

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 countries we sell in. 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 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 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 whatever 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 quality of product.

Zalando strives for excellence in Quality of product, it is fundamental to the customer 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 update your internal files and communicate with the appropriate parties.

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 in addition.

1.1 Packaging

As a partner you are responsible for the delivery of goods to Zalando warehouses (ZFS Partners)/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
- Strongly recommend that partners do not pack shoes in polybags as this can 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

1.1.1 Toys packaging

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

To reduce the risks, partners must follow EN71-1 guidelines and ensure plastic packaging has a minimum thickness of 40µm. Further to this, it is strongly recommended the packaging for toys will meet 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; other bags to have a minimum of two holes

Bags for child appealing products and toys not to have draw-string 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 to contrast with the bag material
- Text should be in centre of bag or repeated on 0.5m grid for bags greater than 0.8m in any dimension
- Text is ITC Helvetica or similar sans serif font
- Font size for WARNING is 18pt minimum. Remainder of text is 14pt minimum
- A label border can be used for dimensional purposes or not printed at all

1.2 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 always.

If any tool is lost, all products for Zalando must be isolated and fully inspected and/or metal detected. 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 products or packaging.

All needles must be centrally controlled ensuring that a clear overview and records of where all your needles are within the factory is available always.

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 detected. Do not ship 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 records.

3. Product

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

1.3 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, desiccant 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 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 is 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).

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

1.6 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 process and as a minimum our partners should have transparency and all quality processes and checks fully documented and filed.

1.7 Physical Testing

Physical testing and adherence to specified limits is of the utmost importance to ensure that products are fit for purpose for 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 failure due to physical performance, we reserve the right to request testing reports from our partners (e.g. seam failure, attachment strength) and reject/block products if deemed necessary.

1.8 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.

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

1.9 Non-compliance Charges

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.

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.

Table 1 - Associated costs with product non-compliance

Product Non-Compliance ZFS ONLY	Associated Costs
Non-A Grade Delivery: refusal to inbound and partner contacted	Return of stock will be arranged by Zalando and all costs incurred charged back to Partner.
2.5 AQL Inspection – failure of several products which will not be sold	All product costs, auditing and handling will be charged to Partner.
100% inspection: Failed 2.5AQL at inbound and product SKU subject to 100% inspection.	All handling costs will be charged back to the partner.
Customer Returns – returns for manufacturing defects are greater than no claims in contract. Seasonal charge.	Differential between No Claims % in contract and returns %, plus additional handling costs.
Product testing – suspicion or failure led to internal request for compliance verification	All laboratory costs + shipment fees

2. Product Safety

2.1 Legislative Requirements

Zalando reserve the right to reject products failing to meet any requirement of the applicable law, with, but not exclusively:

- General Product Safety Directive (GPSD) 2001/95/EC including its transposition of German Product Safety Act 2005/32/EG,
- REACH Regulation 1907/2006/EU,
- CLP Regulation 1272/2008,
- 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,
- Waste of Electrical and Electronic Equipment Directive 2012/19/EU (WEEE Directive),
- Low Voltage Directive (LVD) 2014/35/EU,
- Electromagnetic Compatibility Directive (EMC) 2014/30/EU, 2014/53/EU
- The Batteries and Accumulators and Waste of the Batteries and Accumulators Directive 2006/66/EC including all secondary legislation,
- European Labelling Directive for Footwear 94/11/EC,
- Timber Regulation (EUTR),
- The Food Imitations (Safety) Regulations 1989.
- Chemical Risk Reduction Ordinance, ORRChem of 18 May 2005
- POP Regulation (EU) 2019/1021
- Biocidal Products Regulation (EU) 528/2012

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.

2.2 Zalando Chemical Policy

The fashion industry is transparent about the fact that advanced chemistry is essential for making items in our wardrobe more creative, colourful, comfortable, durable and affordable. However, it is also anticipated that hazardous chemicals will be selected responsibly to eliminate harm to consumers, 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 work 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 legislative and regulatory requirements set by trading territories that Zalando operate within. 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 Zalando Restricted Substances List (RSL) and relevant international standards and legislations.

Certain OEKO-tex certificates will be accepted by Zalando in lieu 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 failure cases.

Failure to meet Zalando requirements will not be commercially accepted.

Non-conformity against legal requirements, Zalando QA Manual and compliance processes may most definitely result in - all following points apply to partners:

- Rejection/return and destroy/disposal of non-compliant ZFS stock (arranged at 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 (ZFS partners)
- 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.
- Indemnification of Zalando against third party claims resulting from non conformity

2.3 Restricted Substances List (RSL)

Please refer to Annex I of this document for the updated Zalando Restricted Substance List for details of classification, testing method and regulation/limit values of restricted substances in consumer goods.

