



# Quality Assurance Manual

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Collaboration with our Brands and Partners (Partners includes connected retail partners: retailers) 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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# 1. Introduction

The continuous growth and success across our markets is based on trust, enabling customers to enjoy articles that are not just fashionable, but also of high quality.

We recognise our responsibility to protect consumer health, the environment and our supply chain, and we reinforce our commitment to excellence in product quality, safety and sustainability through trustful relationships with our business partners.

By engaging in a business relationship, you confirm your understanding and acceptance of - depending on your business relationship with Zalando - either our Zalando Platform Rules or our General Conditions of Purchase of Zalando SE, which mandate compliance with all requirements outlined in this manual.

The manual is part of the contract between Zalando and the Partner, regardless of whether or not the Partner has signed it separately. Zalando will provide the Quality Assurance Manual to the Partner upon request at any time.

Berlin, 31/05/2024

A handwritten signature in black ink, appearing to read 'Johanna Maentynen', with a stylized flourish at the end.

Johanna Maentynen

Director Corporate Product Compliance

## 1.1 About this Manual

The Quality Assurance Manual (hereafter QAM) is binding to all business partners (hereinafter Partners) engaging in a business relationship with any Zalando SE proposition (hereinafter Zalando), namely Lounge by Zalando (Lounge), Partner Program (PP), Connected Retail (CR), Zalando Fulfilment Service (ZFS), and Zalando Wholesale (WHS).

The QAM outlines Partners' product-related quality assurance obligations to comply with. The term 'products' herein encompasses physical consumer goods with associated consumer information and warnings, product packaging, and accompanying product documents and product data. Partners and their respective products that don't comply with the QAM are violating our contractual agreement.

It is imperative for Zalando to enter into a mutually beneficial business relationship with its Partners. However, a breach of contractual agreements may result in:

- Termination of the business partnership
- Contractual fines associated with non-compliances
- Product withdrawal and/or recall
- Stock return and order cancellation
- Notification to market authorities

## 1.2 How to read this Manual

Partners are required to adhere to the QAM and its specifications, effectively communicating them to relevant parties within and outside their organisation. While the legislative requirements outlined in this manual are not exhaustive, it's crucial to seek expert advice when necessary.

Partners are required to strictly adhere to the scope as per [Chapter 2. Scope of Operation](#) and ensure that products intended for sale comply with all national requirements of agreed sales countries and associated language requirements, unless otherwise agreed.

Regardless of the product category or any individual agreements, Partners must adhere to the generally applicable Partner responsibilities and ensure compliance with all general requirements detailed in Chapter [3. Partner Responsibilities](#).

Chapter [4. Additional responsibilities](#) expands the general requirements by additional obligations that only apply to product categories with more complex legal nature. However, Chapter 4 only supplements the general requirements in Chapter 3, which always applies to all products.

Partners should be aware that the referenced chapters, linked information, and details provided in the annexes are equally important. In this context we emphasise the importance of Zalando specific requirements in [Annex I: Restricted Substances List](#), [Annex III: Guidelines to Classification of Product Failures](#), [Annex IV: Testing of children's clothing](#),

[Annex V: Testing of Infant and Toddler Products and Annex, VI: Mandatory Onboarding Conditions for new Wholesale Partners.](#)

This approach keeps the main content concise and focused while making all necessary details easily accessible, thereby promoting better understanding and ensuring compliance.

## 2. Scope of Operation

Partners must adhere to Zalando's desired product scope and are required to ensure compliance with applicable legislation in all agreed Zalando sales countries.

### 2.1 Sales Countries and Languages

Products at Zalando must comply with country-specific legislation for agreed sales countries, and the product labelling must be in the official languages. As the scope of sales countries for Zalando Wholesale (WHS), Lounge (Lounge), Partner Program (PP), Connected Retail (CR), and Zalando Fulfilment Services (ZFS) differs, particular attention must be given to accepted sales countries and required languages, indicated by the '✓' symbol, as shown in the table below. If deviating from the general sales scope, product-specific sales countries are outlined in chapter 4. If the respective business proposition does not operate in a sales country, this is indicated by the '❓' symbol.

Area	Sales Country	Language	WHS	Lounge	PP/CR	ZFS
European Economic Area (EEA)	Austria	German	✓	✓	✓	✓
	Belgium	French, Dutch, German	✓	✓	✓	✓
	Czech Republic	Czech	✓	✓	✓	✓
	Croatia	Croatian	✓	❓	✓	✓
	Denmark	Danish	✓	✓	✓	✓
	Estonia	Estonian	✓	❓	✓	✓
	Finland	Finnish	✓	✓	✓	✓
	France	French	✓	✓	✓	✓
	Germany	German	✓	✓	✓	✓
	Hungary	Hungarian	✓	❓	✓	✓
	Ireland	English	✓	❓	✓	✓
	Italy	Italian	✓	✓	✓	✓
	Lithuania	Lithuanian	✓	✓	✓	✓
	Latvia	Latvian	✓	❓	✓	✓
	Luxembourg	French	✓	❓	✓	✓
	Netherlands	Dutch	✓	✓	✓	✓
	Norway	Norwegian	✓	❓	✓	✓
	Poland	Polish	✓	✓	✓	✓
	Portugal	Portuguese	✓	❓	❓	❓
	Romania	Romanian	✓	✓	✓	✓
	Slovenia	Slovenian	✓	❓	✓	✓
	Slovakia	Slovak	✓	✓	✓	✓
	Spain	Spanish	✓	✓	✓	✓
Sweden	Swedish	✓	✓	✓	✓	
Non-EEA	Switzerland	French, Italian, German	✓	✓	✓	✓
	United Kingdom	English	✓	✓	✓	✓

## 2.2 Product Scope

Products at Zalando must be designed and advertised for non-professional and private use only. Partners must assess the characteristics and intended use of the products to be sold and ensure that they are in line with the desired product scope, as described below, unless specifically agreed with the respective Zalando business proposition.

As the product scope of Zalando Wholesale (WHS), Lounge (Lounge), Partner Program (PP), Connected Retail (CR) and Zalando Fulfillment Services (ZFS) differs from each other, attention must be given to the 'permitted', 'restricted' and 'prohibited' product categories for each proposition in the table below.

Generally permitted product categories are indicated by the '✓' symbol. Some product categories are restricted and only accepted if they have an EU responsible person (which must also be correctly labelled on the product), other than Zalando. Restricted product categories are indicated with the '✓ EU' symbol. If a product falls into multiple categories and at least one category is prohibited, indicated by the '⊘', Zalando does not permit the sale of such products.

Product Category	Examples	WHS	Lounge	PP/CR	ZFS
Cosmetic care	Care and styling products in liquid or gaseous form	✓ EU	✓ EU	✓ EU	✓ EU
	Wet wipes and sanitary towels (pads)	✓ EU	✓ EU	✓ EU	✓ EU
	Borderline products and pharmaceuticals	⊘	⊘	⊘	⊘
Cosmetic devices	Care and styling devices, tools and accessories	✓ EU	✓ EU	✓ EU	✓ EU
	Medical Devices without intended medical purpose	⊘	⊘	✓ EU	⊘
Home fragrances and accessories	Air fresheners and scented candles	✓ EU	✓ EU	✓ EU	✓ EU
	Shoe and leather care products (chemicals)	✓ EU	✓	⊘	⊘
	Home accessories and decorative articles	⊘	✓	⊘	⊘
	Mixtures considered dangerous goods	⊘	⊘	⊘	⊘
Apparel	All types	✓	✓	✓ EU	✓ EU
Fashion accessories	All types	✓	✓	✓ EU	✓ EU
Jewellery	All types	✓	✓	✓ EU	✓ EU
Watches	All types	✓	✓	✓ EU	✓ EU
Travel goods and saddlery	All types	✓	✓	✓ EU	✓ EU
Footwear	General footwear	✓	✓	✓ EU	✓ EU
	Footwear with special anti-slip properties	✓	✓	⊘	⊘
	Footwear with LEDs	✓	✓	⊘	⊘
Eyewear	Fashion glasses (no filter)	✓	✓	✓ EU	✓ EU
	Sunglasses, ski and swimming goggles	✓	✓	✓ EU	✓ EU
	Prescription glasses (sight correction)	⊘	⊘	⊘	⊘
Body protection gear	Clothing with UV protection	✓ EU	✓	✓ EU	✓ EU
	Personal Protective Equipment class I + II	✓ EU	✓	✓ EU	✓ EU
	Swimming aids such as buoyancy aids	⊘	✓	⊘	⊘
Toys	Toy books, soft toys, dolls	✓ EU	✓ EU	✓ EU	✓ EU
	Educational toys and puzzles	✓ EU	✓ EU	✓ EU	✓ EU
	Building sets > 36 months	✓ EU	✓ EU	✓ EU	✓ EU
	Electrical toys	✓ EU	✓ EU	⊘	⊘
	Video games and consoles	⊘	⊘	⊘	⊘
	Toy helmets (imitating PPE)	⊘	⊘	⊘	⊘

Product Category	Examples	WHS	Lounge	PP/CR	ZFS
	Food imitating toys	☐	☐	☐	☐
	Military- and weapon-imitating toys	☐	☐	☐	☐
	Toys with magnetic, chemical or organic elements	☐	☐	☐	☐
	Toys with taste or smell elements	☐	☐	☐	☐
	Outdoor: Bicycles, baskets, scooters, play tents	☐	☐	☐	☐
Electric and electronic equipment	Multimedia devices and accessories	✓ EU	✓	✓ EU	✓ EU
	Electric care and styling devices	✓ EU	✓	✓ EU	✓ EU
	Luminaires and lamps	✓ EU	✓	☐	☐
	Light sources	☐	✓	☐	☐
	Household appliances (other than white goods)	☐	✓	☐	☐
	Devices with more than 20 Wh per cell / 100 Wh per battery	☐	☐	☐	☐
	Devices without intended medical purpose	☐	☐	✓ EU	☐
	Separate batteries and accumulators	☐	☐	☐	☐
Furniture	All types (not motor-driven)	☐	✓	☐	☐
Kitchenware	Crockery and cutlery	✓ EU	✓	☐	☐
	Food containers, lunch boxes, sippy cups	✓ EU	✓	✓ EU	✓ EU
	Pots, pans, cookers	☐	✓	☐	☐
	Electric kitchen appliances	☐	✓	☐	☐
	Food scales	☐	✓ EU	☐	☐
Infant and toddler products	Infant self-feeding devices	☐	☐	☐	☐
	Strollers, child and infant seats	☐	☐	☐	☐
	All other types	✓	✓	✓ EU	✓ EU
Pulp and paper products	Note books, calendars	✓ EU	✓	☐	☐
Recreational gear	All types	☐	✓	☐	☐
Machinery	All types	☐	☐	☐	☐
Products for professional use	All types	☐	☐	☐	☐

## 2.3 Legislative Reference

It's imperative that products intended for sale must comply with the respective national legislation in Zalando sales countries as well as the EU General Product Safety Directive (GPSD) with its national implementations and, from December 2024, the EU General Product Safety Regulation (GPSR) 2023/988, as well as the UK General Product Safety Regulations 2005 and the Swiss Product Safety Act (PrSG).

The partners are required to assess the national transpositions of legislation for the agreed Zalando sales countries and ensure that products consistently meet the stricter national requirements. The legislative references in this manual and summarised legal requirements may not be comprehensive or up to date due to ongoing legislative changes.

### Legislative platforms

- EEA: <https://eur-lex.europa.eu>
- CH: <https://www.fedlex.admin.ch>
- UK: <https://www.legislation.gov.uk>

Non-comprehensive overview of relevant legislation, excluding amendments, secondary legislation and transposition into national law:

