

# RUE GILT G R O U P E

## Vendor Operations Guide

Fulfillment Types  
Merchandise & Vendor Compliance  
Inbound Transportation  
Routing Instructions & Guidelines

2021

*Rue Gilt Groupe (RGG) reserves the right to modify the Vendor Operations Guide at any time. Vendor agrees to adhere to all such terms and condition contained within the guide.*

*Rue Gilt Groupe Vendor Merchandise & Vendor Compliance Guide constitutes a part of the RGG purchase order between RGG and the Vendor named therein. Vendor agrees that this guide is part of and is incorporated by reference into each purchase order and the vendor terms and conditions as referenced in the applicable purchase order between RGG and Vendor.*

# table of contents

1	<a href="#"><u>Determining Fulfillment Type</u></a>
2	<a href="#"><u>Fulfillment Types &amp; General Process Flow</u></a>
3	<a href="#"><u>Overview &amp; Statement of Compliance</u></a>
4	<a href="#"><u>Product Labeling &amp; UPC Requirements</u></a>
5	<a href="#"><u>UPC/EAN/ISBN Placement</u></a>
6	<a href="#"><u>UPC/EAN/ISBN Requirements for Purchase Orders &amp; Buy Sheets</u></a>
7	<a href="#"><u>General Product Quality Requirements for All Merchandise</u></a>
8	<a href="#"><u>Additional Packaging &amp; Labeling Requirements</u></a>
9	<a href="#"><u>Shipment Preparation &amp; Master Carton Requirements</u></a>
10	<a href="#"><u>Packing Slips</u></a>
11	<a href="#"><u>Return to Vendor (RTV) Policy</u></a>
12	<a href="#"><u>Merchandise Recalls</u></a>
13	<a href="#"><u>Pallet Use &amp; Floor Loaded Shipments</u></a>
14	<a href="#"><u>Transportation &amp; Routing Instructions</u></a>
15	<a href="#"><u>Chargeback Schedule</u></a>
16	<a href="#"><u>Key Contact Information</u></a>
17	<a href="#"><u>Hazardous Materials or Dangerous Goods</u></a>
18	<a href="#"><u>Vendor Set-Up</u></a>
19	<a href="#"><u>Invoice &amp; Billing Requirements</u></a>
20	<a href="#"><u>Purchase Order Payments</u></a>
21	<a href="#"><u>Changes to Existing Vendor Files</u></a>
22	<a href="#"><u>Appendix</u></a>

# about our company

STYLE. DELIVERED DAILY. Each day, we curate Boutiques filled with the best of the best in women's and men's fashion, home, travel, kids, and more. Boutiques are open for just a short time, sometimes a few hours, sometimes a few days, so if you see something you want, grab it fast.

Rue Gilt Groupe is headquartered in Boston along with an expansive New York presence centered around our Bryant Park office. We ignite longlasting relationships with our highly engaged members for innovative brands.

Delivering the best for our Members, the Rue Gilt Groupe Fulfillment Center and Dropship Partner Network is the engine of our business, sending Rue's high-end products to our 15 million-plus Members. We are fixated on providing an amazing experience to every single one of our Members through unparalleled service and providing high-touch support.

We go above and beyond for our team members, working hard and smart. We are passionate about the impact we make and enjoy how every day is different. We are constantly learning, growing, and developing in an environment where our opinions and ideas not only matter but, better yet, are implemented.

