

HOUSE OF FRASER

PACKAGING

A GUIDE FOR SUPPLIERS

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1. PURCHASE ORDER

Confirmation of each purchase order will be sent to you via an official House of Fraser purchase order. Please ensure you check all information on the purchase order, especially the products and quantities ordered, cost prices, delivery dates and delivery destination etc. If you have any concerns regarding the details on the order or about fulfilling the order please contact your Buying team House of Fraser.

2. DELIVERY DOCUMENTATION

House of Fraser does not use in-house delivery advice notes, and will use the supplier's documentation, provided that it contains the correct information.

All deliveries must be accompanied with the following details:

- Supplier name and address
- Supplier account number
- Department and order number
- House of Fraser line numbers
- Customer Name
- Quantity of sales units
- Booking reference number

House of Fraser relies on its suppliers to provide detailed, accurate delivery information. Each order must be accompanied by its own separate delivery documentation. (For example, if the delivery comprises four orders, then there must be four delivery documents.

A typical example of a delivery advice note follows: - Suppliers can you use they own version as well

To:		From:	
		Tel:.....	
STORE NAME		BOOKING REF	
Supplier A/C No		Customer Name	
DEPT NO		ORDER NO	
YOUR STYLE NO	HoF LINE NO	DESCRIPTION	QTY
TOTAL UNITS			

3. PACKAGING

House of Fraser is keen to minimise excessive waste packaging, and is taking steps to ensure that all applicable environmental standards and legislation are stringently observed in the operation of its business.

The following forms of packaging cannot be used:

- Loose fill polystyrene
- Shredded newspaper
- Loose waste products

House of Fraser requires that goods should be packaged in protective materials while in transit.

3.1 General Guidelines:

- There must be sufficient packaging to protect the item while in transit (and should, where possible be environmentally friendly and be products that are biodegradable).
- Over-packaging should be avoided.
- Product dividers must be used to avoid rubbing, chipping or chafing (this can include 'industry standard' acceptable packaging such as cardboard or corrugated boards etc)
- Clear marking of component parts that constitute one product is essential, i.e. base & top unit.
- Where relevant, advisory symbols should be added to the outer carton advising the requirement of special handling

3.2 Product Packing:

3.2.1 Upholstery

- All facings and edges are to be protected with bubble wrap, foam padding or similar 'cushion type' impact resistant material.
- 'Skirts' of the units are to be tied off.
- The unit should be placed in either a full or half-corrugated tray which must extend to at least 15cm up the sides, front and back. If half trays are used, each side should cover at least one third of the length of the base and some protective packaging must be placed between tray and unit to avoid rubbing etc.
- Castors / bun feet must be fitted into protective 'blocks' within the tray. Any product with stub legs which are likely to protrude outside/through the tray must be bound with bubble wrap, foam padding

or similar 'cushion type' impact resistant material. Where possible, feet/castors should be off and fitted at point of delivery.

- The entire unit must be sealed in an outer poly wrap of a 500-gauge minimum, taped at the corners, and NOT stapled.

3.2.2 Cabinets - Assembled

- All facings and edgings are to be protected with a scratch resistant liner, then bubble wrap, foam padding or similar 'cushion type' impact resistant material. Plastic or foam corner blocks should be used on all prominent edges.
- All internal fittings must be wrapped and secured within the unit with a diagrammatic user instruction guide where required. Internal lighting connections and bulb replacement should be specified.
- Glass shelves must be wrapped in bubble wrap and packed with the unit in a secure fashion. A "Fragile Glass" label must be attached to the exterior of the unit. Permissible weight and replacement information should also be included.
- The outer casing / carton must be of double wall-fluted corrugated cardboard and taped NOT stapled. Where top and base caps are used, these must be secured so they stay in place whilst the unit is being transported. Transit strips should be added where the weight of the unit determines that it needs additional protection.
- All carton weights MUST be stated but if the weight of the single unit exceeds 85 kilos, this must be stated on the carton to alert distribution personnel that additional handling support may be required.
- Drawer/door and glazed units must have the front and back marked on the carton.
- Universally accepted pictograms should be printed on the carton to illustrate correct handling and storage procedures.

3.2.3 Tables and Chairs – Assembled.

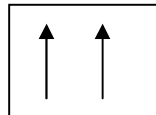
- Tabletops should be protected with a scratch resistant liner, then bubble wrap, foam padding or similar 'cushion type' impact resistant material. Plastic or foam corner blocks should be used on all prominent edges.
- Centre Leafs should be protected in the same way as tops and secured to prevent movement, within the frame of the table. Where design does not allow integral storage, the leafs must be clearly labelled to indicate where they belong.

- The outer tabletop capping must be of double wall-fluted corrugated, or similar, and taped. Tabletops should have one end and one side with extra internal protection and identified as such, to provide additional protection for storage and transportation.
- Tables legs / castors / under frames must be bound with bubble wrap, foam padding or similar 'cushion type' impact resistant material.
- Chairs are to be individually protected with bubble wrap, foam padding or similar 'cushion type' impact resistant material and boxed, fully corrugated or bagged. Pairs should have cardboard liners to protect from chafing.

3.2.4 Self-assembly cabinets and Bed frames.

These items must be packed in double wall corrugated cartons with all components secured to prevent movement within the cartons. All products should have a full set of assembly instruction with details of the parts kit, which should be contained in a polybag.

- Universally accepted pictograms should be printed on the carton to illustrate correct handling and storage procedures such as, "This way up" markings. If glass is packed within the carton, this must be particularly identified on the box.



- The gross weight should be marked on the outer carton.
- Component parts that make up the final sales unit must be clearly labelled.
- Ensure the delivery and order information label is placed in a highly visible position and not obscured by any packaging material.