Product examples	Legislative reference	Market
All products	<ul style="list-style-type: none"> <li>Market Surveillance Regulation (EU) 2019/1020</li> <li>General Product Safety Directive 2001/95</li> <li>General Product Safety Regulation (EU) 2023/988</li> <li>Waste Framework Directive (WFD) (EU) 2008/98/EG</li> <li>REACH Regulation (EC) No 1907/2006</li> <li>POP Regulation (EU) 2019/1021</li> </ul>	EEA
	<ul style="list-style-type: none"> <li>General Product Safety Regulations 2005</li> <li>Product Safety and Metrology Regulations 2020</li> </ul>	UK
	<ul style="list-style-type: none"> <li>Bundesgesetz über die Produktesicherheit (PrSG)</li> <li>Lebensmittel- und Gebrauchsgegenständeverordnung (LGV)</li> <li>Chemical Risk Reduction Ordinance (ORRChem)</li> </ul>	CH
Packaging	<ul style="list-style-type: none"> <li>Identification of packaging materials Decision 97/129/EC</li> <li>Packaging and packaging waste Directive 94/62/EC</li> </ul>	EEA
	<ul style="list-style-type: none"> <li>Decree No. 2014-1577</li> </ul>	FR
	<ul style="list-style-type: none"> <li>Decreto Legislativo 3 settembre 2020, n. 116</li> </ul>	IT
	<ul style="list-style-type: none"> <li>Real Decreto 1055/2022</li> </ul>	ES
Non-cosmetic care, scented candles	<ul style="list-style-type: none"> <li>CLP Regulation (EC) No 1272/2008</li> <li>Aerosol Dispensers Directive (ADD) (EU) 75/324/EEC</li> <li>Volatile organic compounds (VOC) Directive 1999/13/EC</li> </ul>	EEA
Cosmetics	<ul style="list-style-type: none"> <li>Cosmetic Products Regulation (EC) No 1223/2009</li> <li>Cosmetic Products Regulation - UV filters (EU) 2022/1176</li> <li>Claims Regulation (EU) No 655/2013</li> <li>Common ingredient names Decision (EU) 2022/677</li> <li>Measuring instruments and methods Directive 2009/34/EC</li> <li>Nominal Content Directive 76/211/EEC</li> </ul>	EEA
	<ul style="list-style-type: none"> <li>Verordnung des EDI über Kosmetische Mittel (VKos)</li> </ul>	CH
Sanitary towels (pads), wet wipes	<ul style="list-style-type: none"> <li>Single-use plastic products Directive (EU) 2019/904</li> <li>Single-use plastic product marking Regulation (EU) 2020/2151</li> </ul>	EEA
Clothing, textiles	<ul style="list-style-type: none"> <li>Textile Labelling Regulation (EU) No 1007/2011</li> </ul>	EEA
Footwear	<ul style="list-style-type: none"> <li>Footwear Labelling Directive 94/11/EC</li> </ul>	EEA
Body protection gear, sunglasses, goggles, apparel with UV protection	<ul style="list-style-type: none"> <li>PPE Regulation (EU) 2016/425</li> </ul>	EEA
Toys	<ul style="list-style-type: none"> <li>Toys Safety Directive 2009/48/EC</li> </ul>	EEA
	<ul style="list-style-type: none"> <li>Spielzeugverordnung (VSS)</li> </ul>	CH
Electric appliances	<ul style="list-style-type: none"> <li>LVD 2014/35/EU</li> <li>EMC Directive EMC 2014/30/EU</li> <li>RoHS Directive 2011/65/EU</li> <li>WEEE Directive 2012/19/EU</li> <li>Medical Device Regulation (EU) 2017/745</li> </ul>	EEA
Energy related products	<ul style="list-style-type: none"> <li>Energy-related Products Directive (ErP) 2009/125/EC</li> <li>Energy Labelling Regulations (ELR) (EU) No 2017/1369</li> <li>Energy Labelling Regulations (EU) 2021/340</li> </ul>	EEA
Radio equipment	<ul style="list-style-type: none"> <li>Radio Equipment Directive (RED) 2014/53/EU</li> </ul>	EEA
Lighting	<ul style="list-style-type: none"> <li>Single Lighting Regulation (SLR) (EU) 2019/2020</li> <li>Energy labelling Regulation (EU) 2019/2015</li> </ul>	EEA
Scales, measuring cups	<ul style="list-style-type: none"> <li>Non-automatic weighing instruments Directive 2014/31/EC</li> <li>Measuring instruments and methods Directive 2009/34/EC</li> </ul>	EEA
Batteries	<ul style="list-style-type: none"> <li>Batteries and waste batteries Regulation (EU) 2023/1542</li> <li>Batteries and waste batteries Regulation 2006/66/EC</li> <li>Labelling rechargeable batteries Regulation (EU) No 1103/2010</li> </ul>	EEA
Crockery, cutlery, kitchenware with food contact	<ul style="list-style-type: none"> <li>Food Contact Materials Regulation (EC) No 1935/2004</li> <li>Risk assessment Regulation (EU) 2019/1381</li> <li>GMP Regulation (EC) No 2023/2006</li> <li>Plastic Materials Regulation (EU) No 10/2011</li> <li>Recycling Regulation (EU) 2022/1616</li> <li>Ceramic articles Directive 84/500/EEC</li> <li>Epoxy derivatives Regulation (EC) No 1895/2005</li> <li>Bisphenol A in varnishes and coatings Regulation</li> <li>Melamine plastic kitchenware Regulation (EU) No 284/2011</li> <li>Metals Resolution CM/Res (2013)9</li> </ul>	EEA
Infant feeding, soothers	<ul style="list-style-type: none"> <li>Rubber teats and soothers Directive 93/11/EEC</li> <li>Infant feeding bottles Regulation (EU) 321/2011</li> </ul>	EEA



Product examples	Legislative reference	Market
Pressure cookers	<ul style="list-style-type: none"> <li>• Pressure equipment Directive 2014/68/EU</li> </ul>	EEA
Furniture	<ul style="list-style-type: none"> <li>• Timber Regulation (EUTR) (EU) No 995/2010</li> <li>• Deforestation Regulation (EUDR) (EU) 2023/1115</li> </ul>	EEA

### 3. Partner responsibilities

Zalando prides itself on differentiating itself through its high quality standards. Ensuring and maintaining excellent product quality throughout the entire supply chain is our fundamental expectation from our Partners.

#### 3.1 Due Diligence

Partners are required to demonstrate compliance through established quality assessment procedures, provision of product test reports, certificates, and internal inspection records, based on documented pre-market safety risk assessments for each product intended for sale. Upon request, Partners must provide the required proof in a digital format and language specified by Zalando. The standard language for all documents is English. Partners must retain all documents for a period of 10 years from the date when a product (or the last batch) was placed on the market.

##### 3.1.1 Quality Assurance Procedures

Partners commit to effective product quality assurance processes and procedures. We expect Partners to continuously improve product quality, using feedback to refine processes. Quality standards are actively communicated, understood and effectively demonstrated throughout the Partner's organisation. This includes diligent management of internal documents and product related files.

Partners are required to align their quality assurance procedures with the QAM, integrating testing, control measures, inspections, and certification throughout the stages of production and supply chain. This includes ensuring matching descriptions and size charts within acceptable limits, maintaining quality cutting tools like blades, scissors, and knives, implementing good housekeeping practices for clean and hygienic workstations, and delivering A-grade quality products in suitable packaging.

##### 3.1.2 Product Testing, Certification and Inspection

Partners are required to demonstrate that each product's manufacturing / delivery batch went through internal quality checks and independent accredited testing laboratories, ensuring compliance and mitigation of assessed risks. Zalando accepts only proofs that are not older than 12 months, referencing the applied test methodologies, product identification details, batch number, and component-level results. In detail that includes:

###### 1) Chemical testing

Partners ensure chemical compliance by ruling out chemical risks and presence of chemical substances, harmful to human health or the environment beyond required

chemical limits. Tests are crucial for quantifying chemical concentrations in raw materials, finished products. Partners are expected to comply with regulatory limits set by regulatory bodies like the European Chemicals Agency (ECHA) and limits outlined in Zalando's Restricted Substance List (RSL) (see [Annex I Restricted Substances List RSL](#))

## **2) Physical testing**

Partners ensure physical compliance by ruling out mechanical risks such as the structural integrity, durability, and mechanical properties, harmful to human health in particular to vulnerable customer groups, following relevant standards. Techniques such as mechanical testing, thermal analysis, and microscopy are utilised to assess product performance under various conditions. Products must be designed and manufactured to minimise physical risks during normal use.

## **3) Artwork testing**

Partners ensure compliant artwork by ruling out formal non-compliance and health risks due to missing or misleading visual and graphic elements, following product-related legislation and standards. This also encompasses assessments of colour accuracy, legibility of text, and inclusion of mandatory product identifiers, consumer information, and compliance markings.

## **4) Proof of Certification**

Partners ensure that product (marketing) claims are sound and compliant and backed by credible certifications and evidence to not mislead consumers about the performance or environmental benefits of a product. By undergoing third-party certification, Partners demonstrate their commitment e.g. to sustainability, build trust with consumers, and differentiate their products in the marketplace.

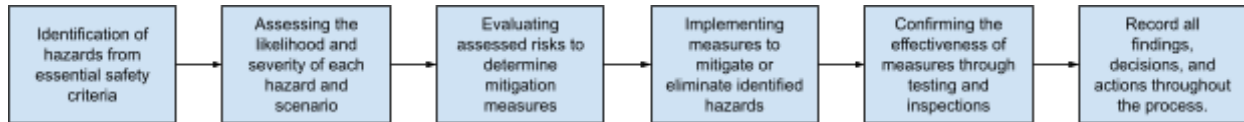
## **5) Quality Inspections reports**

Partners ensure that production and delivery batches are inspected. Inspection reports must record production/delivery batch, inspection date, inspection method, detailed inspection result and include functionality check e.g. for zippers as well as packaging and labelling checks. Each Delivery is free from any damage, contamination (such as mould\* or insects), or free from sharp objects (needles, safety pins etc.).

\*Zalando does not recommend a preferred mould prevention supplier. Any mould prevention products used must be registered according to REACH Regulation EC No - 1907/2006 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.

### 3.1.3 Pre-Market Safety Risk Assessment

Partners are required to ensure that products undergo a comprehensive pre-market safety risk assessment, adhering to the criteria outlined in GPSR Article 6, along with additional criteria stipulated by relevant product legislation and standards. The assessment is conducted by the manufacturer and should be proportionate to the complexity of the product and its potential risks.



Compliance with risks and risk categories outlined in pertinent European standards published in the European Union Official Journal (OJEU) indicates that products meet safety requirements. If there are no harmonised standards available, checking if a product meets safety requirements involves looking at different important factors. These include national standards that adopt European standards not harmonised yet, guidelines from the commission on product safety assessments, good practice codes for safety in the specific industry, the latest technology and industry knowledge, and what Zalando reasonably expects in terms of safety.

In terms of risk reduction measures, if assessed risks are deemed unacceptable, steps are taken to mitigate or eliminate identified hazards. This might entail product redesign, incorporation of safety features, provision of warnings or instructions, or implementation of safeguards e.g. testing to minimise risks. Aspects to consider:

- Characteristics, design, technical features, composition, and packaging
- Interactions with other products, non-embedded items
- Presentation, labelling, age suitability, warnings and user instructions
- Vulnerable consumer groups e.g. children, older people and persons with disabilities
- Potential misuse / confusion with other products e.g. child appealing, food imitating

### 3.1.4 Zalando Due Diligence Programs

Partners are required to participate in testing and due diligence programs upon Zalando requirements. Partners are therefore obliged to register with external service partner websites and to commission a third party laboratory at Zalando's request. Partners are also aware that Zalando conducts random spot checks and may commission independent third parties to conduct them.

Inbound deliveries may be subject to warehouse inspections based on Industry Standard Acceptable Quality Level (AQL) of 2.5 for Major defects and 4.0 Minor defects. This helps to objectively monitor supplier performance, reduce faulty items, and prevent them from

reaching customers. No critical defects are accepted.

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

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 these costs incurred for defective products will be transferred to the Partners. In order to avoid failures of AQL which require a full inspection, there is a need to implement a Quality Assurance System in the supply chain.

Useful links:

- [Annex III: Guidelines to Classification of Product Failures](#)
- [Annex VI: Mandatory Onboarding Conditions for new Wholesale Partners](#)

## 3.2 Product Labelling

Partners are required to assess the legal labelling requirements and ensure that products comply with them. The requirements apply also to exhibition and photoproduction samples. Mandatory information must be prominently displayed on the product, appropriately sized, readable, and durable, remaining intact after opening. All labelled information must be affixed in the languages of agreed Zalando's sales markets. Information solely accessible via supplied internet links, is generally insufficient when not explicitly permitted.

Product labelling requirements:

- Affixed solely in the responsibility of the manufacturer
- Visible, legible and indelible, proportionate to the specification
- On the product or, to the packaging and accompanying documents
- If missing, incorrect, misleading, or misused, products shall not be sold

### 3.2.1 Product identifiers

Partners assess the applicable regulatory requirements for product identifiers and ensure their product's to comply with them. They must identify and trace their products throughout the lifecycle, and monitor any arising product issues. Product identifiers aid in narrowing down the impact of potential product issues.

#### 1) **Batch, Serial Numbers or other identification elements**

Products must be marked with a batch or serial number, or other identification elements. Partners are required to track their products across the supply chain and provide traceability attributes of individual units if needed.

## 2) EU address and contact details

Products must be sold solely under the responsibility of an EU responsible person. The EU responsible person must be marked with both the postal and electronic address on the product. Where the single contact point at which e.g. customers or market authorities can reach out to, differs from the EU responsible person's postal and electronic address, the contact point's address details must be additionally indicated on the product. Where this is not possible due to the nature of the product, the respective EU address and contact details must be affixed on the packaging and accompanying documents:

- Postal address of the manufacturer/ importer/ responsible person, established in the European Union.
- Electronic address (email address or website) of the manufacturer/ importer/ responsible person, established in the European Union.
- An indicated single point of contact (email address or website\*) at which the manufacturer / importer / responsible person can be contacted.

\* website that provides direct communication (e.g. contact template)

Text relevant to non-EEA Partners: If agreed with Partners, Zalando is the EU importer and thus the EU responsible person for purchased items. If this is the case, Partners are required to ensure that products are correctly labelled with the Zalando importer address.

<b>EU Importer:</b> Zalando SE Valeska-Gert-Str. 5 10243 Berlin, Germany  Email: <a href="mailto:Importer_product.safety@zalando.de">Importer_product.safety@zalando.de</a> Website: <a href="https://zalando.de">https://zalando.de</a>
--

**Zalando importer label**

## 3.2.2 Instructions for use and warnings

Partners are required to assess the regulatory requirements and any additional need for instructions for use and warnings and ensure that products comply with such requirements and needs.

Instructions for use and warnings must be in the languages of agreed sales countries, they must be easily understood by consumers and end-users and offer comprehensive guidance for the proper use, maintenance, and disposal of the product. This includes all necessary information for safe use, covering assembly, installation, operation, storage, maintenance, care, and disposal.

## 3.2.3 Sorting and Disposal of Waste

Partners are required to assess EU-wide and country-specific sorting and disposal requirements for waste, including associated labelling and registration requirements, and ensure that their products comply with such requirements. Sorting and disposal information shall not mislead consumers. Partners may be required to provide a copy of the assessment and registration certificate.

## Packaging Waste

Packaging must display packaging waste identification codes according to Decision 129/97/EC and comply with additional national legislative requirements such as for Italy and France. All packaging (all primary, secondary and tertiary packaging), including primary product packaging, must be registered in the central LUCID register.

Möbius loop symbol, accompanied by material abbreviation and number as well as disposal instructions “Raccolta [material]“ in Italian.



raccolta plastica

Example: Collection of plastics



raccolta carta

Example: Collection of paper

Triman logo and associated sorting information must be at least 1 cm x 1 cm, accompanied by language indication, packaging pictograms, and disposal instructions in French.



Example: Packaging

### 3.2.4 Digital Product Passport (DPP) (not obligatory)

The digital product passports aims to provide comprehensive information about the product, promoting transparency, sustainability, and responsible consumption throughout its lifecycle:

- Unique product identifier
- Information on SVHCs
- Information on product performance
- Information on how to install, use/operate, maintain, repair, return and dispose
- Information on disassembly, recycling, or disposal
- Global Trade Identification Number as provided for in standard ISO/IEC 15459-6
- Relevant commodity codes, such as a TARIC code
- Compliance documents / documentation
- operator identifiers: manufacturer / importer / EU responsible person

Even if the DPP is not obligatory yet, it is expected to come into force in 2026 and will surely be required to comply with that in the future.

## 3.3 Product Documents and Data

Partners are required to provide and maintain product documentation and product data in digital format, while ensuring prompt and accurate responses to Zalando's document and data inquiries during onboarding and throughout the ongoing business relationship.