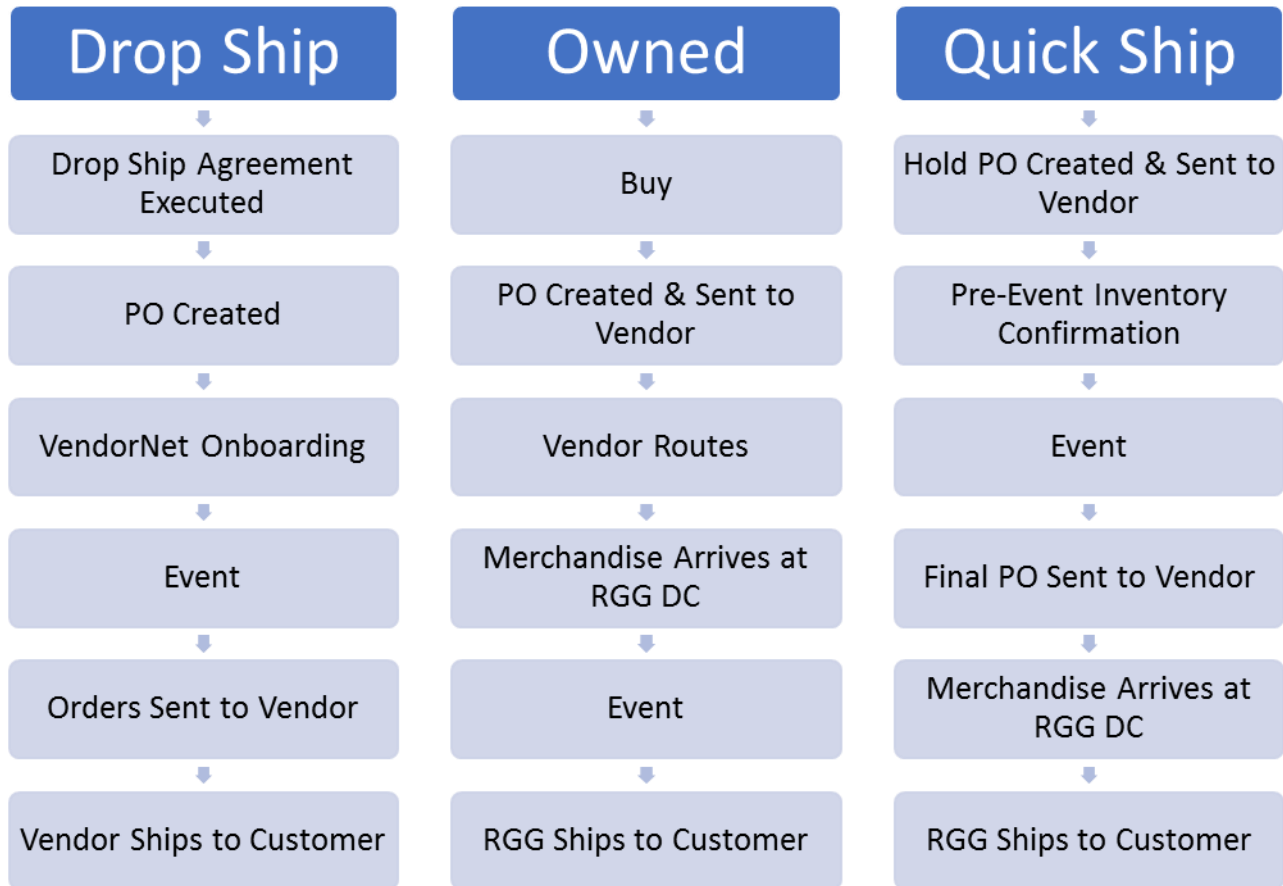
## 1. Determining Fulfillment Type

Rue Gilt Groupe (RGG) employs 3 fulfillment models that provide processing and delivery of customer orders: Owned, Drop Ship (DS), and QuickShip (QS). Each purchase order (PO) created uses a single fulfillment type at a time. Please note, some Vendors may support multiple fulfillment types.

1. To use this guide, refer to the **fulfillment type** in the top righthand portion of the PO PDF.
2. Refer to the sections of the guide that applies:
  - **Owned, QuickShip, QuickShip Hybrid:** All Sections
  - **Drop Ship:** Sections 1-3, 7, 14-16, 18-19, 21-22.2

RUE GILT GROUPE			
<b>PO Status: Approved</b> 20 Channel Center, 3rdFloor, Boston, MA 02210			
<b>Bill To:</b>			
Name	Rue Gilt Groupe		
Address	20 Channel Center, 3rd Floor Boston, MA 02210		
<b>Ship To:</b>			
Name	Rue Gilt Groupe		
Address	150 Omicron Court Shepherdsville, KY 40165		
Ship Via	Per Routing Guide		
<b>PO Information:</b>			
Order Date	03/16/2015	Fulfillment Method	QS-Hybrid (QS-Final)
Ship Date	04/01/2015	Terms	net 30
Cancel Date	04/03/2015	Comments	

## 2. Determining Fulfillment Type



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### 3. Overview & Statement of Compliance

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This document outlines the principles and requirements for merchandise shipping to RGG's Fulfillment Center, as well as direct to consumer orders via RGG's Drop Ship platform. All brands, including those that send Port of Entry (POE) shipments are required to follow all compliance standards stated in this guide. This guide applies to all merchandise regardless of origin.

Agreement and understanding of this guide and compliance policies contained herein is a condition of the Purchase Order Contract and RGG's Terms and Conditions. By shipping merchandise to RGG or its customers via any of the fulfillment types noted in Section 2 *Fulfillment Types & General Process Flow*, your organization has agreed to provide for and maintain compliance.

Non-compliance will result in reimbursement via chargeback(s) for process expense incurred to RGG.

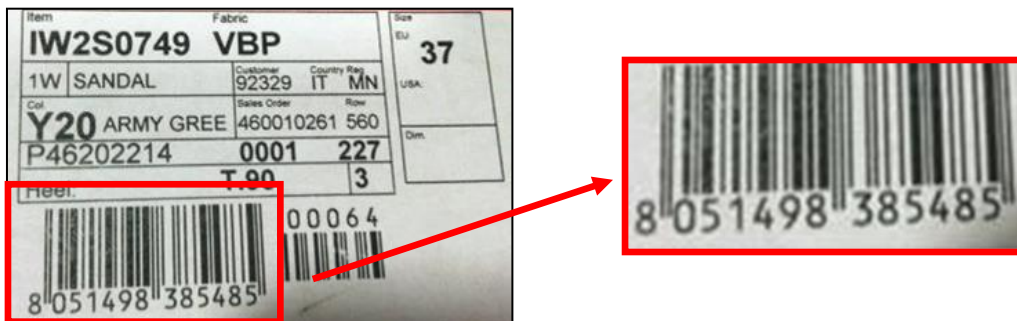
RGG is dedicated to supporting its Brand Partners. Please direct compliance related questions to either your Buyer or:

- Owned and Quick Ship: [Compliance@RueGiltGroupe.com](mailto:Compliance@RueGiltGroupe.com)
- Drop Ship: [DropShip@RueGiltGroupe.com](mailto:DropShip@RueGiltGroupe.com)

#### 4. Product Labeling & UPC Requirements

As part of Section 4, *Product Labeling and UPC Requirements*, RGG requires each selling unit to be labeled with a unique UPC, EAN, or ISBN barcode label. The barcode must be RF scannable, black in color, and on a white or neutral colored background. This applies to all merchandise regardless of type of origin. These labels can be achieved via the following means:

- An adhesive label or “sticky” tag applied to the plastic protecting the merchandise.
- A hang tag or “hard” label applied via a “swifter” plastic tag then applied directly to the merchandise.
- Pre-printed on the merchandise insert, book jacket, product packaging, or directly on the shipping carton if ship alone merchandise.



Each individual selling item requires the following on the product label:

<b>Description</b>	As is listed on the Rue Gilt Groupe Purchase Order.
<b>Vendor Style #</b>	
<b>Merchandise Color</b>	
<b>Merchandise Size</b>	
<b>UPC/EAN/ISBN Code</b>	

<b>IW2S0749 VBP Y20</b>	13136400830001	Valentino Rockstud Leather Heeled Sandal	2	0	<b>37</b>	dark Green
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## 4. Product Labeling & UPC Requirements – Continued

### Vendor Kitted Items

All items kitted by the Vendor require a unique UPC or EAN applied to the selling (kitted) unit, not individual kit pieces.



→ Unique UPC or EAN  
for kitted items

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## 5. UPC/EAN/ISBN Labeling Placement

Labels must be applied consistently to all packaging. Tag placement may not cover the branded elements of the merchandise packaging. Preference of label placement in order of priority.



### Need Help?

If your organization requires assistance to generate a UPC label with barcode, RGG has partnered with FineLine Technologies to provide our brand partners a UPC labeling solutions at brand expense. This service will generate the label alone and provide to your organization for application. This service will not create the UPC itself. More information can be found in the [Appendix](#). Contact your RGG Buyer or Event Coordinator for additional assistance.

