditions of dull light”
- Photochromic filters for which the luminous transmittance in the faded conditions is less than 75 % - “Not suitable for driving in twilight or at night” or “Not suitable for driving at night or under conditions of dull light”

Zalando reserves the right to ask for the following information:

- The base material of the filters and frame
- Polarization efficiency in case of polarizing filters
- Transmissions requirements applicable to the product
- The nominal value of luminous transmittance
- The country of origin (e.g. “made in”)
- The position of the reference point when different from the one defined in this part of ISO 12312
- An explanation of the trademarks that are not universally recognized or foreseen by the users of this part of ISO 12312

2.20.2 UKCA Mark and UK Declaration of Conformity

Following the United Kingdom’s departure from the European Union, the UKCA (UK Conformity Assessed) marking is a new UK product marking that will be used for goods being placed on the market in Great Britain (England, Wales and Scotland). It covers most goods which previously required the CE marking.

The UK government has confirmed that the UKCA mark will come into effect on January 1, 2022. The CE marking will continue to be recognized in the UK until the end of 2024. If the UK and EU regulations are in line. After the two-year transition period (from the beginning of 2025), only products with UKCA marking will be accepted into Great Britain.

The UKCA will not be recognized in the EU market. Products that require CE marking will still require CE marking in order to be sold in the EU. As Zalando operates in both EU and the UK market, products supplied to Zalando that are in scope of CE legislation require dual markings: CE and UKCA mark from January 2023.

The UKCA marking must be on the product itself or the packaging. (In some cases, it may be placed on the manuals or on other supporting literature depending on the regulations applicable to specific products.)

The following general rules apply when placing UKCA mark on the products:

- UKCA marking must only be placed on a product by the manufacturer or authorised representative (where allowed for in the relevant legislation)



- When attaching the UKCA marking, the manufacturer is fully responsible for the product's conformity with the requirements of the relevant legislation
- UKCA is used as a marking to show product conformity with the relevant UK legislation
- No markings / signs that may misconstrue the meaning or form of the UKCA marking to third parties can be included
- Any other markings on the product which affect the visibility, legibility or meaning of the UKCA marking are not allowed
- UKCA marking cannot be placed on products unless there is a specific requirement to do so in the legislation
- It should be ensured that the UKCA marking is at least 5mm in height – unless a different minimum dimension is specified in the relevant legislation
- The UKCA marking must be easily visible, legible (from 1 January 2023 it must be permanently attached)



Figure 10 Symbols and labels used with sunglasses

Partners must ensure that an appropriate conformity assessment has been conducted prior to adding a UKCA mark to the product and that all relevant documentation (test reports, technical drawings, and instructions for safe use, etc.) are kept with the manufacturer/importer for 10 years.

The UK Declaration of Conformity must be drawn up for the products bearing the UKCA mark. The UK Declaration of Conformity should be available to market surveillance authorities and Zalando on request.

Zalando expects that for all products supplied to Zalando that are in scope of EU and UK conformity mark obligations (CE and UKCA) both, a UK conformity assessment and an EU conformity assessment will be conducted and that all products be marked with both symbols. Please note that products subject to type examination must be tested by a UK recognized notified body in order to obtain the UKCA mark.

The British government will allow conformity assessment activities undertaken by EU-recognised Conformity Assessment Bodies (CABs), for CE certification before 11pm



on 31 December 2024, to be used by manufacturers to declare existing product types as compliant with UKCA requirements. Products must still bear the UKCA marking and will need to undergo conformity assessment with a UK approved body at the expiry of the certificate or after 31 December 2027, whichever is sooner.

Zalando reserves the right to withdraw from the purchase and return any products failing to meet this requirement.

2.20.3 Labelling Requirements on Footwear

All footwear supplied to Zalando must comply and be labelled in accordance with EU Directive (94/11/EC). The labels must clearly indicate what components are made of.

The main component parts of the shoe are:

- Upper
- Lining and sock
- Outer sole

The label may either be written or in the form of a pictogram as illustrated in figure 11 and 12.



Figure 11 Pictograms concerning the different parts of footwear

The materials used should be described as:

- Leather
- Coated leather
- Textile
- Other material





Leather	Coated Leather	Textile	Others
			

Figure 12 Pictograms illustrating the different materials used in footwear composition

It is required for the label to indicate at least 80% of the surface area of the upper, lining and sock and 80% volume of the outsole. Where there are multiple materials used the two main materials in the composition of the footwear must be stated.

The label must be securely attached to at least one item of footwear in each pair and may be affixed by way of printing, sticking, embossing or use of an attached label, it must be visible and accessible. The label may be on the packaging, but it must also appear on the footwear itself.