### 3.3.1 Product Documents

Partners are required to assess the regulatory requirements for the technical documentation of products and ensure to comply with such requirements. Upon reasoned request from Zalando, Partners are required to transfer associated product documentation in a format and language specified by Zalando. The standard languages for the product documentation in English. Partners are obligated to retain the documentation for a period of 10 years from the date when a product (or the last batch) was placed on the market.

The technical documentation is created by the manufacturer, containing information demonstrating the products' safety. This documentation should be based on an internal risk analysis conducted by the manufacturer and should be proportionate to the complexity of the product and its potential risks.

Requirements for maintaining records of the technical file and associated documentation for a specified period, typically at least 10 years after the product is placed on the market.

This could include, but is not necessarily limited to, the following:

Product group	Attribute (if applicable)	Format
All products	<u>Product description</u> <ul style="list-style-type: none"> <li>Product description, intended use and pictures</li> <li>design specifications, components, sub-assemblies etc.</li> </ul>	PDF
	<u>Design process</u> <ul style="list-style-type: none"> <li>Bill of material (BoM)</li> <li>manufacturing methods and quality controls</li> </ul>	PDF
	<u>Pre-market safety risk assessment</u> <ul style="list-style-type: none"> <li>see <a href="#">3.1.3 Pre-Market Safety Risk Assessment</a></li> <li>incl. applied standards and relevant technical specifications</li> </ul>	PDF
	<u>Evidence of compliance</u> <ul style="list-style-type: none"> <li>See <a href="#">3.1.2 Product Testing, Certification and Inspection</a></li> </ul>	PDF
	<u>External documents</u> <ul style="list-style-type: none"> <li>See <a href="#">3.2 Product Labelling</a></li> <li>Instruction for use, product artwork and labelling</li> </ul>	PDF
	<u>Traceability Documentation</u> <ul style="list-style-type: none"> <li>Production dates and batches</li> </ul>	PDF
	<u>Monitoring procedures documentation</u> <ul style="list-style-type: none"> <li>See <a href="#">3.4 Notification and Reporting</a></li> </ul>	PDF
CE-marked products	<u>Conformity assessment and EU declaration of conformity (DoC)</u> <ul style="list-style-type: none"> <li>See <a href="#">Annex II: CE-Marked Products</a></li> </ul>	PDF

### 3.3.2 Digital Product Data

Digital product data serves multiple purposes, such as integration into customer-facing content directed to our online product offering and file-based verification.

Partners with access to our self-service platforms are responsible for proactively keeping relevant data up-to-date and matching with the current product batch. Partners without access to our self-service platforms, are required to respond to data inquiries within 5 business days, but no later than the estimated earliest delivery date.

All partners are obliged to regularly review the customer-facing data on our online product offering and report any errors to Zalando. Missing, inconsistent, incorrect or overdue information is a subject to non-compliance and might result in return or cancellation.

Product group	Attribute (if applicable)	Format
All products	Product pictures (shown with the products intended use)	Image
	Mandatory product warnings and labels	Image
	Name and contact details of the EU responsible person	Text
	Product description, material, ingredients, allergenes	Text
	Product features, product limitations and disposal	Text
	Accessories included and required for use	Text
Cosmetic articles	EU address	Confirmation [yes/no]
	Product information file (PIF)	Confirmation [yes/no]
	Batch/ serial number	Confirmation [yes/no]
CE-marked products	CE mark	Confirmation [yes/no]
	EU Declaration of Conformity	Confirmation [yes/no]

### 3.4 Notification and Reporting

Ensuring consumer safety and trust in the marketplace is crucial. This section outlines partner responsibilities in addressing product safety concerns with Zalando, emphasizing transparency, collaboration, and swift action from registration to complaint data management.

#### 3.4.1 Reporting of Product Issues

Partners are required to report any product issues to Zalando no later than 2 business days after identification and to inform the responsible government authorities in their country immediately in the event of justified safety concerns. If Zalando does not receive a copy of



the Partner's report to the authorities, Zalando will inform the competent authorities. Partners must address product issues and safety concerns formally through a legal statement, including clear information about the product, risks, remedies, and customer rights.

Upon reasonable request and in case of product failures, Partners are required to provide Zalando with independent 3rd party assessments, e.g. physical or toxicological risk assessments.

Partners are required to register on public product safety alert platforms, and thoroughly monitor products before selling them. Vica versa Partners must also maintain open communication channels and provide access to information on product identification, risks, and actions taken on their website.

Partners agree to recognise reasonable recall decisions and related compensation for direct costs and damages incurred by Zalando. The partners also agree that Zalando will publish the information on its own website and inform its affected customers by email. In addition, partners agree to withdrawal products and customer-facing content suspected of being harmful or illegal.

Useful links:

- EEA: [Business Safety Gateway](#), [RASFF Window](#)
- DE: [Lebensmittelwarnung.de](#) , [BAuA](#)
- UK: [GOV.UK](#)
- CH: [RecallSwiss](#), [BFK](#)
- Global: [OECD](#)

### 3.4.2 Collaboration on Complaint Data

Partners are required to cooperate with Zalando on legitimate customer complaints in cases of known product risks or legitimate concerns. Partners keep a comprehensive register of complaints from B2B and B2C customers, of non-conforming products and recalls, and keep Zalando informed of any such monitoring. This register should include relevant details such as the nature of the complaint, date received, action taken and current status of resolution. The information shared should be limited to what is necessary to investigate complaints. Protecting the confidentiality and security of customer information stored in the register and ensuring compliance with data protection regulations such as the EU's General Data Protection Regulation (GDPR) is paramount. This data should only be retained for as long as necessary for investigative purposes, but no longer than five years after initial entry.

### 3.4.3 Substances of Very High Concern

All Partners are required to identify if their products contain Substances of Very High Concern (SVHCs) and provide information on whether or not SVHCs are present above 0.1% weight by weight (w/w) to Zalando prior to any sales. Zalando, in turn, will communicate this information to requesting consumers. In the event that SVHC information is not available at the time of the customer's request, Zalando grants the Partner a lead time of 5 working days to obtain this information.

Relevant to EEA-Partners: EEA-Partners are required to ensure that the responsible EU manufacturer or EU importers has submitted information of products containing SVHCs above 0.1% w/w to the SCIP database. The database aims to improve transparency regarding SVHCs in products throughout their lifecycle. Zalando tracks the Partner's submission of SVHC information and facilitates the provision of information upon third-party request.

Relevant to Non-EEA Partners: Non-EEA Partners are required to share information of products containing SVHCs above 0.1% w/w with Assent, a third-party provider commissioned by Zalando, who requests SVHC information on style/component levels biannually. If products contain no SVHCs above the threshold, a declaration confirming this status is required.

### 3.5 Contractual fines

Partners must adhere to the QAM and ensure products comply with assessed requirements. In this context, Partners also commit to indemnify Zalando for direct damages and costs resulting from non-compliance. Zalando reserves the right to apply contractual fees outlined in the table below and may further penalise Partners who attempt to supply non-compliant products.

Please note that in case of repetitive violations of this QAM, Zalando reserves the right to terminate business relationships.

Product non-compliance	Chargeback - associated costs
Product recalls / Safety Notification	Fee based on actual purchase price after discount for returned and refunded items, including administrative and operational costs associated with the process. Partner Program: A full refund to the customer is needed for returned items. Partners must provide customer return labels for shipment of recalled articles.
Detailed Breakdown costs of Product recalls / Safety Notifications*	
Product recalls / Safety Notification - Stock value	Purchase Price cost >150€ is charged back or returned at partners' costs ZFS: all product costs, auditing and handling costs will be charged back to the partner.
Product recalls / Safety Notification - Administrative cost	Cost for processing communication to the end customer and, if applicable, cost of inventory check.

Product recalls / Safety Notification - Logistic and handling cost	Handling cost, logistic costs for processing returns from customer
Product recalls / Safety Notification - Product Testing	All Laboratory costs, shipment fees and testing sample costs
Non-A Grade Delivery: Refusal to inbound and Partner contacted	Pick up of goods at Partner cost and all costs transferred to Partner. In case of hazardous failures a destruction of goods can be agreed between Zalando and the partner on partner's costs. ZFS only: Return of stock is arranged by Zalando and all costs incurred charged back to the partner
Detailed Breakdown costs of non A-grade deliveries***	
2.5 AQL Inspection – failure of several products which will not be sold	Purchase Price cost >150 € is charged back or returned at Partner' costs ZFS only: all product costs, auditing and handling will be charged back to the partner
100% inspection: e.g. failed 2.5 AQL or critical fail at inbound and product SKU subject to 100% inspection	1.50€ per item inspected
Seasonal charge for customer returns due to manufacturing defects / products not in perfect condition (only quality related)	Differential between No claims % in contract and returns %, plus additional handling costs
Missing mandatory Article Master Data Sheet (AMD Sheet)	In the event of missing, inconsistent, incorrect or overdue information the affected purchase order will be cancelled and existing stock will be withdrawn from sale and returned at the supplier's expense.
Missing, misleading or incomplete labelling/markings (e.g. missing CE-mark)	In the event of missing, misleading or incorrect labelling (e.g. wrong fibre composition) /markings the affected purchase order will be cancelled and existing stock will be withdrawn from sale and returned at the supplier's expense
Direct losses and damages from not being able to market the delivered goods	Full chargeback of all related costs

- \*In case of product legal failures and if the stock is below 800€ Zalando reserves the right to handle this stock at its own discretion.  
\*\*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 PP & CR 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 customer
- \*\*\*A-grade deliveries are delivery/items that meet the highest standard of quality, labelling/ marks, performance and conditions.

## 4. Additional product-specific requirements

### 4.1 Clothing and Textile Products

Partners are required to assess additional regulatory requirements for clothing and textile products and ensure compliance with such requirements in agreed sales markets.

Textile products, such as clothing, furniture coverings, mattress coverings or tents fall under the scope of the Textile Fibre Regulation if they consist of a weight proportion of at least 80% textile fibres of the 'net textile weight'.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.1 Clothing and Textile Products](#)
- [Annex I Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Clothing and Textile Products as per QAM:

## Product Labelling

### 1) Material Declaration

Only fibres names, which are officially listed in (EU) No 1007/2011 can be used on the Label. Trademark or company names may be placed immediately before or after the descriptions of the textile fibre name.

- Pure textile products labelled "100%," 'pure', or 'all' consist solely of one fibre type. Those or similar terms shall not be used for other textile products.
- Multifibre textile products list all textile fibres by weight proportion, descending. If any fibre is less than 5%, it can be labelled 'other' if minor fibres collectively don't exceed 15% of total weight. Total labelled fibres must sum up to 100% of total weight.
- Multi-component textiles, list each component's fibre content separately. Components below 30% of the total weight, excluding main linings, are not compulsory to label or mark separately. When textile products like a suit jacket and trousers are unified, listing fibre composition on one item suffices if both share the same composition.
- Non-textile parts of animal origin, such as leather, below 20% of the textile material's weight, must be labelled "Contains non-textile parts of animal origin".

### 2) Care Instructions

Care labelling provides valuable recommendations and guidance to consumers for the proper treatment of textiles during washing, bleaching, drying, and ironing, as well as for the professional care of textiles. Textile care labelling codes shall comply with standard EN ISO 3758: 2023.

### 3) Made in labels

"Made in" labels, marking the origin, is voluntary, indicating the product's geographical provenance accurately. This label provides precise information regarding the country of origin, accurately reflecting where the textiles were manufactured, preventing any misleading implications such as indicating EU origin when the product was made in a third country.

#### 4) Sorting and Disposal of Waste

Triman logo and associated sorting information must be at least 1 cm x 1 cm, accompanied by language indication, textile pictograms, and disposal instructions in French language.



Example: Textile waste

#### 4.1.1 Clothing with UV protection

Partners are required to assess additional regulatory requirements for clothing with UV protection and ensure compliance with such requirements in agreed sales markets.

Clothing with UV protection, such as clothing intended for protection against natural sunlight (including partial or whole-body clothing), are subject to the PPE and the Textile Labelling Regulation in addition to the legislation and requirements that apply to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.1 Clothing and Textile Products](#)
- [4.1.1 Clothing with UV protection](#)
- [4.7 Body protection gear](#)
- [Annex I Restricted Substances List RSL](#)
- [Annex II: CE-Marked Products](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Clothing with UV protection as per QAM:

Due Diligence

##### 1) Product Testing, Certification and Inspection

In absence of harmonised standards, products must comply with essential requirements. Clothing with UV protection must be tested against EN 13758-1:2007-03. Zalando additionally recognizes testing according to UV STANDARD 801 or AS/NZS 4399.

Product Labelling

##### 2) UPF rating

The Ultraviolet Protection Factor (UPF) rating must be clearly stated. This rating indicates how effectively the fabric blocks ultraviolet (UV) radiation. For example, a UPF rating of 50+ means that the fabric allows only 1/50th (2%) of UV radiation to pass through it.

### 3) Care label

The care instructions shall specify the maximum number of wash cycles until the product loses UV protection abilities and provide guidance on identifying signs of ageing.

### 4) Warning

There should be appropriate warnings and instructions for use, such as:

- "Only covered areas are protected."
- "Protection may be reduced if the fabric is stretched, wet, or worn out."
- "The protection offered by this item may be lessened with use, age, and if washed or cared for incorrectly."
- 

### 5) CE Mark

The CE mark affixed by the manufacturer.

(See [Annex II: CE-Marked Products](#))



CE mark

Product Documents

### 6) Conformity Assessment

The CE conformity assessment, assessed by the manufacturer.

(See [Annex II: CE-Marked Products](#))

### 7) EU Declaration of Conformity (DoC)

The DoC by the manufacturer or the authorised representative.

(See [Annex II: CE-Marked Products](#))

## 4.1.2 Clothing for Children

Partners are required to assess additional regulatory requirements for clothing for children and ensure compliance with such requirements in agreed sales markets.

Clothing for children, is clothing for children under 14 years, such as clothing, sleeping bags, are subject to the Textile Labelling Regulation in addition to the legislation that applies to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.1 Clothing and Textile Products](#)
- [4.1.2 Clothing for Children](#)
- [Annex I Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to IClothing for Children as per QAM:

## Due Diligence

### 1) Product Testing, Certification and Inspection

Children's clothing must be free of metal and safety pins, including the, to be used for any attachments such as labels, to mitigate the risk of injury. Additionally Partners are required to ensure that clothing for children is tested against applicable standards from Annex VI (see [Annex VI - Testing of clothing for children](#))

### 2) Pre-Market Safety Risk Assessment

When assessing children's clothing for safety risks, it's essential to consider various risks, including injury, choking, strangulation, suffocation, chemical contamination, and health hazards. Clothing marketed for children and clothing in sizes below, if not explicitly advertised for adults, must comply with the additional requirements for children's clothing.