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## 6. UPC/EAN/ISBN Requirements for Purchase Order & Buy Sheets

All RGG purchase orders require UPC/EAN/ISBN details to be provided during the buy and included in the space provided on the buy sheet. This data is critical to timely and accurate receipts along with prompt payment of Vendor invoices.



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**NOTE: Buy sheets will be returned if absent UPC data or if incomplete.**

## **7. General Product & Quality Requirements for All Merchandise**

Below are general product and quality requirements that apply to all merchandise procured by RGG and shipped directly to either its fulfillment center or end consumer. The list below is intended to be examples that apply to all merchandise but is not considered to be an exhaustive list. The below are provided for in good faith and considered to be consistent with industry standard.

- All merchandise must be first quality and must contain new or original packaging and contain no reference to other retailers, wholesalers, or distributors.
- All merchandise must be free of security tags and security devices.
- All merchandise and each selling unit must be individually packaged to prevent scuffing, discoloration, and general protection to prevent damage, wear, or the perception of all, both while in route and (if delivered to RGG's fulfillment center) in our fulfillment center. This is generally achieved using polybags, retail shelf ready packaging, or certified corrugate re-mailers. Given the nature of fulfillment handling, protective packaging containing or made of cloth or similar is NOT accepted.
- Where appropriate (industry standard and/or government mandated), all merchandise must contain labeling for country of origin, fabric content, care instructions, instructions for use, instructions for assembly, and age limitations or restrictions.
- All merchandise labeling must be new, free of defect, and contain no markdowns via ink pen, sticky tag, or other.
- All non-apparel merchandise with dimensions greater than those outlined in section 7.2, *Oversized and Ship Alone Merchandise* must arrive in certified re-shippers adequate for small package delivery via FedEx.
- All merchandise made of glass, crystal, china, porcelain, pottery, acrylic, items that can dent, items that can spill (cosmetics, fluids, etc.) are defined as "fragile". Please refer to section 7.1, *Fragile Merchandise* for specific requirements for fragile merchandise.
- Please see Section 2, *Returns and Recalls* with examples of additional and specific information on merchandise conditions that fail general product and quality requirements.

### **7.1 Fragile Merchandise Policy**

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**Examples: Glass, china, pottery, crystal, cosmetics, fluids, candles, etc.**



All fragile merchandise must be able to withstand delivery to RGG, handling within our fulfillment center, and customer delivery. To certify and ensure that merchandise is packaged commensurate with fragility. RGG has partnered with its delivery partner, FedEx, to provide our Vendor partners a means to assess and test packaging at no cost. Items that are fragile require a box with burst strength no less than 250 lbs./in. All boxed items must include original and new corrugate and be free of defects.

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Prior to providing for sale, Vendor warrants that individual product and master carton packaging complies with ASTM D4169 and NSTA drop and vibration tests. Or, certify the merchandise packaging has been tested by FedEx. Guide for testing with the help of FedEx is below and located in Section 22.2, *FedEx Package Test Application*. [FedEx Fragile Testing Application](#)

### 7.1 Oversized & Ship Alone Merchandise

Examples: Kites, stuffed toys, surf boards, kitchen pots & pans set, etc.



All ship alone merchandise and cartons must comply with ASTM D-4169 and NSTA drop and vibration tests and appropriate edge crush requirements by weight and product type. Individual product dimensions exceeding the below carton sizes and/or weigh more than 35 lbs. must deliver to RGG's Fulfillment Center in as new corrugate re-mailers meeting the above specifications.

- 23.5" x 17.5" x 17.5"
- 22" x 20" x 20"
- 36" x 6.5" x 16"

**NOTE: Product with dimensions greater than 96' in length, 130' in length and girth, or weight exceeding 70 lbs. (actual) or dimensional pounds cannot be shipped from RGG's fulfillment center. Please contact your RGG Buyer for fulfillment alternatives.**

### 7.3 Nested Merchandise

Examples: Trays, room organizers, drying racks, etc.



All nested merchandise must be individually protected using polybags and/or retail shelf-ready packaging. All nested merchandise must comply with all other aspects of the Vendor Operations Guide.

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## 8. Additional Packaging & Labeling Requirements

The following is a list of mandatory requirements and general guidelines for product categories and documentation/test reports that, if requested, and/or required by law, brand will provide within 24 hours. The omission of a relevant requirement does not relieve the Vendor of responsibility to comply with industry standard as well as applicable state and federal regulations. For RGG to carry products on our website, it is mandatory that products comply with US regulatory standards. There are several U.S. government regulatory agencies for consumer products that RGG may request the Vendor forward product documentation and test reports to validate compliance with U.S. government standards.

### 8. Additional Packaging & Labeling Requirements – Continued

In general, all products must be of first quality, in OEM packaging, and free from defects of any kind. Items cannot have labels or markings of any other brand besides that of the item in question. All merchandise must comply with all other aspects of the Vendor Operations Guide.

#### APPAREL

Examples: Suits, denim, t-shirts, swim, intimates, dresses, etc.



- All apparel is required to be polybagged. All leather must be in perforated or vented polybags.
- Fiber content, care labels, and RN numbers must be attached to all garments, including the sample.
- Test reports for flammability must be available for review.
- Polybags with dimensions greater than 14" x 14" must contain suffocation warning. RGG's standard suffocation warning language reads, **"Warning. To avoid danger of suffocation, keep this bag away from babies and children. Do not use in cribs, beds, carriages, or play pens. THIS BAG IS NOT A TOY."**



- Apparel may be either flat pack or GOH (goods on hanger). Flat pack is preferred.
- For GOH:
  - Shipments must be in the same sequence of Vendor style number and color.
  - Merchandise must have hangers appropriate for product type and be branded or neutral. Re-use of hangers not consistent with the product or brand is acceptable.
  - Size must be sequenced from smallest to largest within the shipment.
  - Stickers for the identification of size, color, and style must be clearly visible neat the top of the hanging garment.
  - Handwriting on any part of the product packaging or label is not acceptable.
  - All swimwear must contain appropriate hygienic liners.

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## 8. Additional Packaging & Labeling Requirements – Continued

### FOOTWEAR

Examples: Shoes, boots, heels, flats, athletic, etc.