2.20.4 Labelling Requirements on Apparel

Textile products are required to carry a label indicating the fibre content. This label must be durable, legible and permanently attached to the product itself. It is illegal to sell textile products without a fibre composition or with the incorrect fibre composition. Fibre names must be stated as listed in Annex I of Fibre Composition Directive (EU) 1007/2011 and there are no shortcuts or trademarks allowed. The actual composition of the garment must be within +/-3% of the declared label for each component. Partners must verify the fibre content via fibre analysis report.

In addition, the composition must be included in the official languages of the member state where the item is being sold. Zalando requires it to be translated to the following languages: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Hungarian, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish. Zalando reserves the right to request further languages if additional European sales territories are established.

In case of non-compliance Zalando will request reimbursement for all costs associated with withdrawal of the product from the market, cancellation, loss of sales, and fines incurred.

Where applicable, products must conform to the quality and marketing requirements as well as rights that need to be obtained by the partner of any trademark/registered name



used e.g. DuPont Lycra, Teflon, Woolmark etc. Certification must be available upon request. The partner is also responsible for assessing the care symbols content. Zalando gives full ownership of care label content and layout to its partners and does not require artwork to be sent for approval. Partners must also fulfill the market-specific requirements on apparel labelling when their articles are to be sold in said markets. The requirements are the following, but not limited to:

Market	Standard	Purpose
Austria	Ordinance 337/1975	Use of Textile Care Labeling Symbols
Northern Ireland	S.I. No. 215/1979	Labelling warnings on flammability for children's nightwear
UK	1985 No. 2043	Labeling warnings on flammability for children's nightwear

Table 6 Market specific label requirements for apparel

In addition to the labeling requirements of apparel, partners are also required to fulfill the chemical compliance of their products. Partners are to ensure that the applicable substances are within the reference range stipulated in the RSL. The substances of interest include but not limited to: Azo dyes, extractable heavy metals, allergenic and carcinogenic disperse dyes, formaldehyde and alkylphenol ethoxylates (NPEO, OPEO) and quinoline.

2.20.5 Labelling Requirements on Cosmetic Products

The labelling of cosmetic products must be in accordance with the requirements of the regulation on cosmetic products (EC) No 1223/2009. The labelling requirements are the same for both cosmetics products and its samples. Cosmetic products must clearly bear the following information on the primary container and secondary packaging (except that the ingredients list is not required on the primary packaging when secondary packaging is used) in indelible, easily legible and visible lettering, in local languages of agreed sales territories:

- The name or registered name and the address of the responsible person within the European Union (the address shall have sufficient details that can be used as a postal address). The EU does not recognize Responsible Person based in Great Britain therefore the UK address is not recognised as an EU address
- The nominal content at the time of packaging, given by weight or by volume for packages containing ≥ 5 grams or milliliters
- The “date of minimum durability” (“best used before the end of”) or a “period after

zalando

- opening” to show for how long the product may be kept or used
- If the minimum durability is less than 30 months, then indicate the "hour glass" symbol or the words "Best before the end of" followed by the date that shall consist of either the month and year MM/YYYY or the day, month and year DD/MM/YYYY in that order
- If the minimum durability is more than 30 months then indicate the PAO with an "open jar" symbol with the number of months
- Any information (e.g. precautions/warnings) that might be necessary on how to use the product safely, in all the Zalando countries' languages. Unless impractical to label this information and its translations, this shall be mentioned on an enclosed or attached leaflet, label, tape, tag or card and the "hand book" symbol must appear on the container or packaging. Zalando requires translation in the following languages: German, French, Italian, Polish, Dutch, Swedish, Danish, English and Spanish
- The batch number of manufacture or the reference for identifying the cosmetic product
- The function/use of the cosmetic product, unless it is clear from its presentation, in all the Zalando countries' languages
- A list of ingredients, preceded by the term 'ingredients', written in INCI terms. This information may be indicated on the packaging alone and shall be established in descending order of weight of the ingredients at the time they were added to the product. Unless impractical (e.g. product is too small) to label this information, this shall be mentioned on an enclosed or attached leaflet, label, tape, tag or card and the "hand book" symbol must appear on the packaging

Specific individual exceptions and full individual labelling requirements (e.g. impossibility of labelling as listed above for practical reasons, labelling requirements on nanomaterials, further information to labelling and wording of composition, language requirements) are regulated in Article 19 (EC) No 1223/2009 and must be considered.