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

## 4.2 Infant and Toddler Products

Partners are required to assess additional regulatory requirements for infant and toddler products and ensure compliance with such requirements in agreed sales markets.

Infant and toddler products products, such as dummy chains, pacifiers, changing mats, cot bedding, bibs, and harnesses, specifically designed for children under the age of 3, may be subject to the Textile Labelling Regulation and food contact products in addition to the legislation that applies to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.1 Clothing and Textile Products](#)
- [4.2 Infant and Toddler Products](#)
- [Annex I Restricted Substances List RSL](#)
- [Annex VII: Testing of Infant and Toddler Products](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Infant and Toddler Products as per QAM:

Due Diligence

### **1) Product Testing, Certification and Inspection**

Infant and toddler products must be free of metal and safety pins to be used for any attachments such as labels, to prevent injuries. Additionally Partners are required to ensure that infant and toddler products are tested against applicable standards (see [Annex VII: Testing of Infant and Toddler Products](#))

### **2) Pre-Market Safety Risk Assessment**

When assessing the safety of infant and toddler products, it's essential to consider various risks. These risks may include the potential for injury, choking, strangulation, suffocation, chemical contamination, and other health hazards.

## **4.3 Travel goods, Saddlery and Leatherwear**

Partners are required to assess additional regulatory requirements for travel goods, saddlery and leatherwear and ensure compliance with such requirements in agreed sales markets.

Travel goods, saddlery and leatherwear, such as bags, backpacks, belts and suitcases, are subject to the general legislative requirements applicable to all products without exception.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.3 Travel goods, Saddlery and Leatherwear](#)
- [Annex I Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Travel goods, Saddlery and Leatherwear as per QAM:

Product Labelling

### **1) Material Declaration**

The indication of materials of non-animal origin is optional for saddlery and travel goods and must not be misleading. This is only permitted if the term 'artificial' is added as a prefix to the non-animal material. However, the term 'faux' as a prefix is considered misleading.

If made from non-textile parts of animal origin, saddlery and travel goods must indicate this accordingly. Optional claims and symbols may emphasise the authenticity of the material, if permitted and freely available or acquired under licence.



## Labelling of leather

'Contains  
non-textile  
parts of animal  
origin'

Claim for non-textile parts

'Genuine Leather'

Example: Authentic leather claim



Example: Authentic leather symbol

'Artificial leather'

Example: Artificial leather claim

## 4.4 Footwear

Partners are required to assess additional regulatory requirements for footwear and ensure compliance with such requirements in agreed sales markets.

Footwear, such as shoes, boots, sandals, slippers, and any similar products intended for foot covering, are subject to the Footwear Labelling Directive in addition to general legislation that applies to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.4 Footwear](#)
- [Annex I Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Footwear as per QAM:

Due Diligence

### 1) Product Testing, Certification and Inspection

In absence of harmonised standards, products must comply with essential requirements. Footwear with heels of more than 5 cm in height must be tested against ISO 22650/DIN EN 12785 or an equivalent standard is necessary to ensure safety for heels.

### 2) Pre-Market Safety Risk Assessment

The assessments involve evaluating the design, materials, and construction of footwear to mitigate potential hazards and minimise the risk of injury by addressing applicable test methods, considering the products intended use and target group.

Product Labelling

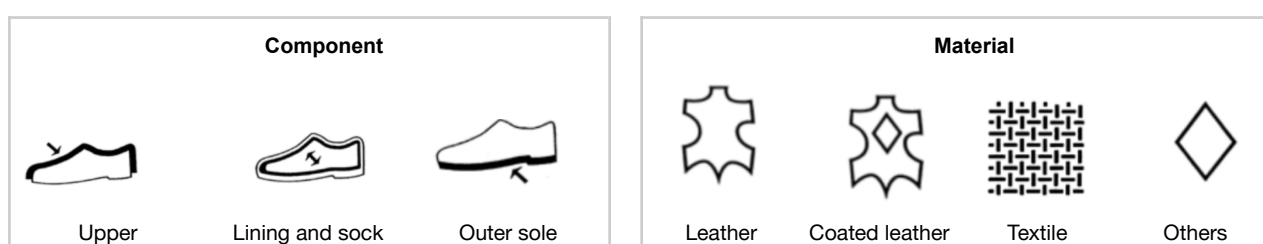
### 3) Material Declaration

Material declaration labels are mandatory for footwear with applied soles designed to protect or cover the foot, indicating the parts using pictograms or written

indications. Note that if written indications are used, they must be in the official languages of the destination countries.

That means:

- Labelling need for the 3 main component parts of the footwear (upper, lining & sock, outer sole)
- Indicate the material which constitutes at least 80% of the surface area of the upper, at least 80% of the surface area of the lining and sock, and at least 80% of the volume of the outer sole
- material of the 2 main parts, if no single material accounts for at least 80%
- attached to at least one item of the pair of shoes



#### 4) Sorting and Disposal of Waste

In addition to the waste labelling requirements applicable to the packaging, the footwear itself must be labelled with the Triman logo. The Triman logo and associated sorting information must be at least 1 cm x 1 cm, accompanied by language indication, textile pictograms, and disposal instructions in French.



**Example  
Footwear waste**

## 4.5 Jewellery

Partners are required to assess additional regulatory requirements for jewellery and ensure compliance with such requirements in agreed sales markets.

Jewellery, such as rings, necklaces, bracelets, earrings and brooches, if made from precious metals, gemstones or other materials, is subject to additional specific labelling requirements, in addition to the general legislative requirements applicable to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.5 Jewellery](#)
- [Annex I Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Jewellery as per QAM:

## Scope of Operation

### **1) Sales Countries**

Deviating from the usual requirements, jewellery containing precious metals are prohibited to sales countries Czech Republic, United Kingdom, Romania, Switzerland, Lithuania.

## Due Diligence

### **2) Pre-Market Safety Risk Assessment**

Precious jewellery: if made from precious metals, gemstones or other materials, precious jewellery is subject to additional specific labelling requirements.

Recycled Jewellery: If made from recycled materials originating from the same casting are considered homogeneous in composition and treated as one batch. Recycled jewellery must meet the same legal safety standards as conventional jewellery.

### **3) Product Testing, Certification and Inspection**

Partners ensure all jewellery was tested for heavy metals and allergenic materials like nickel. Specifically, jewellery intended for direct and prolonged skin contact, must meet stringent standards to minimise health risks to consumers. Jewellery containing precious metals must be certified.

### **4) Hallmarking**

Jewellery containing gemstones and precious metal alloys must be labelled to indicate the fineness of platinum, gold, silver, and palladium, as well as any treatments or enhancements to gemstones, as outlined below:

- Marking of precious metals's purity
- Treatment or enhancements to gemstones (natural, synthetic, or treated)
- Hallmarks of Quality Stamps
- Country of origin

### **5) Marketing claims**

Zalando prohibits claims similar to 'nickel free' that are to be understood literally. The term 'nickel free' means that no nickel whatsoever may be present. Even if traces below detectable amounts in chemical tests are present, jewellery cannot be labeled as 'nickel free'.

## 6) Instructions for use and warnings

Zalando expects that all jewellery is equipped with sufficient care instructions.

## 4.6 Electrical appliances

Partners are required to assess additional regulatory requirements for electrical appliances, (EEE; electric and electronic equipment) and ensure compliance with such requirements in agreed sales markets.

EEE, such as electronic beauty devices, light sources, and mobile media equipment, which are powered by electricity and serve various functions in homes, are subject to LVD, RoHS, EMC Directive in addition to the legislation that applies to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.6 Electrical appliances](#)
- [Annex I: Restricted Substances List](#)
- [Annex II: CE-Marked Products](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Electrical appliances as per QAM:

Due Diligence

### 1) Product Testing, Certification and Inspection

Electrical testing primarily evaluates the safety and performance of electrical components and systems within products. Key parameters include insulation resistance, electrical continuity, and protection against overcurrent and overvoltage. These tests aim to prevent electric shock, fires, and other hazards, while also ensuring accurate labelling and user instructions.

### 2) Pre-Market Safety Risk Assessment

EEE can pose various inherent risks during normal operation and foreseeable misuse. The risk assessment for EEE is expected to encompass all potential electrical, mechanical, thermal, and electromagnetic risks, as well as interference or incompatibility with other devices, along with chemical risks and expected environmental conditions, covering the entire lifespan of the product.

## Product Labelling

### 3) Sorting and Disposal of Waste

The product and packaging must display the crossed-out wheeled bin symbol accompanied with disposal and sorting information for the electrical waste (WEEE). EEA-Partners must register and report WEEE to national registers in Zalando's sales markets and provide the registration number upon request.



Crossed out wheeled bin

The product must display the Triman logo accompanied with disposal and sorting information in French language, including pictograms for language indication and electronic waste pictograms.



Example: Electronic waste

### 4) CE Mark

The CE mark affixed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))



CE mark

## Product Documents

### 5) User instructions and Warnings

User instructions and Warnings must include all necessary details for the product's use, required accessories, and components. It should cover the product's entire lifespan, including disposal instructions, the meaning of the crossed-out wheeled bin symbol, and, if applicable, the user's responsibility for storing personal data.

### 6) Conformity Assessment

The CE conformity assessment, assessed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))

### 7) EU Declaration of Conformity (DoC)

The DoC by the manufacturer or the authorised representative.  
(See [Annex II: CE-Marked Products](#))

## 4.6.1 Electric appliances with radio function

Partners are required to assess additional regulatory requirements for electrical appliances (EEE) with radio function and ensure compliance with such requirements in agreed sales countries.

EEE with radio functions, such as smartwatches, pulse watches, mobile phones and bluetooth speakers, are subject to the RED Directive in addition to the legislation that applies to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.6 Electrical appliances](#)
- [4.6.1 Electric appliances with radio functions](#)
- [Annex I: Restricted Substances List](#)
- [Annex II: CE-Marked Products](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Electric appliances with radio functions as per QAM:

Product Documents

### **1) User instructions and Warnings**

User instructions and Warnings must have information about the frequency band or bands in which the radio equipment operates and the maximum transmitting power emitted in the frequency band or bands in which the radio equipment operates.

In case of operational restrictions or requirements for authorization, the packaging must specify the Member State or geographic area within a Member State where such restrictions or requirements apply. These details must be thoroughly provided in the user manual accompanying the radio equipment.

### **2) Declaration of Conformity**

If only a simplified EU Declaration of Conformity is provided, it must contain the exact internet address where the full text of the EU Declaration of Conformity can be obtained.

## **4.6.2 Electrical appliances considered energy-related (ErP)**

Partners are required to assess additional regulatory requirements for energy-related products and ensure compliance with such requirements in agreed sales countries.

Electrical appliances considered as energy-related products, such as water heaters, are subject to ErP Directive 2009/125/EC to improve energy efficiency and performance standards of products in addition to the legislation that applies to all products and packaging.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.6 Electrical appliances](#)
- [4.6.2 Electrical appliances considered energy-related \(ErP\)](#)
- [Annex I: Restricted Substances List](#)

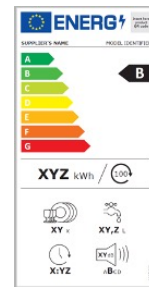
- [Annex II: CE-Marked Products](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Electrical appliances considered energy-related (ErP) as per QAM:

#### Product Labelling

##### 1) Energy label

Partners assess the applicability of the energy label and ensure its correct affixing to the EEE but also provide the correct energy labels in a digital format to be displayed in the webshop. The label uses a scale from A (most efficient) to G (least efficient). It must be of a specified size (at least 36mm x 75mm or 20mm x 54mm), printed on packaging, and visible at the point of sale. Additionally, Partners ensure the labels registration in the EPREL database and that it's overseen by a registered EU organisation..



Example: Energy Label

### 4.6.3 Electrical appliances with Batteries

Partners are required to assess additional regulatory requirements for electrical appliances with batteries and ensure compliance with such requirements in agreed sales countries.

Batteries and accumulators (hereinafter referred to as batteries) that are already inserted, permanently installed, or supplied with Electrical and Electronic Equipment (EEE) are subject to Waste of Batteries and Accumulators Regulation, among others.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.6 Electrical appliances](#)
- [4.6.3 Electrical appliances with Batteries](#)
- [Annex I: Restricted Substances List](#)
- [Annex II: CE-Marked Products](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Electrical appliances with Batteries as per QAM:

#### Product Labelling

##### 2) CE Mark

The CE mark affixed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))



### 3) Durability date

Supplied batteries must be valid for at least 12 months at the point of receipt, with a removable seal. The expiry date should be clearly marked on all batteries.

### 4) Sorting and Disposal Information

Batteries must display the crossed-out wheeled bin symbol accompanied with disposal and sorting information for the waste of batteries (WBA). EEA-Partners must register and report WBA to national registers in Zalando's sales markets and provide the registration number upon request.



**Crossed out wheeled bin**

If the symbol would be smaller than 0.47 × 0.47 cm, marking on the battery is unnecessary, but a 1 × 1 cm symbol on the packaging is required. Batteries with specific metal contents (Hg, Cd, Pb) must display chemical symbols.

Triman logo and associated sorting information must be at least 1 cm x 1 cm, accompanied by language indication, products and batteries pictograms, and disposal instructions in French.



**Example: Electronics with Batteries waste**

### 5) Capacity Label

A capacity label must be placed on all portable secondary (rechargeable) batteries and accumulators providing specific information. For nickel-cadmium (NiCad), nickel-metal hydride (Ni-MH), and lithium batteries the capacity is indicated as an integer for mAh (excluding power tool batteries), or as a decimal for Ah. For lead-acid batteries the capacity is shown as a decimal for Ah (excluding power tool batteries).

Individual batteries/accumulators	Battery packs	Button cells /memory back-up batteries	If a label cannot fit on the battery
At least 1.0 × 5.0 mm on the item and 5.0 × 12.0 mm on the packaging. should be on the battery and the packaging, or solely on the item if sold without packaging.	At least 1.0 × 5.0 mm for packs below 70 cm <sup>2</sup> and 2.0 × 5.0 mm for packs equal to or above 70 cm <sup>2</sup> . Affixed only to the external housing of the cell assembly, not individual cells.	label size of 5.0 × 12.0 mm on the front of the packaging.	At least 5.0 × 12.0 mm on the packaging. If there's no separate packaging, the capacity is marked on the appliance packaging.