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- All footwear must follow industry standards for tissue, plastic, desiccant drying agents, etc.
- All footwear requires merchandise to be individually packaged using either shoe boxes or some other protective means. Merchandise that arrives without protection is subject to the Return to Vendor (RTV) Policy.

### ACCESSORIES

Example: Belts, gloves, wallets, hats, glasses, cases, etc.



- All accessories must be individually packaged with new polybags or gift packing.
- Shipment of merchandise separate from the finished product. For example, sunglasses shipped separately from case is not acceptable.
- All accessories must contain labeling for country of origin, fabric content & care instructions, as well as RN number.

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## HARD HOME

Examples: Furniture & furniture upholstery, kitchen utensils, household electric appliances, battery charged items



- Electrical/battery operated items must be evaluated to FCC and UL standards as well as have current UL (with the hologram), ETL, or CSA listing.
  - Upholstery must be in compliance with ASTM flammability standards and meet current FTC requirements.
  - All stools, chairs, and furniture require access to static or dynamic load performance testing results that specifies maximum weight capacity.
- All kitchen utensils, knives, etc. must professionally and individually packaged to protect from harm when handling.

## SOFT HOME

Examples: Textiles, pillows, sheets, duvets, comforters, down products, etc.



- All mattresses, mattress pads, and ticking must be in compliance with Federal Regulations 16CFR.
- All feather and down must meet federal regulations 148A and ASTM 4524.
- All blankets must meet ASTM 4151.
- Textile products must contain RN number on care tags.

## COSMETICS/SHAMPOO/PERSONAL CARE ITEMS

Examples: Shampoo, creams, eye-liners, lipstick, etc.



- All products in this category require an appropriate SDS (Safety Data Sheets).
- All products in this category require review and written approval from RGG's Occupational Health Manager when shipping from RGG's Fulfillment Center. If shipping via Drop Ship, no review or approval is required. Please contact your RGG Buyer for contact information.
- No merchandise determined to be HazMat can be shipped to or fulfilled from RGG's Fulfillment Center.
- All merchandise must be packaged using means that eliminate and contain spillage. Product with pumps, contained in tubes, glass, or similar must be protected to eliminate breakage during delivery to RGG, during handling in RGG's Fulfillment Center, and while in route to the end consumer.



## 8. Additional Packaging & Labeling Requirements – Continued

### FOOD ITEMS

Examples: Mixes, oils, spices, frozen food, etc.



- No items in this category may be shipped to RGG’s Fulfillment Center. • All products in this category require fulfillment via RGG’s Drop Ship platform.

### ELECTRONICS AND LITHIUM BATTERIES

Examples: Computers, tablets, batteries, etc.



- Any item containing or using lithium batteries requires review and approval by RGG’s Occupational Health and Safety Manager. Under no circumstances are products containing lithium batteries to be shipped to RGG’s Fulfillment Center without written approval by RGG’s Occupational Health and Safety Manager.
- All electronic appliances or devices must be UL listed.

### JEWELRY

Example: Watches, rings, bracelets, charms, etc.



- Each style must be Grouped together within an outer poly bag and labeled with Style, UPC, and quantity.
- All watches require in effect warranty cards and certify RGG as an authorized dealer.
- All watches are required to be boxed upon delivery and exhibit a UPC visible on exterior.
- All merchandise containing branded packaging must deliver or be provided for at the same time as the delivery of merchandise.

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## 8. Additional Packaging & Labeling Requirements – Continued

### TOYS

Examples: Games, plush toys, dolls, wagons, etc.



- Toys must be in compliance with ASTM F-936-96A.
- Certain toys may require test reports by FDA, LHAMA, UL, PA registration and be anti-microbial.
- Merchandise must carry applicable warranty information valid in the United States.
- Merchandise must be labeled as appropriate by age groups and as required by federal and state statute.

### HANDBAGS



- All merchandise must contain original and in effect authenticity cards with appropriate hallmarks and/or trademarks, hologram, along with supporting manuals, booklets, protective covers, directions, packaging, or similar.
- All merchandise must be in original, as new and authentic packaging.
- All packaging will be free of handwriting, point of sale markdown stickers, etc.

### QUESTIONS?

Contact your RGG Buyer or the compliance contact in Section 3, *Overview & Statement of Compliance*.

## 9. Shipment Preparation & Master Carton Requirements

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To expedite the receiving of cartons and maintain a high level of accuracy in processing, the following requirements have been established.

- Package merchandise in cartons that are new and can withstand normal handling for shipping.
- Maximum carton weight must not exceed 40 lbs.
- Seal shipping cartons with tape or light adhesive. Do not use staples or bands.
- Boxed, non-fragile items require burst strength not less than 225 lbs./in. All boxed items must be in original and new corrugate and free of defects.
- Items that are fragile require a box with burst strength not less than 250 lbs./in. All boxed items must include original and new corrugate and be free of defects.



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## 10. Packing Slips

RGG requires a packing slip for all shipments. The packing slip must contain the following information:

- Rue Gilt Group Purchase Order Number.
- Number of Cartons.
- RGG 14-digit SKU # with item description and quantity.
- Vendor Part Number. • Grand Total Units.

Packing list must be placed on the outside of the “Lead Carton” for each shipment. Indicate “Lead Carton” on that carton or place in a “packing slip enclosed” pre-printed pouch.

**NOTE: If full trailer load(s), the “Lead Carton(s)” must be the last carton(s) placed on the truck for ease of access upon arrival.**

## 11. Return to Vendor (RTV) Policy

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At RGG’s discretion, merchandise will be returned to vendor (RTV) for the following reasons.

- Damaged (non-transportation related).
- Defective.
- Not as ordered.

**NOTE: If the items are received and later found to be not sellable or previously returned by customer as defective, RGG will select solely at its discretion one of two disposition options:**

### 1. Destroy for Full Credit:

- Manufacturer has authorized destroying the product instead of returning it. Vendor agrees that RGG Internal Destroy in Field document shall be the document of record.

### 2. Return to Vendor for Full Credit:

- Items are returned to the Vendor for full credit plus associated chargebacks.
- Return Transportation Charges will be billed Collect to Vendor FOB Origin.
- Product can be help for up to thirty (30) day or until \$100 in product accumulates.
- Return Authorization numbers must be received by RGG selected carrier.
- Shipping paperwork is prepared and included in the return shipments to the Vendor.
- Vendor agrees that RGG Internal Return to Vendor document shall be the document of record and will accompany each returned shipment.