Zalando strongly encourages all Partners to exceed requirements set in RSL and to promote best practices and continuous improvement.

Zalando commit to provide you with support and guidance in exchange for transparency.

2.4 Responsibilities of Partners

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:

- Ensure they are fully aware of the content and requirements of Zalando manual and policies.
- 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. Test reports must be in English and are valid for 12 months.
- Implement a robust procedure to notify Zalando about non-conformities, serious risk to consumers or any other incidents related to safety of their product immediately.
- Keep all relevant test reports on file and make it available to Zalando upon request. For products which fall under the scope of directives regulating products CE marked relevant documentation along with technical files must be kept for 10 years.
- 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 relevant Market Surveillance Authorities. Zalando shall be provided with a copy of this notification and outcome of risk assessment in a timely and efficient manner. If such notification will not be received, Zalando will notify German Market Authorities and include suppliers' details for further completion of any gaps in the information.
- In case of product non-compliance - prepare and implement a Corrective Action Plan that will be shared with Zalando and actively work with their supply chain to prevent occurrence of such issues in the future.



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

In the Partner Program, consistent with the underlying Partnership Agreement between partner and Zalando SE, the Partner is solely responsible for the marketability of the products offered. The partner shall indemnify Zalando from all claims due to marketability 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 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 should retain ultimate responsibility for compliance of the product with requirements of the Union harmonisation legislation with regards to product marketability outside and in the EEA, this means product conformity assessments need to be carried out both for 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.

Within the scope of our checks and compliance programme are products by partners from non-EU countries and/or countries outside of EEA as those products are associated with increased review obligations for Zalando from the product safety aspect. To assure safety for customers Zalando partners are obliged to meet our RSL requirements and physical properties outlined by international standards and EU technical reports. Also 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, following documents will be requested from the Partner:

- Fulfilled Partner Program Product Safety Questionnaire (PSQ)
- Product list planning to sell via Zalando for risk assessment purpose
- Existing test reports for chemical & physical requirements
- Other technical documents for verifying labelling requirements (such as certificates, reports, labelling photos and samples)

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 places an obligation on all economic operators to market only safe products and this also refers to physical safety aspect. The GPSD has been transposed as 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.

Safety can and should be designed, therefore Partners must ensure that their product development process is managed responsibly and appropriately. Aside from chemical aspects, it is crucial that a Partner's internal risk assessment processes cover all aspects of potential hazards along with product attributes in reasonable and foreseeable use. Poorly designed products can violate consumers' well-being and cause severe injuries.

2.7 Safety of Children's Wear

This section lists out main standards and what they mean for children's clothing and accessories range. 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 from our Partners to always adhere to both.

Children are especially vulnerable target group since they are:

- less foreseeable in their behaviour and more likely to use products against their intended use.
- unaware of cause and effect, therefore less cautious in relation to hazards.
- more likely to be unaware of how/physically not capable to get themselves out of a hazardous situation.
- already endangered by lower doses of harmful substances.

Therefore, it is especially important that Partner will:

- conduct risk assessment on their materials, components and products in foreseeable use from the earliest stage on.
- eliminate potential hazards wherever possible, while designing a product.
- assure that physical properties, needed to guarantee a 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 remembered that hazards may vary depending on the age and development of a child. 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.

Table 2– Respective age range and body height of baby, young child, older child and young person

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

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

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

Product Type	Standards	Purpose
Kids Apparel and Accessor Kids Apparel and Accessories Dressing Up Costumes	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	Textiles and textile products. Safety of children's clothing. Security of attachment of buttons. 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.	