## Product Documents

### 6) Instructions for use and warnings

All information must be affixed to the battery. In exceptional cases, the information may be provided in a document attached to the battery or in another immediately accessible manner, such as on the packaging.



Pictograms or other markings are used to indicate a specific risk, special use, or any danger associated with the use, storage, handling, or transportation of the battery.

## 7) **Conformity Assessment**

The CE conformity assessment, assessed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))

## 8) **EU Declaration of Conformity (DoC)**

The DoC by the manufacturer or the authorised representative.  
(See [Annex II: CE-Marked Products](#))

## 4.7 Body protection gear

Partners must assess the relevant regulatory requirements for body protection gear and ensure compliance with them, in addition to the outlined requirements in the QAM.

In addition to general legislation that applies to all products and packaging, body protection gear, such as helmets, sunglasses, shin guards, ski and swimming goggles, is subject to the PPE Regulation. Under PPE category classification are also falling interchangeable components for equipment which are essential to its protective function.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.7 Body protection gear](#)
- [Annex I: Restricted Substances List](#)
- [Annex II: CE-Marked Product](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to Body protection gear as per QAM:

Labelling

### 1) **CE Mark**

The CE mark affixed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))



Product Documents

### 2) **User instructions and warnings**

User instruction for body protection gear must additionally contain:

- Instructions indicated with the pictogram below
- Instructions for storage, use, cleaning, maintenance, servicing and disinfection
- Performance data, level or classes of protection
- Where applicable:

- Accessories and the characteristics of the appropriate spare parts
- Different protection classes and their corresponding usage limits.
- The expiration date of the PPE or its components.
- the type of packaging suitable for transport
- address details and identification number of the notified body
- The significance of any markings
- The risk against which the PPE is designed to protect
- The reference to the PPE Regulation and applicable EU harmonisation legislation
- The references to harmonised standard(s), or other technical specifications used
- The copy of the EU Declaration of Conformity or reference to its internet address



User instructions

### 3) Conformity Assessment

The CE conformity assessment, assessed by the manufacturer.

(See [Annex II: CE-Marked Products](#))

### 4) EU Declaration of Conformity (DoC)

The DoC by the manufacturer or the authorised representative. Partners are required to ensure that body production gear is accompanied by a copy of the EU Declaration of Conformity or by the exact internet address where the EU Declaration of Conformity can be obtained.

(See [Annex II: CE-Marked Products](#))

## 4.7.1 Sunglasses

Partners are required to assess additional regulatory requirements for sunglasses and ensure compliance with such requirements in agreed sales countries.

In addition to general legislation that applies to all products and packaging, sunglasses are subject to the PPE Regulation.

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.7 Body protection gear](#)
- [4.7.1 Sunglasses](#)
- [Annex I: Restricted Substances List](#)
- [Annex II: CE-Marked Product](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to sunglasses as per QAM:

Product Documents

### **1) User instructions and warnings**

The manufacturer shall provide information for the user with each pair of sunglasses. This information shall be in the form of markings on the frame or separate information on labels, packaging, etc., that accompanies the sunglasses at the point of sale.

Following information are mandatory:

- Identification of model
- Name and address of the manufacturer
- Reference to this part of EN ISO 12312 standard
- Type of filter, if photochromic and/or polarising
- Number of the filter category (in both the faded and darkened states for photochromic filters) marked preferably on the frame of the filter
- Description of the filter category in form of a symbol and/or verbal description and explanation of these symbols. The minimum height of the symbols shall be 5 mm

Restriction of use, which shall include at least the following:

- 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 7.3 or 7.6)
- 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 conditions
- When the filter does not meet the necessary requirements for driving and for filter category 4, the following warning: “Not suitable for driving and road use” in the form of either of the symbols shown in figures 2 of EN ISO 12312-1:2013+A1:2015 and/or in writing in all necessary languages. The minimum height of the symbol shall be 5 mm
- When the filter has a luminous transmittance of less than 75% and higher than 8%, the following warning:
  - “Not suitable for driving in twilight or at night! Or
  - “Not suitable for driving at night or under condition of dull light”
- The same warning applies to photochromic filters for which the luminous transmittance in the faded condition is less than 75%
- If relevant, 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.

## 4.8 Toys

Partners must assess the relevant regulatory requirements for toys and ensure compliance with them, in addition to the outlined requirements in the QAM.

Toys are subject to the toys safety Directive as well as general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)).

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.8 Toys](#)
- [Annex I: Restricted Substances List](#)
- [Annex II: CE-Marked Product](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to toys as per QAM:

Scope of Operation

### 1) Sales Countries and Languages

Deviating from the general sales scope, toys are restricted to following countries:

Area	Sales Country	Language	WHS	Lounge	PP/CR	ZFS
European Economic Area (EEA)	Austria	German	✓	✓	✓	✓
	Belgium	French, Dutch, German	✓	✓	✓	✓
	Czech Republic	Czech	✓	✓	✓	✓
	Denmark	Danish	✓	✓	✓	✓
	Finland	Finnish	✓	✓	✓	✓
	France	French	✓	✓	✓	✓
	Germany	German	✓	✓	✓	✓
	Ireland	English	✓	☒	✓	✓
	Italy	Italian	✓	✓	✓	✓
	Luxembourg	French	✓	✓	✓	✓
	Netherlands	Dutch	✓	✓	✓	✓
	Poland	Polish	✓	✓	✓	✓
	Spain	Spanish	✓	✓	✓	✓
	Sweden	Swedish	✓	✓	✓	✓

Due Diligence

### 2) Testing

Pre-market safety risk assessment and subsequent testing must also address the safety risks posed by toy packaging. Despite its practical purposes, packaging materials can pose significant suffocation hazards to children. To avoid these risks, all toy packaging must comply with the stringent safety standards of EN 71-1, which cover mechanical and physical properties and potential hazards. Additionally, packaging with play value or intended as a toy for children under 14 must be

evaluated as part of the toy and adhere to EN 71-1 standards to ensure overall safety.

Plastic packaging and polybags:

- Minimum thickness of 40µm
- No drawstring closures
- Minimum of 4 air holes of minimum 4mm diameter, spaced on a 30mm grid
- Safety warning on the polybag

Product Labelling

### 3) CE Mark

The CE mark affixed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))



Product Documents

### 4) Instructions for use and warnings

Age-based warnings ensure children's safety by guiding parents to select appropriate toys, reducing accidents. These warnings indicate age suitability based on complexity and hazards. Toys undergo testing for specific age groups, and clear age recommendations are required on packaging. Differentiating warnings from recommendations is crucial to maintain effectiveness. Warnings should briefly specify hazards, such as small parts or choking. If a product poses no hazard, age recommendations can replace warnings.



Not suitable for children under 36 months - small Parts

**Age 4 +**

**WARNING! This bag is not a toy. To avoid suffocation danger, keep away from babies and children.**

Example of Safety Based Age Warning:  
Age the product is not suitable for

Example of Age Recommendation / no hazard for lower ages: Age the product is suitable for

Example of polybag warning

### 5) Conformity Assessment

The CE conformity assessment, assessed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))

### 6) EU Declaration of Conformity (DoC)

The DoC by the manufacturer or the authorised representative.  
(See [Annex II: CE-Marked Products](#))

## 4.9 Cosmetic articles

Partners are required to assess additional regulatory requirements for cosmetic articles and ensure compliance with such requirements in agreed sales countries.

Cosmetic articles, such as skincare products, lipsticks, shampoos and perfumes, are defined as “cosmetic products” according to Art. 2a) of the Cosmetic Product Regulations (‘cosmetic product’ means any substance or mixture intended to be placed in contact with the external parts of the human body (epidermis, hair system, nails, lips and external genital organs) or with the teeth and the mucous membrane of the oral cavity with a view exclusively or mainly to cleaning them, performing them, changing their appearance, protecting them, keeping them in good condition or correcting body odour) and are subject to the cosmetic products Regulation as well as general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)).

Applicable requirements as per QAM:

- [2. Scope of this Manual](#)
- [3. Partner responsibilities](#)
- [4.9 Cosmetic articles](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to cosmetic products as per QAM:

Scope of Operation

### 1) Sales Countries and Languages

Deviating from the general sales scope, cosmetic articles are restricted to following countries:

Area	Sales Country	Language	WHS	Lounge	PP/CR	ZFS
European Economic Area (EEA)	Austria	German	✓	✓	✓	✓
	Belgium	French	✓	✓	✓	✓
	Denmark	Danish	✓	✓	✓	✓
	France	French	✓	✓	✓	✓
	Germany	German	✓	✓	✓	✓
	Italy	Italian	✓	✓	✓	✓
	Luxembourg	French	✓	✓	✓	✓
	Netherlands	Dutch	✓	✓	✓	✓
	Poland	Polish	✓	✓	✓	✓
	Sweden	Swedish	✓	✓	✓	✓
Non-EEA	Switzerland	French, Italian, German	✓	✓	✓	✓

## Due Diligence

### **2) Good Manufacturing Practices**

All cosmetic products must be manufactured according to ISO 22716 Good Manufacturing Practices (GMP) across the production and supply chain and maintain consistency in formulation and quality across batches.

### **3) Product Testing, Certification and Inspection**

Cosmetic products must be assessed against any restrictions of substances listed in the Cosmetic, REACH, POP and CLP regulation and adhere to such requirements.

### **4) Packaging sealing**

All openings of beauty and cosmetics products must be sealed to prevent contamination, oxidation, and tampering. Unbroken seals indicate unopened products suitable for resale. Seals should be highly adhesive and damage upon removal. For products in cartons, the carton must be sealed visibly on the outside. Seals should not cover essential product information.

### **5) Marketing Claims**

Statements about a cosmetic product's properties, benefits, or effects must meet six criteria: legal compliance, truthfulness, evidence, honesty, fairness, and promoting informed choices. Partners must provide evidence to support claims. Claims suggesting medical benefits classify a product as medicinal and are not allowed.

## Labelling

### **6) Product Identifiers**

- A responsible person must be identified and is responsible for the product and the regulatory compliance in the European Market.
- The batch number or identification reference is imprinted either on both the container and packaging or solely on the packaging if space is limited.
- The country of origin is imprinted either on both the container and packaging if the product is manufactured outside the EU.

### **7) Ingredients Declaration**

Ingredients must be labelled on the external side of the packaging with the term 'ingredients'. The ingredients listed follow the names of the International Nomenclature of Cosmetic Ingredients (INCI names) without translation and are arranged in descending order of weight at the time of addition.

Nanomaterial ingredients are explicitly marked with 'nano' in brackets. Colorants, excluding hair dyes, may be listed after other cosmetic ingredients. In decorative cosmetic ranges with multiple shades, all non-hair dye colorants may be listed with

'may contain' or '+/-' symbols, using CI (Colour Index) nomenclature where applicable.

### 8) Information for use and warnings

Must be on both the primary container and secondary packaging. If this is not possible, the information must be provided with an enclosed leaflet indicated by a referencing symbol.



Reference to enclosed or attached information

### 9) Product function

Printed on the container and packaging unless it's easily deduced from factors like its presentation (such as shape or size), name, trademarks, claims (including accepted foreign terms like "waterproof mascara"), or accompanying visuals like pictures or logos.

### 10) Nominal content

The e-mark, indicating the declared nominal content in weight or volume, is mandatory on packaging, except for containers under 5 ml or 5 g, free samples, and single-application packs. For pre-packaged items sold in set quantities where weight or volume is negligible, content disclosure is unnecessary if the item count is visible on the packaging. This information can be omitted if the item count is apparent externally or if the product is typically sold individually.

### 11) Minimum Durability

Based on finished product stability studies, two labelling situations apply.

For products with a durability of 30 months or less, indicate the Date of minimum durability (DOMD) with the 'hourglass' symbol or 'Best before the end of' followed by MM/YYYY or DD/MM/YYYY. If the date isn't next to the symbol or phrase, its location must be clearly explained.



Date of minimum durability (DOMD)

For products with a durability over 30 months, indicate the Period-After-Opening (PAO) with an 'open jar' symbol, accompanied by the period in months or years, usually shown as "x M". This can be located inside or outside the symbol.



Period-after-opening (PAO)



## 12) Single use plastics

Single-use plastic products must display the 'plastic in the product' symbol. This applies to items like sanitary towels, tampons, tampon applicators, wet wipes, and other relevant products, marked on either packaging or the product itself.



Wet wipes, i.e.  
pre-wetted personal care  
and domestic wipes



Sanitary towels (pads),  
tampons and tampon  
applicators

### Product Documents

## 13) Product Information file (PIF)

A complete product information file (PIF) must be available before dispatch of the product. The PIF shall include all the particulars relating to identity, quality, safety for human health and the proof of all effects claimed for the cosmetic product. A cosmetic product safety (CPSR) report is included in the PIF.

### Notification and Reporting

## 14) Pre-market notification

The EU responsible persons must issue a pre-market notification on the Cosmetic Products Notification Portal (CPNP). This must be done for each cosmetic product, regardless of its type. The responsible person must notify the product to the European Commission and is in charge of the cosmeto-vigilance and of the public access to information according to Art. 21 of the Cosmetic Product Regulation.

## 4.10 Non-cosmetic care products

Partners are required to assess additional regulatory requirements for non-cosmetic care products and room fragrance and ensure compliance with such requirements in agreed sales countries.

Non-cosmetic care products that are mixtures, such as shoe care products and room fragrances are subject to the CLP Regulation as well as to general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)).

Applicable requirements as per QAM:

- [2. Scope of Operation](#)
- [3. Partner responsibilities](#)
- [4.10 Non-cosmetic care products](#)

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

In addition to the requirements described in the above referenced chapters, the following requirements apply to non-cosmetic care products as per QAM:

Due Diligence

### **1) Hazard and Risk Assessment**

Hazards are designated by assigning them to specific classes and categories, covering physical, health, environmental, and additional risks. This ensures high-level protection for health, the environment, and facilitates free substance, mixture, and article movement as per Regulation Annex I. CLP Regulation mandates classification, labelling, and packaging based on toxicological data meeting criteria.