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## 11. Return to Vendor (RTV) Policy – Continued

### Example Return to Vendor Conditions:

- Unlabeled or mislabeled product.
- Merchandise not properly sealed.
- Over/short weight or partially filled merchandise.
- Merchandise not on PO.
- Crushed, dented, or collapsed merchandise.
- Merchandise deemed below industry standard or 1<sup>st</sup> quality.
- Merchandise that is soiled, stained, used, or store stock.
- Damage due to improper packing.
- Markdown tags (or similar) on merchandise.
- Swollen or rusty cans.
- Substitutions.
- Broken.
- Razor cut packages.
- Moldy or leaking products.
- Items with cut/removed tags.
- Defective, irregular, or defaced merchandise.
- No warranty card.
- No certificate of authenticity.
- Merchandise on hanger inconsistent with product type.
- Merchandise with inappropriately branded hangers.
- Merchandise in violation of Merchandise Vendor Agreement or warranties implied by law.
- Merchandise deemed unsellable that customers return to RGG Fulfillment Center (defective, damaged, box damaged), will be disposed of as agreed upon between RGG Buyer and Vendor.
- Merchandise with POS security tags.

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## 12. Merchandise Recalls

Terms of each recall are handled on a case by case basis.

### Allowable Recalls:

- Vendor Initiated.
- Vendor Buy Back.
- Product fails to meet legal or public standards.

### Necessary Information to Process All Recalls:

- Merchandise Return Address.
- Return Authorization Number.
- Freight Terms
- Merchandise Description.
- Quantity.

## 13. Pallet Use and Floor Loaded Shipments

For LTL and truckload shipments, all Rue Gilt Groupe Fulfillment Center shipments must be palletized if the total amount of cartons is a layer quantity or exceeds six cartons.

- Use standard GMA pallets, which are 40" by 48" in size (42" by 48" are also acceptable).
- Pallets must be grade "B" or higher, not be broken, spliced, or missing boards.
- If larger pallets may be necessary, please contact [InboundTrans@RueGiltGroupe.com](mailto:InboundTrans@RueGiltGroupe.com)
- Cartons must not hang over the pallet on any side or corner.
- Cartons must be secured to pallets with stretch wrap.
- Carton labels must be readable from the outside (facing outward) without breaking down the pallet.
- Do not place labels on stretch wrap.
- When placing cartons on pallets, put only one SKU per pallet, unless the number of cartons of one SKU does not warrant palletizing. In this instance, multiple SKUs are allowed to be placed on one pallet.
- Our Goal is to limit the number of shipped pallets. You should load PO's together whenever possible.
- Floor-loaded shipments are unacceptable except for overseas containers. Prior approval from IB Trans is required prior to shipping
- Failure to palletize domestic shipments will result in a chargeback.
- Floor-loaded overseas shipments: Cartons must be sorted by SKU. If there are multiple POs per trailer they must be sorted by SKU and then by PO.

**NOTE:** Any deviation from the policy requires prior written approval from RGG Transportation. Please contact [InboundTrans@RueGiltGroupe.com](mailto:InboundTrans@RueGiltGroupe.com).

## 14. Transportation and Routing Instructions

- Inbound Routing Requests are submitted through Transportation Management System Portal (TMS)
  - Click here to be directed to the TMS [Rue Gilt Groupe Routing Request](#)
  - System requires a unique username and password to access the system for routing request.
    - ✦ Requests should be directed to [InboundTrans@RueGiltGroupe.com](mailto:InboundTrans@RueGiltGroupe.com).
      - Support materials, including training documents, can be located on TMS Homepage (Video, User Guide, and FAQ).
    - ✦ In the rare event of an emergency, routing requests can be emailed to [InboundTrans@RueGiltGroupe.com](mailto:InboundTrans@RueGiltGroupe.com) via email.
  - Routing requests are required for ALL Purchase Orders regardless of size or value (excluding Sample Purchase Orders).
- Sample PO routing Request & Form
  - Complete the below information and email to the following address.
    - ✦ [Samples@RueGiltGroupe.com](mailto:Samples@RueGiltGroupe.com)

## 14. Transportation and Routing Instructions – Continued

### Sample PO Routing Request and Form

ALL SAMPLE PURCHASE ORDERS	
Information Required	
SAMPLES	PO # Vendor Name Contact Name Email Address Vendor Address Vendor Phone Number of Cartons Total Weight Value *Shipping labels will be emailed within 48 hours
QUESTIONS	Contact <a href="mailto:Samples@RueGiltGroupe.com">Samples@RueGiltGroupe.com</a>

## 14. Transportation and Routing Instructions – Continued

### Drop Ship Packing Guidelines:

Drop Ship Direct to Customer						
Category	COGS	Billable Weight	Carrier	Service Method	Insurance	Signature Service
Jewelry	\$0-\$2,500	9 lbs or less	FedEx	Smart Post	No	No
	\$2,500-\$9,999	-	FedEx	Home Delivery	No	No
	<b>\$10,000 and above</b>	<b>Contact Dropship: Dropship@ruegiltgroupe.com</b>				
Perishable Food	-	-	FedEx	DS Team to Advise	No	No
Oversize Goods	-	< 150 lbs.	FedEx	Ground	No	
		> 150 lbs.	EFW	LTL Freight		

Items should be shipped in the smallest possible containers to reduce Dimensional Weight Charges. Packaging options should include poly bags, kraft-mailer, and boxes (multiple sizes).

### Shipping – Use

- FedEx Smart Post, Home Delivery & Ground up to respective dimensional and weight service limits (*service will be identified based on product class and weight*)
  - Terms: Bill 3<sup>rd</sup> party
    - ✦ Shipper Address: Actual pick up address (Vendor Address).
    - ✦ Delivery Address: Consignee Address
    - ✦ Bill-To Address: 20 Channel Street, Boston, MA 02210
- EFW Freight (Furniture and rugs with dimensions and weight exceeding FedEx ground limitations)
  - Terms: Bill 3<sup>rd</sup> party
    - ✦ A member of the RGG Drop Ship team will outline process of registering an LTL order during onboarding
    - ✦ Shipper Address: Actual pick up address (Vendor Address).
    - ✦ Delivery Address: Consignee Address
    - ✦ Bill-To Address: 20 Channel Street, Boston, MA 02210
- Order Reference Field
  - A valid RGG order number must be referenced in order reference field one on any parcel shipment. Failure to include will result in a disputed shipment and possible chargeback.