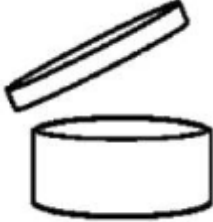

Reference to enclosed or attached information	Period-after-opening	Date of minimum durability
		

Figure 13 Symbols used on the containers of cosmetics packaging



It is the partner's obligation to provide the correct/complete list of ingredients, which will be later translated onto Zalando's website.

All the information related to the product must be accurate and consistent on the packaging and our website. An incomplete listing of ingredients is misleading. The purpose of ingredient labelling is to ensure transparency to the consumer, giving adequate information about the product.

In addition,

- From 20 April 2023 onwards based on (EU) 2022/677 decision for the application of the Regulation (EC) 1223/2009 regarding the glossary of common ingredient names for use in the labelling of cosmetic products, any products supplied to Zalando must have their ingredients name adjusted according to Annex of this decision
- Product labelling of 61 additional allergens outlined by EU Commission in a draft amendment of Annex III must be specified in the ingredients list when their concentration exceeds the above limits once legislation comes into force with given provisions. If there are multiple common ingredient names for a substance, it should be set out in the individual labelling requirement which name is to be used in the list of ingredients. Respecting proposed adaptation period of:
 - **5 years** to place on the EU market new products compliant with the current provisions
 - **3 years** to sell the products already on the market, and eventually, to recall them.

Directive (EU) 2019/904 regulates the reduction of the impact of certain plastic products on the environment. This impose additional requirement for single use plastic products (products made or partially made of plastic + disposed after one use) shall be marked with the symbol 'plastic in the product' and translated into all languages of the Zalando sales territories:



Figure 14 Labelling requirement for plastic packaging



Cosmetic claims: Six criteria must be considered when making the claim must be considered by the partner: legal compliance, truthfulness, evidential support, honesty, fairness, informed decision making. It is the duty of the responsible person/supplier to ensure that enough evidence is in his possession to substantiate claims made on the product. In addition, please note that claims suggesting medical or healing purposes qualify a product as a medical product, and are therefore not allowed.

Borderline Products: When a product falls into product categories somewhere in between cosmetics, biocide, pharmaceutical or medicinal products and food, we expect our partners to consult with regulatory experts and make an informed decision on the proper classification of the product and ensure the correct labelling.

Zalando SE does not offer food, pharmaceuticals, certain types of medical devices or biocidal products on the market. We ask you to exclude the products of the aforementioned categories from your offers. Please note that we reserve the right to return such products if offered.

2.20.6 Labelling Requirements on Toys

The labeling of toys products must be in accordance with the requirements of the General Product Safety Directive 2001/95/EC (**General Product Safety Regulation (EU) 2023/988 as of 13 December 2024**) and Toy Safety Directive 2009/48/EC, as well as EN71 - 1. Manufacturer identification on the product/its packaging: name and address if applicable EU importer's identification information on the product/its packaging: name and address

- The product Identification information (Article number, lot/batch or similar tracing ID)
- The product must be accompanied by instructions and safety information in all languages of agreed sales territories
- If appropriate for safe use, the product must be marked with warnings according to the specifications in the Toy Safety Directive 2009/48/EC in clearly visible, easily legible and accurate manner; the warnings shall be preceded with the words "Warning" or "Warnings" where applicable
- List of languages required: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Hungarian, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish. Zalando reserves the right to request further languages if additional European sales territories are established.
- Technical declaration, EC Declaration of Conformity and CE marking - please refer to the section
- Technical declaration, UK Declaration of Conformity and UKCA marking - please refer to the section UKCA Marking and UK declaration of conformity (details section 2.13).

2.20.7 Future Labelling Requirements for Toys

In the future toy manufacturers and importers will have to adapt to the new requirements stipulated in the new EU Toy Safety regulation. The proposal released on 28 July 2023 could enforce the following labelling requirements:

- The enforcement of general warning labels specifying user limitations where the minimum and maximum age of the child must be on the toy.
- Specific toy categories are required to bear warnings in accordance with the rules of each category specified under Annex III. Some of these categories include:
 - Toys not intended for use by children under 36 months
 - Chemical toys
 - Toys in food
 - Imitations of protective masks and helmets
 - Activity Toys
- Where the CE marking affixed to a toy is not visible from outside the packaging, it must also be affixed to the packaging.
- The CE marking must be followed by a pictogram in accordance with article 6 (point 2 above) indicating a special risk or use. That is, where applicable the following pictogram shall be used:



Figure 15 Warning symbol for toys not intended for kids under 36 months

2.20.8 Labelling Requirements on EEE

In addition, according to the mandatory generic labelling requirements listed in chapter [Product Labelling](#) and [CE Mark and Declaration of Conformity](#) EEE products must also include as a minimum the following:

- Affixed equipment manufacturer's name or the corresponding brand name under which the equipment is registered with WEEE
- Must bear CE mark in accordance with the requirements of the Electromagnetic Compatibility Directive (EMC) 2014/30/EU, 2014/53/EU RoHS Directive 2011/65/EU and ErP Directive 2009/125/EC (ErP)
- In accordance with the Waste of Electrical and Electronic Equipment Directive (WEEE), each EEE must be marked with a crossed out wheelie bin symbol.