Risk is evaluated under REACH Chemical Safety Assessment of each component and safe uses for the final products must be included by the supplier in the extended SDS, where applicable.

Labelling

### **2) Product Identification**

The product identifier for a mixture includes at least the following information:

- the trade name or designation of the mixture and
- the identity of all substances in the mixture contributing to its classification for acute toxicity, skin corrosion or irritation, eye damage, mutagenicity, carcinogenicity, reproductive toxicity, sensitization, target organ toxicity, or aspiration hazard.

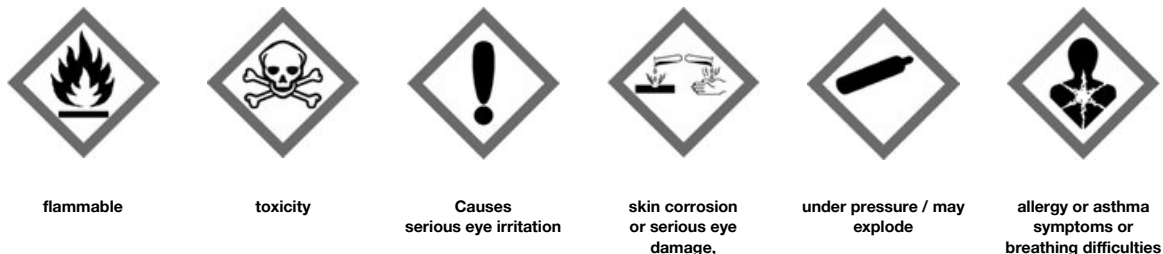
### **3) Instructions for use and warnings**

Products containing substances classified as hazardous bear the following label, written in the official languages of the Member States where the substance or mixture is placed on the market:

- the name, address and telephone number of the supplier(s);
- the nominal quantity of the mixture in the package;
- the trade name or designation of the mixture and
- the identity of all substances in the mixture contributing to the classification as: 'acute toxicity, skin corrosion or serious eye damage, germ cell mutagenicity, carcinogenicity, reproductive toxicity, respiratory or skin sensitisation, specific, target organ toxicity (STOT)'Where applicable:
  - hazard pictograms
  - signal words
  - hazard statements
  - precautionary statements
  - supplemental information

Hazard pictograms signify particular dangers, along with the appropriate signal word "Danger" or "Warning". Additionally, provide essential safety information. Labelling is performed in accordance with CLP regulation and related guidance.

#### Examples of warnings



#### 4) Marketing claims

Statements such as "non-toxic", "harmless", "environmentally friendly", "ecological", or any other statements indicating the absence of hazardous properties of substances or mixtures, or not consistent with their classification, should not appear on the label of a hazardous substance or mixture.

#### Notification and Reporting

#### 5) Safety Data Sheets

Partners must supply a Safety Data Sheet (SDS) for products that are hazardous according to CLP Regulation, persistent, bioaccumulative and toxic (PBT) or very persistent and very bioaccumulative (vPvB), or listed in the REACH candidate list. The SDS ensures proper health, safety, and environmental protection measures and must be prepared in clear language by a competent individual, following a specified structure. Suppliers must retain the SDS for at least 10 years after the last use of the substance or mixture.

For hazardous substances or mixtures, suppliers must provide the SDS free of charge, in paper or electronic form, upon first delivery. For non-hazardous mixtures, an SDS must be provided upon request if it contains hazardous substances above specific thresholds. Suppliers must promptly update the SDS with new risk management information or hazard details, including the revision date and registration number after registration. Updated SDS must be provided to previous recipients within twelve months.

#### 6) Notification to registries

Notification to Poison Notification Centers (PNC) for mixtures and to CLP Inventory for substances.

A mixture is classified and labelled according to the requirements of the CLP Regulation, the relevant information must be recorded in the inventory of Poison Centers before placing mixtures on the market. This inventory ensures compliance

with regulatory standards and facilitates hazard communication throughout the supply chain. When toxicological data for a substance or mixture meets the classification criteria of the CLP Regulation, its hazards must be indicated by assigning it to a specific hazard class and category. Hazard classes under the CLP Regulation cover physic, health, and environmental hazards, as well as additional risks. For further details on classification requirements and exemptions, please refer to the CLP Regulation and REACH Regulation. Manufacturers and importers placing on the market substances or mixtures, must notify the European Chemical Agency C&L Inventory for substances (as it is or in a mixture, if needed) and the Poison Center (of each Country where the product is placed on the market) for the hazardous mixture. PCN must be submitted to the European Chemical Agency (ECHA) in a specified format and include the Unique Formula Identifier (UFI) code.

## 4.10.1 Scented Candles

Partners are required to assess additional regulatory requirements for (scented) candles and ensure compliance with such requirements in agreed sales countries.

Scented candles are subject to the CLP Regulation (EC) No 1272/2008 and standard NF EN 15494 as well as to general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)).

Applicable requirements as per QAM:

- [2. Scope of Operation](#)
- [3. Partner responsibilities](#)
- [4.10 Non-cosmetic care products](#)
- [Annex I: Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to candles as per QAM:

Due Diligence

### 1) Product Testing, Certification and Inspection

In absence of harmonised standards, products must comply with essential requirements. Candles must be tested against EN 15494 and:

- NBN EN 15426:2018 - Test relating to the emission of soot from candles
- NBN EN 15493:2019 - Fire Safety Test: flame height, combustion test, etc.
- NBN EN 15494:2019 - Safety Labels

## Product Labelling

### 2) Instructions for use and warnings

Warnings must comply with EN 15494 in size, shape and content, accompanied by safety symbols in 5 mm minimum height. Note: the supplementary safety information symbols or texts shall be placed below and/or to the right beside the general warning sign. Borders are optional.

- General warning sign
- Never leave a burning candle unattended.
- Keep away from things that can catch fire.
- Keep away from children and pets.
- Use a heat resistance candleholder. Note: not applicable for floating candles.
- Use in a suitable bowl filled with water. Note: For floating candles only.

## 4.11 Crockery, cutlery and kitchenware

Partners are required to assess additional regulatory requirements for crockery, cutlery and kitchenware and ensure compliance with such requirements in agreed sales countries.

If a product is intended to come into contact with food, or if it can reasonably be expected to do so, such as crockery, cutlery and kitchenware including food containers, plates, cups, drinking bottles, are subject to food contact material (FCM) legislation as well as to general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)).

Applicable requirements as per QAM:

- [2. Scope of Operation](#)
- [3. Partner responsibilities](#)
- [4.11Crockery, cutlery and kitchenware](#)
- [Annex I: Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to crockery, cutlery and kitchenware as per QAM:

### Due Diligence

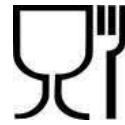
#### 1) Product Testing, Certification and Inspection

Crockery, cutlery and kitchenware encompass a variety of materials, including plastic, ceramic, regenerated cellulose film. Compliance with both chemical limits and migration limits such as for bisphenol A, epoxy derivatives, N-nitrosamines, N-nitrosatable compounds, polyamide, and melamine is essential.

## Labelling

### 2) Food contact label

Products must be labelled with the words "for food contact" or a specific indication of its intended use in all languages required, such as "coffee machine," "wine bottle," "soup spoon" or the appropriate symbol.



Food contact

## 4.11.1 Pressure cookers

Partners are required to assess additional regulatory requirements for pressure cookers and ensure compliance with such requirements in agreed sales countries.

Pressure Cookers are subject to the pressure equipment Directive and legislation applicable to food contact materials as well as to general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)).

Applicable requirements as per QAM:

- [2. Scope of Operation](#)
- [3. Partner responsibilities](#)
- [4.11 Crockery, cutlery and kitchenware](#)
- [4.11.1 Pressure cookers](#)
- [Annex I: Restricted Substances List RSL](#)
- [Annex II: CE-Marked Products](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to pressure cookers as per QAM:

## Labelling

### 1) CE Mark

The CE mark affixed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))



CE mark

### 2) Essential information

- Year of manufacture
- Essential maximum/minimum allowable limits
- Volume (V) in litres
- Test pressure (PT) in bar and date
- Safety device set pressure in bar
- Intended use
- Filling ratio in L
- Fluid group

## Product Documents

### 3) **Conformity Assessment**

The CE conformity assessment, assessed by the manufacturer.  
(See [Annex II: CE-Marked Products](#))

### 4) **EU Declaration of Conformity (DoC)**

The DoC by the manufacturer or the authorised representative.  
(See [Annex II: CE-Marked Products](#))

### 5) **Instructions for use and warnings**

Warnings affixed to the pressure cooker accompanied by instructions for use, drawings, and diagrams to aid understanding. The information must highlight any risks associated with misuse and address specific safety design features.

## 4.12 Furniture

Partners are required to assess additional regulatory requirements for furniture and ensure compliance with such requirements in agreed sales countries.

Furniture, such as chairs, tables and closets, whether for in- or outdoor purposes, are subject to general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)). If made from wood or wooden components, furniture is subject to the EU Deforestation Regulation (EU) 2023/1116 that prohibits the sale of illegally harvested timber and timber products within the EU.

Applicable requirements as per QAM:

- [2. Scope of Operation](#)
- [3. Partner responsibilities](#)
- [4.12 Furniture](#)
- [Annex I: Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to furniture as per QAM:

### Due Diligence

#### 1) **Wood Certification**

Furniture made from wood must be certified to verify the legality of timber used.

#### 2) **Pre-Market Risk Assessment and Testing**

Different furniture types have specific safety demands:

- Children's furniture is accompanied with proper instructions and warnings

- Outdoor furniture is assessed and tested for stability and durability.

Furniture with electric motors is prohibited by Zalando.

Labelling

### 3) Triman logo

The product must display the Triman logo accompanied with disposal and sorting information in French language, including pictograms for language indication and electronic waste pictograms.



Example: Furniture waste

## 4.13 Floating leisure articles for use on and in water

Partners are required to assess additional regulatory requirements for furniture and ensure compliance with such requirements in agreed sales countries.

Floating leisure articles for use on and in water, such as inflatable boats for rowing or paddling of near oval shape with or without transom, canoes and kayaks, inflatable boats made from plastic sheets or from reinforced materials, are subject to general legislation, which applies to all products and packaging (see [2.3 Legislative Reference](#)).

Applicable requirements as per QAM:

- [2. Scope of Operation](#)
- [3. Partner responsibilities](#)
- [4.13 Floating leisure articles for use on and in water](#)
- [Annex I: Restricted Substances List RSL](#)

In addition to the requirements described in the above referenced chapters, the following requirements apply to furniture as per QAM:

### 1) Product Testing, Certification and Inspection

In absence of harmonised standards, products must comply with essential requirements. Floating leisure articles must be tested against:

- DIN EN ISO 25649-1: "Floating leisure articles for use in and on water - Part 1: Classification, materials, general requirements and test methods".
- DIN EN 25649-2 "Floating leisure articles for use on and in water - Part 2: Consumer information".
- DIN EN 25649-3 "Floating leisure articles for use on and in water - Part 3: Additional specific safety requirements and test methods for Class A devices".



- DIN EN 25649-4 "Floating leisure articles for use on and in water - Part 4: Additional specific safety requirements and test methods for class B devices"
- DIN EN 25649-5 "Floating leisure articles for use on and in water - Part 5: Additional specific safety requirements and test methods for Class C devices".
- DIN EN 25649-6 "Floating leisure articles for use on and in water - Part 6: Additional specific safety requirements and test methods for Class D devices".
- DIN EN 25649-7 "Floating leisure articles for use on and in the water - Part 7: Additional specific safety requirements and test methods for Class E devices"

## 5. Disclosure

This document comes into effect immediately and is binding for the entire duration of the business relationship between the Partner and Zalando. It ensures that all agreed Partner obligations and Zalando's product standards are met. Changes or additions to this document do not require further written approval.

Zalando SE is responsible for the content of this document. Partners are obliged not to distribute this document to third parties without written consent from Zalando, with the exception of our partners' business partners engaged in the supply chain.

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### Contact

- 1) For contract-related inquiries, please contact the responsible Partner Manager at Zalando. Your personal contacts will be happy to assist you with any questions you may have.
- 2) For questions regarding the content of this document, please contact:

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 10243 Berlin  
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Fon: +49 (0)30 20968 7000

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3) For inquiries regarding product quality assurance at Zalando, due diligence and onboarding procedures, please contact the responsible team, depending on your Partner contract.

- Zalando Wholesale: productsafety-team@zalando.de  
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- Lounge by Zalando productsafety@zalando-lounge.de
- Zalando Partner Program: productsafety-mops@zalando.de
- Connected Retail: productsafety-mops@zalando.de
- Zalando Fulfilment Services: productsafety-cn@zalando.de

We look forward to a constructive and long-term partnership.