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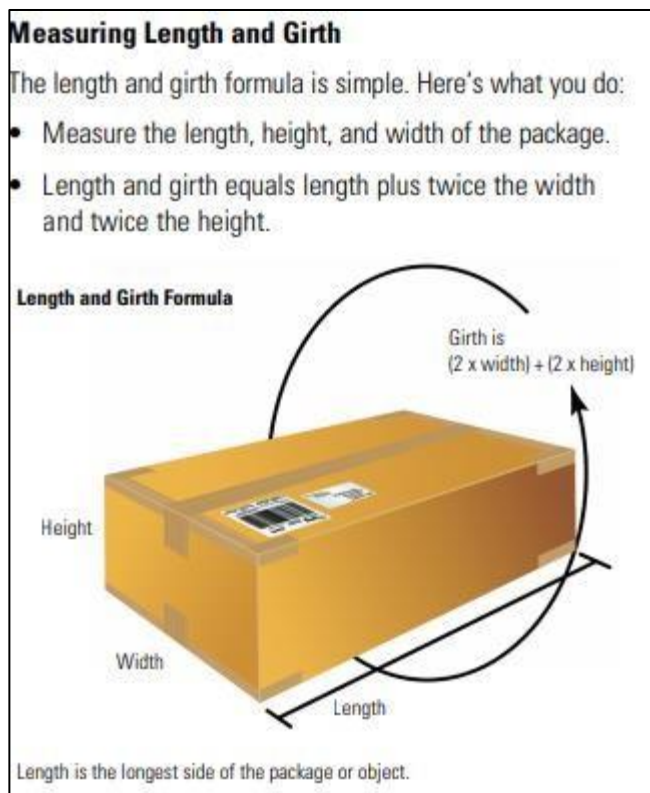
**Merchandise Packaging Examples:**

- Small Boxes
  - Sunglasses, leather goods, jewelry, shoes, etc.
- Poly Bags (not to exceed 19 inches in length, height, or width).
  - Garments, soft goods, non-breakable, gloves, scarves, ties, etc.
- Poly Mailer
  - Jewelry, health & beauty items, etc.

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## Size Limitations

- Smart Post: Single package cannot exceed 9 pounds billable weight.
  - Size: Cannot exceed 60 inches in any dimension (length, width, or height).
  - Girth: Cannot exceed 130" ( $L + 2W + 2H$ ).
- Ground (Commercial) & Home (Residential):
  - Ground Weight: Single package not to exceed 150 lbs. (actual).
  - Home Weight: Single package cannot exceed 70 lbs. (actual).
  - If shipment is exceeding these values, please contact [DropShip@RueGiltGroupe.com](mailto:DropShip@RueGiltGroupe.com)
- Size:
  - 108" in length and/or 165" in girth.



## 15. Chargeback Schedule

Chargeback Schedule			
Drop Ship (DS) / Quick Ship (QS) / Owned (O)			
PO Type	Compliance Requirement	Chargeback Amount	Occurrence
QS & O	Failure to provide merchandise per UPC / EAN / ISBN Labeling Policy	\$1.00	Per Selling Unit
QS & O	Failure to provide merchandise per Additional Labeling and Packaging Policy	\$1.00	Per Selling Unit
QS & O	Failure to provide merchandise meeting General Product & Quality Policy	\$1.00	Per Selling Unit
QS & O	Failure to provide ship alone cartons per Ship Alone Policy	\$1.00	Per Selling Unit
QS & O	RTV costs associated with RTV policy	\$1.00 + all transportation costs	Per Selling Unit
DS, QS, & O	Failure to ship via prescribed method	Incremental transportation costs	Per PO or per orders affected
QS	Failure to ship within 48 hours	\$1.00	Per unit for each additional day
DS, QS, & O	Short or no shipment resulting in order cancellation	\$25.00	Per Customer Order
QS & O	Failure to provide external shipping label	\$5.00	Per Carton
QS & O	Failure to provide merchandise per Fragile Merchandises Policy	\$5.00	Per Selling Unit
QS & O	Failure to route through RLL Transportation: Small Parcel	\$10.00	Per Carton
QS & O	More than 3 styles mixed within carton	\$10.00	Per Carton
QS & O	Failure to provide packing slip with shipment	\$50.00	Per Shipment
QS & O	Failure to provide BOL	\$50.00	Per Shipment
QS & O	Failure to provide pallets for non small parcel shipments	\$150.00	Per Shipment
QS & O	Mixed PO's on pallet	\$150.00	Per PO Affected
QS & O	Mixed PO's within cartons	\$250.00	Per PO Affected
QS & O	Failure to stabilize shipment causing damage or unnesesary handling	\$250.00	Per PO Affected
QS & O	Shipment from multiple locations	All transportation costs	Per Shipment
QS & O	Failure to route through RLL Transportation: LTL or Truckload	Incremental transportation costs	Per PO Affected

Vendor chargeback inquiries and disputes must be received in writing within 30 days of the shipment received date to the following below address or the respective compliance contact by fulfillment method as outlined in Section 3, *Overview & Statement of Compliance*.