The symbol indicates that the product should not be disposed of with normal household waste but taken to a collection site for recycling. Symbols must be 8mm including the bar



Figure 16 Recycle labelling symbol for EEE

- Any applicable information about ratings (voltage, current, power, battery, frequency etc.)
- Specific EEE must also be labelled with the corresponding energy efficiency class according to Energy labelling Regulation (EU) No 2017/1369. Among other products, a new rescaled label applies from 1st March 2021 to television sets (and other external monitors), light bulbs and lamps with fixed light sources. In addition to the energy efficiency class, the label needs to be equipped with a QR-code and additional product information
- Additional labelling requirements specific for the different types of batteries that are described in Batteries and waste batteries Regulation (EU) 2023/1542 and chapter [General Requirements for Batteries](#)
- A list of product categories which must bear the Energy labelling can be found here:
<https://netzwerke.bam.de/Netzwerke/Navigation/DE/Evpg/EVPG-Produkte/evpg-produkte.html>

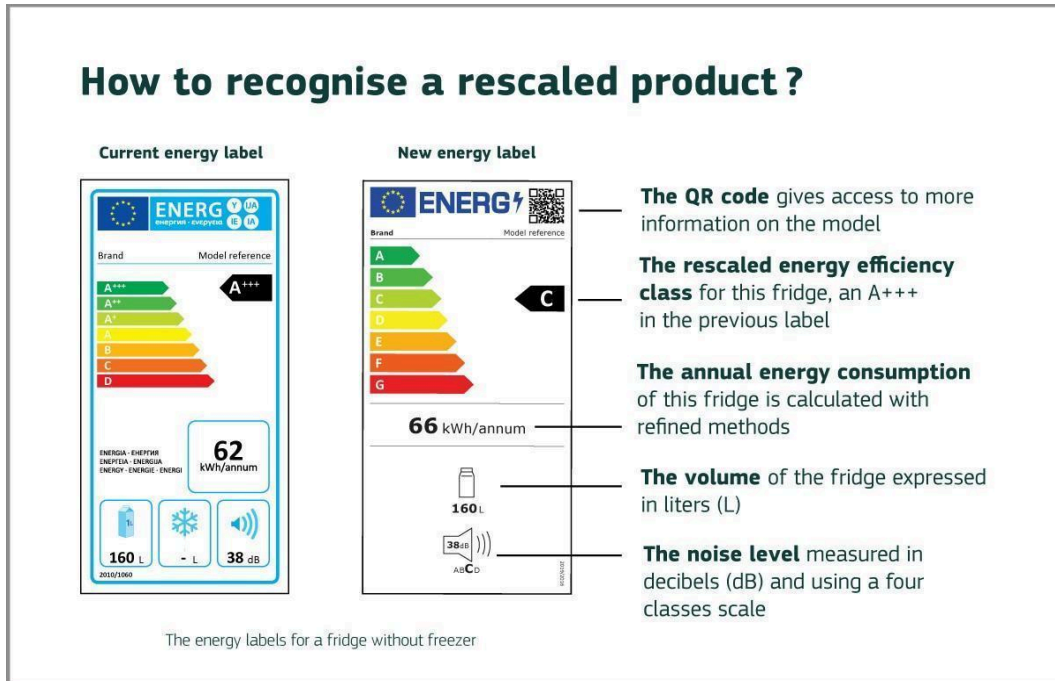


Figure 17 Energy labelling requirements for EEE products

- Manual instructions, safety instructions and relevant warnings must be included in all languages of Zalando sale territories. Zalando requires translation to be provided in the following languages: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Hungarian, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish. Zalando reserves the right to request further languages if additional European sales territories are established
- From 1st of January 2021, EEE and batteries marketed in France, must be additionally labelled with the **Triman logo**

The Triman logo marketers must be printed in connection with recycling/sorting instructions, must not be printed in colour, overlaid by other visual elements:

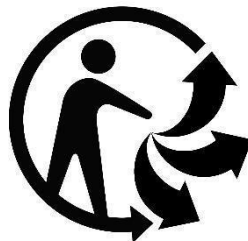


Figure 18 Illustration the Triman logo



Size of the Triman logo:

- At least as large as other similar markings
- In the absence of such markings at least 1 cm x 1 cm
- In the event of technical constraints, no smaller than 0.6 cm x 0.6 cm

2.20.9 Labelling Requirements for Scented Candles and Room Fragrances

Candles and room fragrances must be produced in accordance with the requirements outlined in the CLP Regulation (EC) No 1272/2008 and any national legislation or EU Standard. The manufacturer or importer is obligated to ensure that all requirements included in the applicable laws and regulations are fulfilled before the product is dispatched.