<p>Nightwear Including: Bathrobes Dressing gowns Nightshirts Nightdresses Pyjamas</p>	<p>EN 14878:2007</p>	<p>Textiles - burning behaviour of Children's Nightwear - Specification. Nightwear categories classified</p>
<p>Personal Protective Equipment Including but not limited to: Sunglasses Helmets Sunscreen textile</p>	<p>All corresponding harmonized standards that are relevant for conformity assessment for specific product type.</p>	
<p>Toys within the scope of Toy Safety Directive 2009/48/EC</p>	<p>EN71 Part 1-14</p>	<p>EN 71-1: Mechanical and physical properties EN 71-2: Flammability EN 71-3: Specification for migration of certain elements EN 71-4: Experimental sets for chemistry and related activities EN 71-5: Chemical toys (sets) other than experimental sets EN 71-6: Graphical symbols for age warning labelling EN 71-7: Finger paints EN 71-8: Swings, slides and similar activity toys for indoor and outdoor family domestic use EN 71-9: Organic chemical compounds – Requirement EN 71-10: Organic chemical compounds – Sample preparation and extraction EN 71-11: Organic chemical compounds – Methods of analysis EN 71-12: N-Nitrosamines and N-Nitrosatable Substances EN 71-13: Olfactory board games, cosmetic kits and gustative games EN 71-14: Trampolines for domestic use</p>
<p>Childcare Products and Carriers including but not limited to: Sleeping bags Dummy chains Bibs</p>	<p>PD CEN/TR 13387-1:2018</p>	<p>Childcare articles. General safety guidelines. Safety philosophy and safety assessment</p>
	<p>BS EN 16781:2018</p>	<p>Textile childcare articles. Safety requirements and test methods for children's sleep bags for use in a cot.</p>

The above guidance is not exhaustive, and 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 to most relevant industry codes of practice such as European technical reports (TR).

2.8 General Requirements for Cosmetic Products

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. The manufacturer or importer ensures the fulfilment of all obligations and requirements included in the applicable laws and regulations, before the product is dispatched.

Primarily, the manufacturer or importer is obligated to ensure, that:

- 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 that 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 Authorities of the Member State documenting that a safety assessment has been conducted.
- restrictions of substances listed in Annex II 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>

There are multiple checks conducted by Zalando during the cosmetic product life cycle and validation of Product Information File by 3rd party assessment is one of them.

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.

2.9 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 to a 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 toys 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 toys 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.
- Safety of electric toys must be ensured via EN IEC 62115:2020+A11:2020.
- Toys must be marked with the CE-label by the manufacturer. For more information please refer to **2.10.1. 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 **2.10.6 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.
- 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
- For the Swiss market, Swiss Spielzeugverordnung, Lebensmittel- und Gebrauchsgegenständeverordnung, Bundesgesetz über Lebensmittel und Gebrauchsgegenstände and Bundesgesetz über die Produktesicherheit

2.10 Product Labelling

Several legislations, both national and European law, require specific labelling requirements to be fulfilled e.g. General Product Safety Directive imposes to include the following information on the product or its packaging:

- producer identity on product or its packaging,
- 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.
- Product 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.
- Product information, warnings and instructions, if applicable, shall be provided in local language(s) appropriate to agreed sales territories.
- Zalando requires for translation to be provided in the following languages: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, Slovak, Slovene, Spanish and Swedish. Zalando reserves the right to request further languages if additional European sales territories are established.
- Partners based outside of EEA must ensure that product is labelled as follows:
Imported by: EU Representative Company Name and Address - XXX
Manufactured by: Partner Name and Address - XXX

It is the responsibility of the manufacturer and Partners to ensure that their **products** are correctly labelled in accordance with applicable law and information is displayed in a clear manner. Partner 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.

2.10.1 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 your product:

1. Identify the applicable directive(s) and harmonised standards.
2. Verify product specific requirements
3. Identify whether an independent conformity assessment (by an EU notified body) is necessary
4. Test the product and check its conformity
5. Draw up and keep available the required technical documentation
6. Draw up the EU Declaration of Conformity and affix the CE symbol

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:

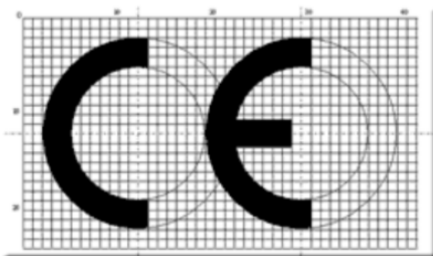


Figure 1 – CE marking

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.

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:

1. Low Voltage Directive 2014/35/EU
2. EMC Directive 2014/30/EU
3. Toy Safety Directive 2009/48/EC,
4. Personal Protective Equipment Regulations (EU) 2016/425,
5. RoHS (Recast) Directive 2011/65/EU and all secondary legislation,
6. 2014/53/EU
7. Medical Devices Directive 93/42/EEC

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.

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

2.10.2 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 a 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.**

In addition, Zalando's consumers must be provided with the following:

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



- A statement that the product complies with the EU Regulation for Personal Protective Equipment 2016/425
- 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 ageing 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).
- If the EU Declaration of Conformity is not to be included with each product then the internet address where it can be accessed must be included.

2.10.3 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, 2021. The CE marking will continue to be recognized in the UK until the end of 2021 if UK and EU regulations are in line. After the one-year transition period (from the beginning of **2022**), only products with UKCA marking will be accepted in 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 2022.