### Vendor Chargeback Address

**Rue Gilt Groupe**

**Attn: Accounts Payable (Vendor Chargeback Disputes)**

**20 Channel Center Street, 3<sup>rd</sup> Floor**

**Boston, MA 02210**

## 16. Key Contact Information

Rue Gilt Groupe Office Locations & Addresses		
Boston Corporate Office	New York Buying Office	Kentucky Fulfillment Center
Rue Gilt Groupe 20 Channel Center Street, 3 <sup>rd</sup> Floor Boston, MA 02210	Rue Gilt Groupe 58 West 40 <sup>th</sup> Street, 14 <sup>th</sup> Floor New York, NY 10018	Rue Gilt Groupe 150 Omicron Court Shepherdsville, KY 40165
Accounts Payable Legal Transportation	<a href="mailto:Invoices@RueGiltGroupe.com">Invoices@RueGiltGroupe.com</a> <a href="mailto:Legal@RueGiltGroupe.com">Legal@RueGiltGroupe.com</a> <a href="mailto:InboundTrans@RueGiltGroupe.com">InboundTrans@RueGiltGroupe.com</a>	



Vendor	Contact Information
FedEx Fragile Testing Types FedEx Fragile Testing Application Fineline	<a href="#">FedEx Fragile Testing Examples</a> <a href="#">FedEx Fragile Sample Test Application</a> <a href="mailto:support@finelinetech.com">support@finelinetech.com</a>

Ship to Addresses – Owned & QuickShip	
Rue Gilt Groupe - Inbound	KY Production - Samples
150 Omicron Court Shepherdsville, KY 40165	Rue Gilt Groupe Samples 1313 Omega parkway Shepherdsville, KY 40165
Boston Studio - Samples	Photo Studio
Rue Gilt Groupe - Studio 20 Channel Center Street, 3 <sup>rd</sup> Floor Boston, MA 02210	Rue Gilt Groupe – KY Studio 1313 Omega parkway Shepherdsville, KY 40165
Inbound Transportation Samples Drop Ship	<a href="mailto:InboundTrans@RueGiltGroupe.com">InboundTrans@RueGiltGroupe.com</a> <a href="mailto:samples@RueGiltGroupe.com">samples@RueGiltGroupe.com</a> <a href="mailto:dropship@RueGiltGroupe.com">dropship@RueGiltGroupe.com</a>

## 17. Hazardous Material or Dangerous Goods

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Vendor must have approval from RGG Transportation PRIOR to shipping hazardous material or ORMD product as designation by USDOT, IATA, EPA, and OSHA. Vendors must meet all associated HazMat/ORMD shipment state and federal compliance requirements. All associated accessorial changes are the responsibility of the Vendor.

### Federal Regulations:

<http://www.fmcsa.dot.gov/safety-security/hazmat/complyhmregs.htm> <http://gpoaccess.gov/ecfr/>

### IATA Regulations:

<http://www.iata.org/ps/publications/cargo.htm>

## 18. Vendor Setup

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This section outlines information for new Vendor Setup, changes in vendor information, invoice requirements, and processing polices. Accurate information will ensure timely processing. Vendors are required to complete a RGG Purchase Order Vendor Agreement prior to their first shipment to the RGG Fulfillment Center. Changes to the Vendor information after the RGG Purchase Order Vendor Agreement is submitted will require the Vendor to contact RGG Accounts Payable department.

### **New Vendor Setup Package**

The New Vendor Startup Package explains all the RGG Corporate buying policies and liability/insurance requirements. RGG Buyer is responsible for supplying the Vendor with the necessary documents and packet which includes the following:

- RGG Purchase Order Vendor Agreement
- RGG Merchandise Vendor Terms & Conditions
- Certificate of Insurance
- RGG Merchandise Vendor Compliance Guide
- RGG TMS & Routing Instructions

All documents provided in the Startup Package must be completed, signed and returned by the Vendor directly to the RGG Buyer. The documents must then be approved by RGG Merchandise, Legal, Accounts Payable, and Transportation.

### **19. Invoice & Billing Requirements**

Rue Gilt Groupe  
Attn: Accounts Payable  
20 Channel Center Street, 3<sup>rd</sup> Floor  
Boston, MA 02210

Include the following:

- Vendor Name & Address
- Remit to address
- RGG Purchase Order Number
- Vendor Part Number(s)
- Total number of units per item
- Unit Cost & Extended Cost (Total Cost)

### **20. Purchase Order Payments**

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All purchase orders have specific agreed upon Terms with Delivery and Ship windows agreed upon by the RGG Buyer and Vendor. Payments will be made in accordance with those terms unless superseded by any requirements in this document or contained within RGG's Terms and Conditions.

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## 21. Changes to Existing Vendor Files

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Changes to a Vendor's address, name, or any legal structure changes such as, company mergers, company sold, Chapter 11, or going out of business must be communicated in writing on company letterhead and signed by a senior officer of the company. The letter must contain the following information if applicable.

- Vendor/Company Name.
- Old parent company name & new parent company name.
- Old company address & new company address.
- Change of remit address.
- Statement of what is transpiring.
- Written notification of changes must be sent to RGG Accounts Payable with a copy to Rue Gilt Group Buyer & RGG Legal.

RGG Accounts Payable will update the Vendor file upon written notification. If there is change in ownership and the new owner is not currently in our Vendor file as an authorized Vendor that company will be considered a new Vendor and will be required to complete a New Vendor Start Up Package.

## Appendix

### 22.1 FineLine Technologies

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Consistent with RGG established compliance guidelines, each piece of merchandise associated with all RGG purchase orders shipped to our Shepherdsville, KY Fulfillment Center require UPC's with barcodes already applied.

This may be achieved by using either hard tags applied directly to the merchandise or a soft "sticky" label applied directly to the protective components (cardboard, shelf-ready packaging, or polybag) of the merchandise.

RGG has recently selected FastTrak by FineLine Technologies to support and provide our brand partners that need a UPC & barcode label solution. Your organization will be able to experience FineLine's ticketing solution, exceptional customer service, and industry-leading turnaround times for all your RGG orders.

Your organization can place your RGG label orders by using the order form that can be downloaded from FastTrak. Once your order has been placed, you will have the ability to track your order and obtain information such as order status, ship date, and tracking number.



For any questions or concerns with registering or completing orders, FineLine customer service representatives are available in the U.S. and Asia to assist in any way.

For more information about FineLine Technologies or its products and services, please visit <http://www.finelinetech.com> or feel free to contact FineLine at the info below. For other RGG compliance related questions, please contact your RGG Buyer.