To ensure a high level of protection for human health and the environment and the free movement of substances, mixtures, and articles in accordance with Annex I of the Regulation. The CLP regulation sets out the requirements for classification, labelling and packaging. If the toxicological data on a substance or mixture meets the classification criteria of the CLP regulation, the hazards of a substance or mixture must be indicated by assigning it to a specific hazard class and category. The hazard classes according to the CLP regulation refer to physical, health and environmental hazards as well as additional hazards. Manufacturers and importers placing on the market substances or mixtures outlined in Article 39, must notify the European Chemical Agency for it to be included in the classification and labelling inventory.

Manufacturers, importers, and downstream users are obliged to classify substances and mixtures before placing them on the market. Suppliers are obliged to correctly label, and package substances and mixtures placed on the market.

If a substance, mixture or article is classified as hazardous and contained in the packaging, the packaging must bear a label with the following information:

- Name, address, and telephone number of the supplier/partner,
- Nominal quantity of the substance or mixture in the package, if not specified elsewhere on the packaging,
- Product identifiers (details permitting the identification of the substance or mixture)

Where applicable:

- hazard pictogram (article 19)
- signal words (article 20)
- hazard statements (article 21)
- precautionary statements (article 22)
- supplement information (article 25)



The partner must provide this information separately to Zalando upon request. Partners must ensure that the labels are updated, without undue delay, following any change to the classification and labelling of that substance or mixture, where the new hazard is more severe or where new supplemental labelling elements are required. The label shall be written in the official languages of the member states where the substance or mixture is placed on the market. Zalando requires for translation to be provided in the following languages on the product/the packaging: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, Hungarian, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Romanian, Slovak, Slovene, Spanish and Swedish. Zalando reserves the right to request further languages if additional European sales territories are established. Zalando expects that all partners take appropriate measures to ensure all integral parts of the CLP regulation (evaluation, classifying and labelling) are in place and have been checked with care. Zalando will not tolerate any discrepancies and non-compliances identified and reserves the right to withdraw any products failing to meet requirements of CLP regulation (EC) No 1272/2008 and its amendment 2023/707:

<https://eur-lex.europa.eu/legal-content/EN/TXT/PDF/?uri=CELEX:32023R0707&from=EN>

2.21 SCIP

The SCIP database established under the Waste Framework Directive is the database for information on Substances of Concern In articles. Any partner of an article containing a substance of very high concern (SVHC) on the Candidate List for Authorisation, in a concentration above 0.1% weight by weight (w/w), on the EU market is required to submit information on that article to ECHA as from January 5th 2021. As of November 7th 2022, this requirement also extends to articles being supplied to the EEA.

Therefore, partners established within the EU and EEA are obliged to fulfill the notification obligation on their own for articles containing SVHC in a concentration above 0.1 % w/w. The partner is obliged to provide the SCIP Identification number to Zalando upon request.

Non-EU partners are requested to inspect all products supplied to Zalando for SVHC exceedance of 0.1 % w/w and to inform Zalando pro-actively prior to delivery. Non-EU partners will constructively support Zalando for submitting the notification to ECHA.

Product Safety Parameters:

Product category	Requested attributes	Reference
All products	EU address	Product Labelling
Cosmetic products	Product information file (PIF)	General Requirements for Cosmetic Products
	Batch/Serial number	Labelling Requirements on

		Cosmetic Products
	Ingredients list (INCI)	CE Mark and Declaration of Conformity

Table 7 Important Product Safety Requirements

2.22 Queries / Questions on Quality Assurance Manual

Specific Queries	Contact
Partner using their own logistic	productsafety-mops@zalando.de
Partner using Zalando Fulfillment Solutions	productsafety-cn@zalando.de

Table 8 Contact overview

Annexes

Annex I Zalando Restricted Substances List (RSL) for Beauty Products

Annex II Zalando Partner Program Out-of-Scope Assortment

Annex III Revision History

Final Note:

By supplying products on Zalando Platform you are confirming that you understand and accept our Zalando Platform to Business (P2B) rules & Operations Guidelines which require you to comply with all the product safety and quality guidelines set out in this manual.

Thank you in advance for your collaboration!