## Annex I: Restricted Substances List

Restricted Substance	CAS No.	Test method	Regulated or Industry Standard / Limit Value
Alkylphenol Ethoxylates			
Nonylphenol Ethoxylates (NPEOs)	various	Washable textiles: EN ISO 18254-1:2016 Leather: EN ISO 18218-1:2023	100 mg/kg
Arylamines			
o-Aminoazotoluene	97-56-3		
2,4-Diaminoanisole	615-05-4 (39156-41-7)		

2,4-Toluylenediamine	95-80-7	Textiles: EN ISO 14362-1:2017 EN ISO 14362-3:2017  Leather: EN ISO 17234-1:2020 EN ISO 17234-2:2011	20 mg/kg each		
2,4-Xylidine	95-68-1				
2,6-Xylidine	87-62-7				
2-Amino-4-Nitrotoluene	99-55-8				
2,4,5-Trimethylaniline	137-17-7 (21436-97-5)				
p-Cresidine	120-71-8				
3,3'-Dimethyl-4,4'-Diaminodiphenylmethane	838-88-0				
4,4'-Diaminodiphenylmethane	101-77-9				
4,4'-Methylene-Bis-(2-Chloroaniline)	101-14-4				
4,4'-Oxydianiline	101-80-4				
4,4'-Thiodianiline	139-65-1				
4-Aminoazobenzene	60-09-3				
4-Aminodiphenyl	92-67-1				
4-Chloro-O-Toluidine	95-69-2 (3165-93-3)			Textiles: EN ISO 14362-1:2017 EN ISO 14362-3:2017	20 mg/kg each
Benzidine	92-87-5				
2-Naphthylamine	91-59-8 (553-00-4)			Leather: EN ISO 17234-1:2020 EN ISO 17234-2:2011	
p-Chloroaniline	106-47-8				
3,3'-Dichlorobenzidine	91-94-1				
3,3'-Dimethoxybenzidine	119-90-4				
3,3'-Dimethylbenzidine	119-93-7				
o-Anisidine	90-04-0				
o-Toluidine	95-53-4				
Aniline	62-53-3	Toys: Textiles: EN ISO 14362-1:2017 EN ISO 14362-3:2017  Leather: EN ISO 17234-1:2020 EN ISO 17234-2:2011  Finger Paints: EN 71-7:2014+A3:2020	30 mg/kg after reductive cleavage in textile toy material, leather toy material and in finger paints 10 mg/kg as free aniline in finger paints		
<b>Biocides - Dimethyl Fumarate</b>					
Dimethyl Fumarate (DMFu)	624-49-7	Textile: EN 17130:2019  Other materials: EN ISO 16186:2021	0.1 mg/kg		
<b>Biocides - Tin Organic Compounds</b>					
Dibutyltin (DBT) compounds	1002-53-5 683-18-1	Textile: CEN ISO/TS 16179:2012 or EN ISO 22744-1:2020  Footwear, Leather, Plastic: CEN ISO/ TS 16179:2012	1000 mg/kg by weight of tin		
Diocetyl tin (DOT) compounds	15231-44-4 15571-58-1				
Tributyltin (TBT) compounds	36643-28-4 56-35-9				
Triphenyltin (TPHT) compounds	668-34-8				
<b>Biocides - Preservatives</b>					
2-Octylisothiazol-3(2H)-on	26530-20-1	EN ISO 13365-1:2020	250 mg/kg		
2-Phenylphenol	90-43-7		1000 mg/kg leather 100 mg/kg other		

2-(Thiocyanomethylthio)-Benzothiazole	21564-17-0		500 mg/kg		
Triclosan	3380-34-5		50 mg/kg		
4-Chlor-3-Methylphenol (CMK)	59-50-7		600 mg/kg leather		
various See POP Regulation (EU) 2019/1021 Switzerland Chemical Risk Reduction (SR 814.81) BPR (EU) Nr. 528/2012 for a complete list.	various	Chromatographic Methods and/or Methods US EPA 8081A, US EPA 8081B and US EPA 8151A	forbidden		
<b>Bisphenols</b>					
Bisphenol A (BPA)	80-05-7	Toys: EN 71-9:2005+A1:2007 Test methods: EN 71-10/11	0.04 mg/L		
Bisphenol S (BPS)	80-09-1	Leather: EN ISO 11936:2023 All other materials: Extraction: 1 g sample/20 ml THF, sonication for 60 minutes at 60°C, then add methanol or acetonitrile for precipitation prior to analysis with LC/MS analysis with LC/MS	1 mg/kg		
Bisphenol F (BPF)	620-92-8		For information only		
Bisphenol AF (BPAF)	1478-61-1				
Bisphenol B (BPB)	77-40-7				
<b>Carcinogenic and Disperse Dyestuff</b>					
Disperse Blue 3	2475-46-9	Textile: DIN 54231:2022-09	50 mg/kg each		
Disperse Blue 7	3179-90-6				
Disperse Blue 26	3860-63-7				
Disperse Blue 35	56524-77-7 56524-76-6				
Disperse Blue 102	12222-97-8				
Disperse Blue 106	12223-01-7				
Disperse Blue 124	61951-51-7				
Disperse Red 1	2872-52-8				
Disperse Red 151	61968-47-6				
Disperse Red 11	2872-48-2				
Disperse Red 17	3179-89-3				
Disperse Yellow 1	119-15-3				
Disperse Yellow 9	6373-73-5				
Disperse Yellow 39	12236-29-2				
Disperse Yellow 49	54824-37-2				
Acid Red 26	3761-53-3			Textile: DIN 54231:2022-09	50 mg/kg each
Basic Violet 14	632-99-5				
Direct Black 38	1937-37-7				
Direct Blue 6	2602-46-2				
Direct Red 28	573-58-0				
Direct Brown 95	16071-86-6				
Disperse Orange 11	82-28-0				
Disperse Orange 149	85316-74-9				
Disperse Yellow 3	2832-40-8				
Disperse Yellow 7	6300-37-4				
Disperse Yellow 23	6250-23-3				

Disperse Yellow 56	54077-16-6	Textile: DIN 54231:2022-09	50 mg/kg each
Acid Violet 49	1694-09-3		
Basic Blue 26	2580-56-5		
Basic Green 4	569-64-2 2437 -29-8 10309-95-2		
Basic Violet 1	8004-87-3		
Solvent Blue 4	6786-83-0		
Solvent Violet 8	52080-58-7 561-41-1		
Solvent Yellow 2	60-11-7		
Solvent Yellow 14	842-07-9		
Blue colorant	118685-33-9		
Disperse Orange 37/76/59	13301-61-6 12223-33-5 51811-42-8		
Disperse Brown 1	23355-64-8		
Disperse Orange 1	2581-69-3		
Disperse Orange 3	730-40-5		
Basic Red 9	569-61-9		
Disperse Blue 1	2475-45-8		
Basic Violet 3	548-62-9		
<b>Chlorinated Paraffins</b>			
Short Chained Chlorinated Paraffins SCCPs (C10-C13)	85535-84-8	Leather: EN ISO 18219-1:2021 Other materials: EN ISO 22818:2021	1000 mg/kg
Medium Chained Chlorinated Paraffins MCCPs (C14-C17)	85535-85-9	Leather: EN ISO 18219-2:2021 Other materials: EN ISO 22818:2021	1000 mg/kg
<b>Chlorophenols (Biocides)</b>			
2,3,4,5-Tetrachlorophenol (TeCP)	4901-51-3	All materials: EN 17134-2:2023	0.5 mg/kg each
2,3,4,6-Tetrachlorophenol (TeCP)	58-90-2		
2,3,5,6-Tetrachlorophenol (TeCP)	935-95-5		
Pentachlorophenol (PCP)	87-86-5		
<b>Flame Retardants</b>			
Octabromodiphenyl ether (OctaBDE)	32536-52-0	EN ISO 17881-1:2016, EN ISO 17881-2:2016  RoHS: EN 62321  Toys: EN 71-9:2005+A1:2007  EN ISO 17881-1:2016, EN ISO 17881-2:2016-09  RoHS: EN 62321  Toys: EN 71-9:2005+A1:2007	1000 mg/kg
Heptabromodiphenyl ether (HeptaBDE)	68928-80-3		
Hexabromodiphenyl ether (HexaBDE)	36483-60-0		
Pentabromodiphenyl ether (PentaBDE)	32534-81-9		
Tetrabromodiphenyl ether (TetraBDE)	40088-47-9		
Decabromodiphenyl ether (DecaBDE)	1163-19-5		
Polybromobiphenyls (PBB)	59536-65-1		
Tris-(2,3-dibromopropyl)- phosphate (TRIS) / (TDBPP)	126-72-7		
Tris-(aziridinyl)-phosphine oxide (TEPA)	545-55-1		
Hexabromocyclododecane (HBCDD / HBCD)	various		
Polybrominated Diphenyl esthers (PBDE)	various		

Tris (2-chloroisopropyl) phosphate	13674-84-5	EN 71-9:2005+A1:2007	5 mg/kg for each (content limit)
Tris(1,3-dichloropropan-2-yl) phosphate	13674-87-8		
Tris(2-chloroethyl) phosphate	115-96-8		
Fluorinated Greenhouse Gases			
various See Regulation (EU) 2024/573 for a complete list.	various	Sample preparation: Purge and trap – thermal desorption or SPME Measurement: GC/MS	0.1 mg/kg
Formaldehyde			
Formaldehyde	50-00-0	Leather: EN ISO 17226-1:2021  Textile: EN ISO 14184-1:2011  Toys: Standards as listed in Toy Safety Directive 2009/48/EC, Appendix C  Wood: EN 717-1:2004 Water-based EDQM method  Paper: EN 645:1993 & EN 1541:2001	< 3 years old: 16 mg/kg  Children and adults: 75 mg/kg  Toys intended for use by children under 36 months or in other toys intended to be placed in mouth: 1.5 mg/L (migration limit)  Resin-bonded wood toy material: 0.1 ml/m3  Water-based toy material: 10 mg/kg  Textile, leather and paper toy material: 30 mg/kg
Heavy Metals			
Cadmium (Cd)	7440-43-9 various	Leather: EN ISO 17072-2:2022 Others: EN 16711-1:2015 RoHS: EN 62321	Plastics, jewellery, toys, electric and electronic devices (RoHS): 100 mg/kg Others: 75 mg/kg
Chromium (VI)	18540-29-9	Leather: EN ISO 17075-2:2017  Toys: EN 71-3:2019 + A1: 2021  RoHS: EN 62321	Leather: 3 mg/kg  Toys: max. 0.053 mg/kg for Category III  Electric and electronic devices (RoHS): 1000 mg/kg
Lead (Pb)	7439-92-1	Leather: EN ISO 17072-2:2019  RoHS: EN 62321  Others: EN 16711-1:2015  Footwear: DIN EN 14602:2012  Migration EN 16711-3 2019	100 mg/kg  1000 mg/kg for electric and electronic devices (RoHS)
Mercury	7439-97-6	Leather: EN ISO 17072-2:2019  Other: EN 16711-1:2015  RoHS: EN 62321	10 mg/kg  1000 mg/kg for electric and electronic devices (RoHS)

Nickel (Ni) Release	7440-02-0	EN 1811:2023 (non-coated) EN 12472:2020 (coated items) Sunglasses: EN 16128:2015	< 0.5µg/cm <sup>2</sup> /week non-pierced components < 0.2µg/cm <sup>2</sup> /week pierced components
Heavy Metals (extractable)			
Arsenic and arsenic compounds	7440-38-2 various	Textiles: EN 16711-2:2015	Materials with skin contact 1 mg/kg (expressed as As/Cd/Pb/Cr(VI) metal that can be extracted from the material)
Cadmium and cadmium compounds	7440-43-9 various		
Lead and lead compounds	7439-92-1 various		
Chromium (VI) compounds	18540-29-9 various	EN 16711-2:2015 with EN ISO 17075-2:2017 if Cr is detected	
Organochlorine Compounds			
Pentachlorobenzene	608-93-5	All materials: EN 17137:2018	1 mg/kg
Hexachlorobenzene	118-74-1		
Polychlorinated naphthalenes	70776-03-3		
4-Chlorobenzotrithloride	5216-25-1		
Benzo trichloride	98-07-7		
Benzyl chloride	100-44-7		
Ozone-depleting Substances			
See Regulation EU 2024/590 for a complete list.	various	GC/MS headspace 120°C for 45 minutes	5 mg/kg
Perfluororganic Compounds			
Perfluorooctanesulfonic Acid and PFOS-related substances (PFOS)	various	All materials: EN ISO 23702-1:2023 or EN 17681-1:2022 & EN 17681-2:2022	1 µg/m <sup>2</sup>
Perfluorooctanoic Acid (PFOA) and PFOA and its salts	various		25 ppb
PFOA-related substances	various		1000 ppb
C9-C14 Perfluorocarboxylic acids (PFCAs) and their salts	various		C9-C14 PFCAs and their salts Σ < 25 ppb
C9-C14 PFCA-related substances	various		C9-C14 PFCA-related substances Σ < 260 ppb
Perfluorohexane-1-sulphonic acid (PFHxS) and its salts	various		25 ppb total
PFHxS-related substances	various	All materials: EN ISO 23702-1:2023 or EN 17681-1:2022 & EN 17681-2:2022	1000 ppb total
Phthalate Esters			
Dibutylphthalate (DBP)	84-74-2	RoHS: EN 62321-8	4 Phthalates Σ = 1000 mg/kg RoHS: 0.1% by weight (each)
Benzylbutylphthalate (BBP)	85-68-7	Textile: EN ISO 14389:2022	
Diethylhexylphthalate (DEHP)	117-81-7		
Diisobutylphthalate (DIBP)	84-69-5	Footwear: EN ISO 16181-1:2021 & EN ISO 16181-2:2021	Children <14 years old
Diisodecylphthalate (DIDP)	26761-40-0		
Diisononylphthalate (DINP)	28553-12-0		
Di-n-octylphthalate (DNOP)	117-84-0	Leather and Plastic: Chromatographic Methods	3 Phthalates Σ = 1000 mg/kg

1,2-Benzenedicarboxylic acid, di-C6-8-branched alkyl esters, C7-rich (DIHP)	71888-89-6		9 Phthalates $\Sigma$ = 1000 mg/kg (DEHP, DBP, BBP, DIBP, DIHP, BMEP, DIPP, DPP, DnHP) (Apparel and Footwear)		
Bis-(2-methoxyethyl)-phthalate (BMEP)	117-82-8				
Diisopentylphthalate (DiPP)	605-50-5				
Dipentylphthalate	131-18-0				
Di-n-hexylphthalate (DHP) (DnHP)	84-75-3				
<b>Plasticizers</b>					
Triphenyl phosphate	115-86-6		0.03 mg/L		
Tri-o-cresyl phosphate	78-30-8,	Toys: EN 71-9:2005+A1:2007 Test methods: EN71-10/11			
Tri-m-cresyl phosphate	mixed isomers				
Tri-p-cresyl phosphate	1330-78-5				
<b>Polycyclic Aromatic Hydrocarbons (PAHs)</b>					
Benzo[j]fluoranthene	205-82-3	Plastic: AfPS GS 2019:01 PAK, (GC/MS analysis)	Adults: 1 mg/kg each		
Benzo[e]pyrene	192-97-2				
Dibenzo[a,h]anthracene	53-70-3				
Benzo[a]pyrene	50-32-8				
Benzo[k]fluoranthene	207-08-9				
Benzo[b]fluoranthene	205-99-2		Childcare articles, Toys: 0.5mg/kg each		
Chrysene	218-01-9				
Benzo[a]anthracene	56-55-3				
Naphthalene	91-20-3				
Acenaphthylene	208-96-8				
Acenaphthene	83-32-9		Plastic: AfPS GS 2019:01 PAK, (GC/MS analysis)	$\Sigma$ 10 mg/kg	
Fluorene	86-73-7				
Phenanthrene	85-01-8				
Anthracene	120-12-7				
Fluoranthene	206-44-0				
Pyrene	129-00-0				
Benzo[g,h,i]perylene	191-24-2				
Indeno[1,2,3-cd]pyrene	193-39-5				
<b>Quinoline</b>					
Quinoline	91-22-5	DIN 54231:2022			50 mg/kg
<b>Volatile Organic Compounds (VOCs) and Solvents</b>					
1,2-Dichloroethane	107-06-2	Headspace-GC-MS (120°C/45 min)	10 mg/kg		
2-Phenyl-2-Propanol	617-94-7		50 mg/kg Toys: 1 mg/L		
Ethyl benzene	100-41-4		50 mg/kg		
Acetophenone	98-86-2		1 mg/kg (including toys)		
Benzene	71-43-2		30 mg/kg Toys: 0.75 mg/L		
Styrene	100-42-5		200 mg/kg		
Formamide	75-12-7		50 mg/kg Toys: 46 mg/L		
Cyclohexanone	108-94-1		100 mg/kg Toys: 5 mg/kg (migration limit)		
2-Butanone (MEK)	78-93-3		50 mg/kg		
Phenol	108-95-2				
Tetrachloroethylene	127-18-4				