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
- You must ensure 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)



Partner 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, instructions of use etc.) are kept by the manufacturer/importer for 10 years.

The UK Declaration of Conformity must be drawn up for the products bearing 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 are be marked with both symbols. Zalando reserves the right to withdraw from the purchase and return any products failing to meet this requirement.

2.10.4 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.

Figure 2 is showing the written indications or pictograms concerning the parts of the footwear:

Upper	Lining and Sock	Outer Sole
		

Figure 2 – Pictograms of footwear parts

The materials used should be described as:

- Leather
- Coated leather
- Textile
- Other material

Figure 3 is showing the written indications or pictograms concerning the materials used in footwear composition:





Leather	Coated Leather	Textile	Others
			

Figure 3 – Pictograms of footwear materials

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.

2.10.5 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, 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, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, 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 Partner of any trademark/registered name used e.g. DuPont Lycra, Teflon, Woolmark etc.

Certification must be available on request. The Partner is also responsible for assessing 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.

2.10.6 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.

Cosmetic products must clearly bear the following information 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 European Union
- the nominal content at the time of packaging, given by weight or by volume for



packages containing ≥ 5 grams or millilitres

- the “date of minimum durability” (“best used before the end of”) or a “period after opening” to show for how long the product may be kept or used. If the durability is less than 30 months, then indicate the hourglass symbol and print date (DDMMYY), but if the durability is more than 30 months then indicate the PAO with “open jar” symbol with the number of months (please refer to Figure 4)
- any information (e.g. precautions/warnings) that might be necessary on how to use the product safely, in all the Zalando countries’ languages
- 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.

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.

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, pharmaceuticals and food, we expect our Partner to consult with regulatory experts and make an informed decision on the proper classification of the product and ensure the correct labelling.

Hand Sanitizers/ Hand Disinfectants

We expect our Partner to follow an applicable legal framework to differentiate between cosmetics and biocidal products. The EU Commission has now published guidance in order to facilitate the proper classification of such products.

In case of products like disinfectants or hand sanitizers, unless the primary function of the product is purely to clean, the product is considered as a biocide. In that case, it is the

Partner's responsibility to fulfill the requirement under biocides legislation.

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
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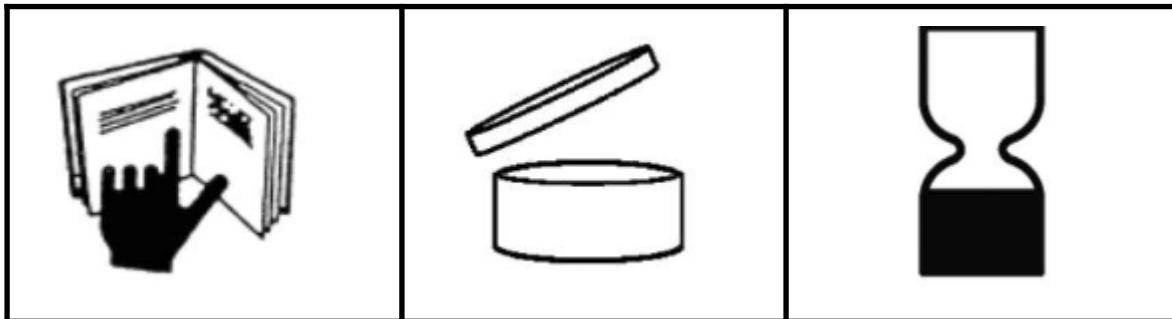


Figure 4 – Symbols used on cosmetics packaging / container

2.10.7 Labelling Requirements on Toys

- The labelling of toys products must be in accordance with the requirements of the regulation General Product Safety Directive 2001/95/EC 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
- Product Identification information (Article number, lot/batch or similar tracing ID).
- product must be accompanied by instructions and safety information in all languages of agreed sales territories
- if appropriate for safe use, 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" as the case may be
- List of languages required: Croatian, Czech, Danish, Dutch, English, Estonian, Finnish, French, German, Italian, Latvian, Lithuanian, Norwegian, Polish, Portuguese, 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 **2.10.1 CE Mark and Declaration of Conformity**

2.11 SCIP

The SCIP database 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.

Partners established within the EU 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.

2.12 Queries/Questions on Quality Assurance Manual

Specific Queries	Contact
Product Quality	productquality-mops@zalando.de
Product Safety	productsafety-mops@zalando.de

Annexes:

[Annex I](#)-Zalando Restricted Substances List (RSL)

[Annex II](#)-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!