**US**  
p: 800.500.8687  
f: 678.969.9201  
[support@finelinetech.com](mailto:support@finelinetech.com)

**Asia**  
p: 852.2156.9788  
f: 852.2156.9166  
[support@finelinetech.com.hk](mailto:support@finelinetech.com.hk)

**Canada**  
p: 800.465.1890  
f: 905.607.2935  
[support@finelinetech.com](mailto:support@finelinetech.com)



## 22. 2 FedEx Package Test Application



### Instructions for the FedEx Package Test Application

#### Test Procedures

We offer our customers package testing that simulates our shipping network. If you ship packages via FedEx Express® or FedEx Ground®, we will perform ISTA-6-FEDEX-A test schedule. If you ship packages via FedEx Express® Freight Services, we will perform ISTA-6-FEDEX-B test schedule. Finally, if you ship your packages via FedEx Freight® for less-than-truckload (LTL) shipments, we will perform ISTA 3B test schedule. If you have questions about these tests, please email the lab at [packagingservices@fedex.com](mailto:packagingservices@fedex.com).

#### Testing Submission Guidelines

Follow these guidelines for submitting your packaging for testing. An active FedEx account number is required.

- Prepare a sample test package including all of the components in the exact configuration you would send to a customer.
- Do not ship hazardous materials/dangerous goods to us for testing. Instead, prepare a sample test package including all the components in the exact weight and configuration you intend to send to the lab, using water, sand, or dunnage parts in place of the hazardous materials/dangerous goods sample. If you cannot replace the hazardous materials/dangerous goods sample, do not send the package to be tested.
- Complete and sign your application. Indicate the correct shipment and test method at the top of the application and provide an accurate description of the product. Contact your FedEx account representative for more information on submitting your testing application.
- Attach a copy of the application to the outside of the outermost package using a shipping pouch or packing list. You can also email the test application to [packagingservices@fedex.com](mailto:packagingservices@fedex.com).
- Send the test package to this address:

**FedEx Packaging Lab**  
789 Progress Road  
Collierville, TN 38017

- You and your FedEx sales executive will receive testing results via email within 4–6 business days after the package arrives at the lab.
- Please limit your test packages to four (4) per testing.

#### Complimentary Testing and Return Shipping

FedEx Packaging Services will test your packaging at no charge. You simply cover the costs of shipping your test package to FedEx Packaging Services. Then, if you request, we will return your test package\* free of charge via FedEx Ground, FedEx Express (international customers only), or FedEx Freight® service. Of course, you may request return of your packaging via other FedEx services using your account number.

\*Special conditions apply to certain packages, such as alcohol or hazardous shipments.

#### Preparing the Test Package

##### Small Parcel Shipments

When preparing your test sample, we ask that you mark the package "Test Package" and place it in a sturdy outer container marked "Overpacked/Test Pkg. Inside." It is important to place material between the two packages using foam, air-cellular cushioning, packing peanuts, or any other protective material to prevent damage to your test package during shipment.



##### Freight Shipments

Most freight items cannot be placed in an overbox. However, you can overwrap the test package using corrugated pads, angle boards, or stretchwrap to provide protection during shipment. We recommend banding palletized test packages onto an extra pallet and using an overwrap to help prevent damage during transit. Non-palletized shipments can be sent in an overbox or overpack or on a pallet for safe shipment. Please note on the application to remove this pallet before testing, if necessary.



Packaging Testing Application | 12  
October 2014 - Version 6  
0016634DI

## 22. 2 FedEx Package Test Application – Continued



### FedEx Package Test Application

**Initial Package Test**    **Retest** *(previous test number)* \_\_\_\_\_

**Choose the method you use to ship this package (test protocol to be used).**

Ground (ISTA 6A)    Express (ISTA 6A)    Express Freight (ISTA 6B)    LTL Freight (ISTA 3B)

**Customer Information**

Company \_\_\_\_\_ FedEx 9-digit account # \_\_\_\_\_  
Address \_\_\_\_\_ City \_\_\_\_\_  
State/Province \_\_\_\_\_ ZIP \_\_\_\_\_ Country \_\_\_\_\_  
Contact name \_\_\_\_\_ Phone \_\_\_\_\_  
Email \_\_\_\_\_ Fax \_\_\_\_\_  
FedEx sales executive *(if known)* \_\_\_\_\_

**Product Information**

Product name \_\_\_\_\_  
Product description \_\_\_\_\_  
Model number \_\_\_\_\_ Approx. value (USD) \_\_\_\_\_

Does the package contain? *(check all that apply)*:    Dry ice, gel coolants, ice    Liquids    Glass  
 Electronic components    Pharmaceuticals/medical devices    Simulated hazardous materials *(see note below)*

NOTE: FedEx Packaging Services does not test packaging containing hazardous materials or dangerous goods. We will test your FedEx Freight packaging if your shipment can be simulated with water, sand, or other non-hazardous substances. If you send hazardous materials, we will return or dispose of the packaging and contents at your expense.

I affirm that I have replaced the hazardous material with nonhazardous substances in my test package to simulate:

Hazardous material \_\_\_\_\_ UN number \_\_\_\_\_

Is this test part of a vendor approval program? *(e.g., Walmart.com testing)*    Yes    No

If yes, please explain: \_\_\_\_\_

**Packaging Information**

This packaging is    Current packaging    Prototype packaging    Production packaging

Do you ship this product within the U.S. or outside the U.S.?    Within U.S.    Outside U.S.

Describe previous damage to this packaging and product(s).  
\_\_\_\_\_  
\_\_\_\_\_

What kind of damage would you expect if your packaging failed? What would constitute a failure for your company?  
\_\_\_\_\_  
\_\_\_\_\_

**Additional Information/Special Instructions**  
\_\_\_\_\_  
\_\_\_\_\_

**Customer Release**

I release the product and packaging to FedEx for testing. I also release and agree to hold FedEx harmless for any damages or liability for loss of product or packaging submitted to FedEx Packaging Services. Federal, legal, and regulatory requirements may prevent us from returning certain commodities. For safety reasons, we cannot return packages that contain leaking products or broken glass.

I agree to the terms stated above. Date \_\_\_\_\_

I have placed my test package in an overbox/overpack for safe shipment.    Yes    No

I have placed my palletized freight on an extra pallet for safe shipment.    Yes    No    N/A

Outer packaging used    Pallet    Corrugated box/pad    Plastic container    Wooden crate    Stretchwrap

I would like my sample(s) returned after test completion.    Yes    No

I will print and attach this application to the test package, send a copy to [packagingservices@fedex.com](mailto:packagingservices@fedex.com), and keep a copy for my records.

Packaging Testing Application | 22  
October 2014 – Version 6  
0016634DI