Toluene	108-88-3	Headspace-GC-MS (120°C/45 min)	10 mg/kg Toys: 2 mg/L
Trichloroethylene	79-01-6		50 mg/kg Toys: 0.02 mg/L
Xylene	1330-20-7		30 mg/kg Toys: 2 mg/L (total all isomers)
Dimethylformamide (DMFa)	68-12-2	Chromatographic Methods Footwear: EN ISO 16189:2021	1000 mg/kg
1-Methyl-2-pyrrolidone (NMP)	872-50-4	EN ISO 16189:2021	1000 mg/kg
N,N-Dimethylacetamide (DMAC)	127-19-5		
Dichloromethane	75-09-2	Toys: EN 71-9:2005+A1:2007 Test methods: EN71-10/11	0.06 mg/L
Methanol	67-56-1		5 mg/L
Nitrobenzene	98-95-3		0.02 mg/L
Various			
Acrylamide	79-06-1	Toys: EN 71-9:2005+A1:2007 Test methods: EN71-10/11	0.02 mg/L
pH value	none	Non-Leather:EN ISO 3071:2020  Leather: EN ISO 4045:2018	Textiles: Apparel : 4.0 - 7.5 Footwear: 4.0 - 7.5 Accessories: 4 – 8.5  Leather: Footwear & Accessories < 3 years 3.5 – 7.0 Footwear & Accessories > 3 years: 3.2 – 7.0

## Product packaging

All product packaging as defined as such by the EU Packaging and Packaging Waste Directive shall comply with Zalando Restricted Substance List as outlined before. Below matrix shall provide a guide on potentially relevant scope.

	wide spread use					
	deliberate use/ detected occasionally					
	low chance of use					
	use not foreseeable					
Substance name	Wood & Paper	Plastic & Wraps	Finishing, Dyes, Inks & Coatings	Metal	Textiles	Other Items
Alkylphenol (AP) and Alkylphenol Ethoxylates (APEOs), including all isomers						foams
Bisphenol A						
Butylhydroxytoluene (BHT)		Poly bags				
Dimethylfumarate (DMFu)						Silica gel packets & foam
Formaldehyde						
Heavy Metals						
Tin Organic Compounds						
Perfluorinated and Polyfluorinated Chemicals (PFCs)	waterproof finish		waterproof finish		waterproof finish	
Phthalates			Plastisol prints			
Pesticides						
Azo-amines						

## Migration limit from toy items

Category I: Compressed paint tablets, materials intended to leave a trace or similar materials in solid form appearing as such in a toy (e.g. the cores of colouring pencils, chalk, crayons); Pliable modelling materials, including modelling clays and plaster.

Category II: Liquid paints, including finger paints, varnishes, lacquers, liquid ink in pens and similar materials in liquid form appearing as such in the toy (e.g. slimes, bubble solution); Glue sticks.

Category III: *Coatings* of paints, varnishes, lacquers, printing inks, polymers, foams and similar coatings; Polymeric and similar materials, including laminates, whenever textile reinforced or not, but excluding other textiles; Paper and paper board; natural or synthetic textiles; Glass, ceramic, metallic materials; Other materials whether mass coloured or not (e.g. wood, fibre board, hard board, bone and leather).

Zalando strongly encourages all Brands and Partners to exceed requirements set in RSL and to promote best practices and continuous improvement. Zalando commits to provide you with support and guidance in exchange for transparency.

Chemical	Category I [mg/kg]	Category II [mg/kg]	Category III [mg/kg]	Testing method
Aluminium	2 250	560	28 130	According to EN 71-3:2019 + A1: 2021
Antimony	45	11.3	560	
Arsenic	3.8	0.9	47	
Barium	1 500	375	18 750	
Boron	1 200	300	15 000	
Cadmium	1.3	0.3	17	
Chromium (III)	37.5	9.4	460	
Chromium (VI)	0.02	0.005	0.053	
Cobalt	10.5	2.6	130	
Copper	622.5	156	7 700	
Lead	2.0	0.5	23	
Manganese	1 200	300	15 000	
Mercury	7.5	1.9	94	
Nickel	75	18.8	930	
Selenium	37.5	9.4	460	
Strontium	4 500	1 125	56 000	
Tin	15 000	3 750	180 000	
Organic tin	0.9	0.2	12	
Zinc	3 750	938	46 000	

## Annex II: CE-Marked Products

Partners are required to assess additional regulatory requirements for CE marked products and ensure compliance with such requirements in agreed sales markets.

**Conformity Assessment:** Product's required to be affixed with a CE marking, undergo Conformity assessment, assessed by the products manufacturer. Its assessment needs to demonstrate that it meets all legislative requirements of applicable product legislation. Zalando recommends referring to ISO/IEC 17050-1:2004 - Conformity assessment in addition to applicable EU product legislation.



**Declaration of conformity (DoC):** As part of conformity assessment, the manufacturer or the authorised representative must draw up the DoC. The Declaration may follow a standard format provided in Annex III of Decision No 768/2008/EC and must be translated into English:

- A number identifying the product
- The name and address of the EU manufacturer or the EU authorised representative
- A statement that the DoC is issued under responsibility of the manufacturer
- Identification and description of the product allowing traceability (a colour image of sufficient clarity shall be included to enable the identification of the product)
- EU harmonisation legislation, referenced standards or other technical specifications
- Name and identification number of the notified body (where applicable)
- Supplementary information
- Date and signature by the EU manufacturer or EU authorised representative.

### User Instructions

The results of the risk assessment should be reflected in the technical documentation and also in the manufacturer’s instructions and information so the user is able to estimate the risk reduction when using the product (in a quantitative or qualitative manner) under the foreseeable conditions of use.

### CE mark

The CE marking is a certification mark that indicates conformity with health, safety, and environmental protection standards for products. 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 placed in the EEA, UK and CH. 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. Vertical dimension may not be less than 5 mm.



**UKCA marking:** The UK government (UK/ Great Britain: England, Wales and Scotland) extended the recognition of goods that meet EU requirements (including CE marking), indefinitely beyond 31 December 2024 for many products.

## Annex III: Guidelines to Classification of Product Failures

Definition of Critical, Major and Minor faults from inbound deliveries that are subject to warehouse quality inspections based on Industry Standard Acceptable Quality Level (AQL).

## Critical Defects

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

Critical defects found during an audit, at the customer side or at inbound can trigger a complete inventory check of a product or delivery. If it is the case that the inventory check cannot be conducted by our internal inspectors as the defect could endanger health, Zalando reserves the right to quarantine the whole stock and return the whole delivery, at the Partners' costs.

## Major Defects

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

## Minor Defects

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

## Annex IV: Testing of children's clothing

Product Type	Standard	Purpose
Kids Apparel and Accessories	CEN/TR 16792	Safety of children's clothing - Recommendations for the design and manufacture of children's clothing. Mechanical safety
	EN 14682	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
Dressing Up Costumes	CEN/TS 17394-3	Textiles and textile products. Safety of children's clothing. Security of attachment of metal mechanically applied press fasteners. Test method
	CEN/TS 17394-4	Textiles and textile products Safety of children's clothing. Security of attachment of components except buttons and metal mechanically applied press fasteners. Test method

	EN 16732	Slide fasteners (zips). Specification
	EN71-1 EN71-2  EN71-3	Safety of toys - Mechanical and physical properties. Flammability - for toys to be worn and costumes intended to be worn by children in play. 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	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.

## Annex V: Testing of Infant and Toddler Products

Product Type	Standards	Purpose
Childcare products and carriers including but not limited to: Sleeping bags Dummy chains Bibs	CEN/TR 13387 NF D60-300-1	Childcare articles. General safety guidelines Furniture for children. General safety requirements
	EN 16781	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 EN 15918 CEN/TR 16512 EN 1466 EN1888	Framed baby carriers Soft baby carriers Childcare seats for cycles Bicycle trailers Children's slings guidelines Carry cots and stands Wheeled child conveyances
Sleeping related childcare products	EN 16890 EN 16779 EN16780 EN 16781 EN12790 EN 716 NF D60-300-4 BS 8509 BS 7972 BS 18700	Mattress for cots and cribs Children cot duvets Children cot bumpers Children's sleep bags Reclined cradles Children's cots and folding cots Toddler beds Children's beds Children's bed guards Mattresses for moses baskets, perambulators, carrycots and similar domestic articles
Sitting related childcare products	EN 1272 EN 16120	Table mounted chairs Booster seats

	EN 16232 EN 14988 EN 17191	Infant swings Children's high chairs Seating for children
Cleaning and hygiene related childcare products	EN 12221-1 & 2 EN 17022	Changing units Bathing aids
Early learning related childcare products	EN 1273 EN14036	Baby walking frames Baby bouncers
Physical protection related childcare products	EN 13210	Harness and reins
Feeding and accessories related childcare products	EN 1400 EN 12586 EN 14350 EN 14372 EN 12868	Soothers Soother holders Drinking equipment Cutlery and feeding utensils Release of N-nitrosamines and N-nitrosatable substances

## Annex VI: Mandatory Onboarding Conditions for new Partners

Completion of onboarding questionnaires and in particular instance registration to external service providers commissioned by Zalando is obligatory for exchanging technical documents and enable Zalando assessing the Partner's status of compliance with [3. Partner responsibilities](#).

In addition to the obligation of submitting test reports and specified by Zalando additional documentation each non EEA Partner is obliged to submit an artwork/image of a compliant product label in accordance with chapter [3.2 Product Labelling and consumer information](#) via email. Both steps are mandatory for a successful confirmation of your onboarding.

As a next step Zalando will require, based on an internal risk assessment, test reports (chemical/physical/risk assessment related evidence) and a picture showing the product and compliant product label according to chapter [3.2 Product Labelling and consumer information](#) prior to delivery.

This documentation has to be provided for a specific share) of ongoing seasons and nomination for styles to be tested will be specified by Zalando after successful confirmation of your onboarding.

Despite Zalando requesting only certain % of test reports for s each Partner is obliged to have them ready for all products offered at Zalando during ongoing business relationship.

Partners can choose to submit already existing test reports via Product Approval form (PAF) or to order tests via our e-Test Request Form (TRF). A picture of the product with a compliant labelling must be submitted via PAF. Both processes are exhaustively described in User Guides that are uploaded onto our portal.

Test reports must be clearly linked to products supplied by Zalando and an example picture of the product with a compliant labelling must be submitted prior to delivery. No products will be accepted and placed online until the requested documents for nominated styles are received and approved by Zalando prior to shipment.

The costs associated with testing are to be borne by the partner.

Detailed information on how to register and use the portal will be provided to each partner at the onboarding stage. In case of multiple testing failures Zalando reserve the right to:

- Increase % share of test reports required for submission,
- Terminate business relationships with repetitive offenders.

## Annex VII: Upcoming legislative requirements

Legislation undergoes frequent updates, and the upcoming legislative requirements in this Annex and associated legal requirements are not comprehensive.

Cosmetic	<p>D4, D5 and D6 restrictions in wash-off and leave-on cosmetics: The restrictions establish a maximum allowable concentrations for Cyclotetrasiloxane (D4), Cyclopentasiloxane (D5), and Cyclohexasiloxane (D6) in wash-off and leave-on cosmetic products accompanied by phased implementation deadlines. D4 is presently prohibited in cosmetic products, except for technically unavoidable traces. wash-off and leave-on cosmetics are required to comply with these limits within specified timeframes</p> <p>Cyclotetrasiloxane (D4): Wash-off products: Already banned; unavoidable traces permitted &lt; 0.1% Leave-on products: Max 0.1% by <b>Q4 2026</b></p> <p>Cyclopentasiloxane (D5): Wash-off products: Max 0.1% Leave-on products: Max 0.1% by <b>Q4 2026</b></p> <p>Cyclohexasiloxane (D6): Restriction at 0.1% in wash-off products: <b>Expected in April 2026</b> Restriction at 0.1% in wash-off products: <b>Expected in April 2027</b></p>
	<p>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%.</p>
	<p><b>Microplastics in cosmetics restriction:</b> Microbeads, used for skin exfoliation or cleaning, above 0.01% w/w, are banned from the market. <b>A transition period from October 17, 2027, to 2029</b> applies based on product type. For details refer to Regulation (EU) 2023/2055.</p>
	<p><b>Nanomaterial:</b> A new requirement introduced by the Regulation is the obligation to inform the consumer when nanomaterials, as defined under Article 2.1(k), are used in cosmetic products. To this end, the suffix “nano” shall be placed after the INCI name of the ingredient concerned. The official text reads: “All ingredients present in the form of nanomaterials shall be clearly indicated in the list of ingredients. The names of such ingredients shall be followed by the word „nano” in brackets.”</p>
	<p><b>Product labelling of 61 additional allergens</b> 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.</p>

EEE	The extended producer responsibility and registration requirements in the new regulation will apply from <b>August 18, 2025</b> .
	Labelling requirement for wheelie bin including Cd/Pb indication (if above threshold) (Article 13) → <b>August 18, 2025</b>
	Rechargeable portable batteries shall bear a label containing information on their capacity → <b>August 18, 2026</b>
	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' → <b>August 18, 2026</b>
	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) → <b>August 18, 2026</b>
	Removability and replaceability Requirements (Article 11) → <b>February 18, 2027</b>
	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→ <b>February 18, 2027</b>
	Performance and Durability Requirements → <b>August 18, 2028</b>