3.2.5 Self-assembly Tables

- These items must be packed in double wall corrugated cartons with all components secured to prevent movement within the carton. and protected with bubble wrap, foam padding or similar 'cushion type' impact resistant material.
- All products should have a full set of assembly instruction with details of the parts kit which should be contained in a polybag.
- Handling, weight and identification details will be identical to cabinets.

- Components parts that make up the final sales unit must be clearly labelled and include how many units can be stacked upon each other.

3.2.6 Beds and Mattresses

- All bases are to be protected at the corners and edges by either bubble wrap, foam padding or similar 'cushion type' impact resistant material
- Legs are to be detached and placed with the unit or attached to the base in a separate bag.
- All zips or sharp edges must receive special attention to ensure they do not pierce the outer bag.
- Mattresses should have protective corner caps or be double bagged.
- All bases and mattresses are to be protected by an outer poly wrap of a 500 minimum gauge, or purpose made bag and taped NOT stapled.

3.2.7 Headboards.

- Headboards are to be boxed and protected at the corner and edges with either bubble wrap, foam padding or similar 'cushion type' impact resistant material

3.2.8 Garden and Conservatory Furniture.

- All products must be packaged as per the previously stated 'tables and chairs' section with relevance to either the assembled or self – assembly specifications.

Consideration must be given to the following:

- Cost of wrapping.
- Excessive use of wrapping while item is in transit.
- Product dividers between items to avoid rubbing, chipping or chafing.
- The outer label must indicate the contents in detail.
- Component parts that make up the final sales unit must be clearly labelled.

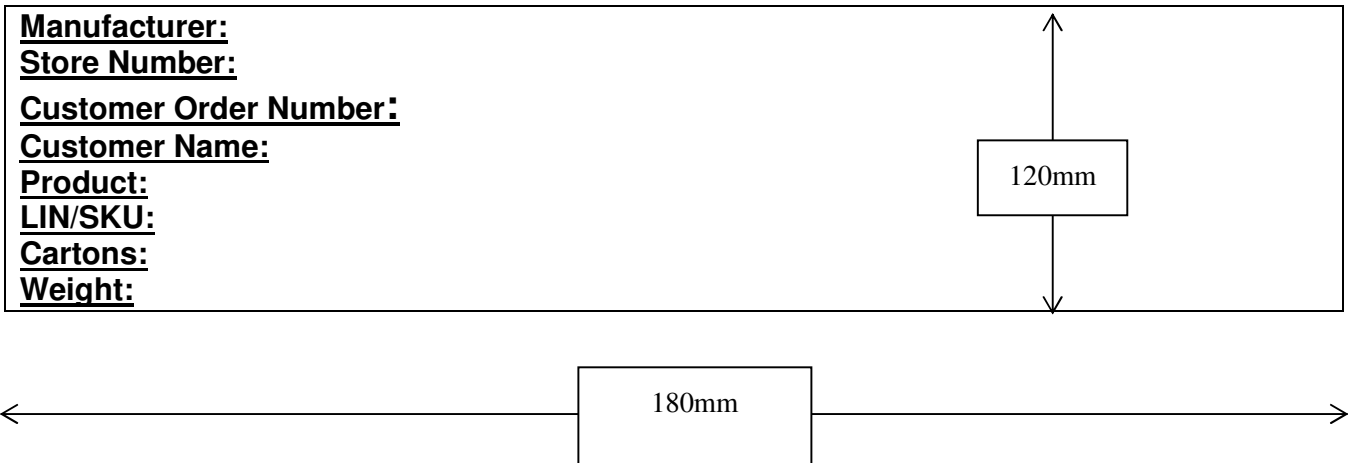
Cellophane bags are NOT to be used.

3.3 Labelling

All units of every order must be individually labelled with the following information:

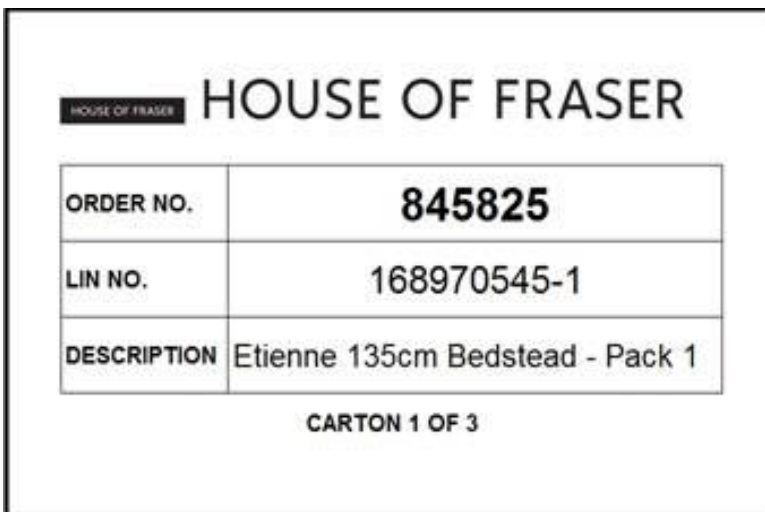
- House of Fraser department number
- House of Fraser order number
- Product Description
- Supplier Name
- Store name and number (MTO only)
- Customer name (MTO only)
- Number of pieces, numbered in sequence as per the order

MTO (Made to Order) Example Label:



This is the minimum requirement.

Bulk Stock Example Label:



4. FURNITURE DELIVERY PRESENTATION CHECKLIST

1. Correctly protected and packaged.
2. Correctly ticketed with House of Fraser price ticket if specified by House of Fraser.
3. Ticket attached price ticket details visible.
4. Correctly completed delivery documentation.
5. Arrival at the designated site on time with correctly presented load.