



# **Furniture / Rugs Quality and Packaging Standards Manual**

bloomingdale's

**March 2008**

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# Introduction

## To all Macy's and Bloomingdale's Furniture Vendors:

This **Furniture Packing and Quality Standards Manual** applies to all Macy's and Bloomingdale's vendors of furniture items tracked on our Big Ticket Reservation and Delivery System (RDS). This Manual provides an overview of our requirements for furniture and furniture vendors and it is of particular importance that every furniture vendor be aware that Macy's and Bloomingdale's require that:

- **What the buyer sees and approves is what we receive**
- **Product Quality is good and free of defects**
- **Product consistently complies with Macy's Vendor Standards, including this Furniture Packing and Quality Standards Manual**
- **Product is packaged and protected properly as per the Vendor Standards, including this Furniture Packing and Quality Standards Manual**
- **Product is loaded on clean, properly prepared trucks or containers with care and properly protected so that we can:**
  - **Receive**
  - **Locate**
  - **Pull**
  - **Deliver to our consumer**
  - **Open (from the manufacturer's packaging) at the customer's home intact**
- **Warranties and all vendor obligations in respect of customers commence upon delivery to the customer**

Macy's and Bloomingdale's on-going commitment to quality and exemplary customer service is continuing to move forward. Our goal is to consistently offer, sell, and deliver products and services that our customers perceive to be of superior value. That goal cannot be achieved overnight and even after being achieved, requires continuing effort that includes maintaining strategic alliances with our vendors, delivery agents, stores, facilities and customer service personnel. We look to each of our vendors as a valued resource, that will strive to maintain a level of quality and workmanship and an effective inspection process that meets our quality standards, including as outlined in this Furniture Packing and Quality Standards Manual. It is essential that all of us must embrace the quality process in order to reach our goal and achieve lasting success.

The Furniture Packing and Quality Standards set forth in this Manual are minimums that have been developed for the express purpose of assuring the consumer of a product that is as it should be and is received in that condition at the time of delivery. Vendors are encouraged to work with our Vice President National Director of Quality and personnel responsible for quality control at each of your factories. Should any deviation from these standards occur that requires repair work or should any repair work be performed, Macy's or Bloomingdale's, as applicable, will be compensated for any and all expenses for such work.

In addition to the requirements in this Manual, our vendors are also required to comply with all applicable standards, including with respect to technology, that are set forth in the Macy's Vendor Standards, which are posted at *macysnet.com*.

# Furniture Quality Standards

## General Requirements for all categories of merchandise:

1. All merchandise shall be free of structural, finish and tailoring defects, faulty materials and/or workmanship deficiencies. In the event of such a defect or deficiency, a workroom charge will be charged and/or the merchandise will be returned to Vendor.
2. All merchandise shall be free of dirt, grease and stains.
3. All merchandise shall be factory packaged for direct delivery to the customer, without requiring touch-up or repair. However, if, upon inspection, your product requires touch-up or other repair, a workroom expense offset will be assessed. In addition, should we need to send in-home service or do an exchange, a workroom expense offset will be a charged to cover the service call and/or a second delivery.
4. All packing must meet or exceed the current railroad and motor freight specifications to ensure sufficient protection during normal handling. Effective February 1, 2007, Macy's and Bloomingdale's will require that all vendors comply with packaging standards consistent with "[Rule 181](#)" of the National Motor Freight Classification, [www.nmfta.org](http://www.nmfta.org) issued on March 29, 2001, effective April 28, 2001. Damage due to insufficient packaging is not compliant and all expenses incurred will be charged back to the vendor as a workroom expense offset, with potential of RTV.
5. All items (except beds and knock down furniture purchased as such) shall be pre-assembled, unless the buyer and vice president/quality director agree otherwise by special arrangement. Special arrangements must be pre defined and approved, in writing by the MLO Vice President National Quality Director, prior to shipping to a MLO DC.
6. All hardware shall be installed or packaged securely so that it does not damage the item or become lost. A red or orange hardware package, or identifying tape, is required to make the hardware stand out from all the internal packing materials.
7. All staples, screws, nails, dowels, hardware, and other components shall be the proper type, size, quantity and style for the application and must be installed or, if not installed, must be provided, packaged and securely attached so as to not damage the item or become lost.
8. Nail holes are to be filled and properly finished.
9. Functional and moving parts must operate as intended.
10. All applicable laws, including local and state fire and flame retardant laws, must be met.
11. All products with electrical components must meet UL/CE Standards. [Underwriters Laboratory www.ul.com](#)

## Case Goods

1. All case goods must be free of lifting veneer, season or windshake splits and warping.
2. Doors must be aligned for proper opening and closing.
3. Clearance distance around doors and drawers must be uniform.

4. Drawers must have free running action and not bind at any point.
5. Joints and seams must be closed and tight.
6. Backing material must be of good quality material, securely fastened to ensure stability of the case. Case backs must fit flush with edges of the side panels and top of case.
7. Splintered and ragged edges are not acceptable.
8. Tops must be properly fitted to case and free of splits, poor repairs and warps.
9. Finishes must be even and consistent in color and sheen. They must be free of dirt, dust, and orange peel effect and free of milling, buffing marks, packing marks, and core depressions.
10. All components, including fabrics, must meet all federal, state and local requirements.
11. Finished surfaces must be free of nicks, scratches, season splits, foreign material, abnormal blemishes, unsightly burn-ins, runs, bubbles, and machining marks.
12. Veneered tops must be matched for color, uniformity and be free of chip-outs and other defects and imperfections.
13. All pieces in any particular cutting of a group must be uniform and consistent in color.
14. Any changes in production that alters the appearance or structural integrity of a piece from what is originally displayed on the selling floor, must be communicated to the Vice President National Director of Quality.
15. Marble must not be chipped, cracked or scratched and must fit properly.
16. Table slides must work freely and smoothly, be properly aligned, and be secured to the bottom of the tab.
17. All table leaves must be pre-fitted at the factory and the grain matched to the table as closely as possible. The holes and pins are to be in line and the center of the top square. The fit at the center and at adjoining leaves should have no variance greater than the thickness of a typical credit card. Apron spacing should be uniform throughout the table.
18. All glass, including mirrors, must be free of chips and scratches. Glass must be secure, so as not to shift or rattle.
19. Factory repairs such as patches and burn-ins will be accepted only if they are imperceptible.
20. Moldings and trim pieces must be securely installed and fit flush with the case
21. Cases must be square within 1/64" per foot and free from racking. All case goods must be pre-drilled and pre-fitted for hardware when hardware is not attached by factory.
22. Horizontal, large and heavy pieces must be level to within 1/32" or have levelers that are designed for the case and easily adjusted.
23. Mortise and tenon joints must not exceed 1/32" opening from the edge of the member to the edge of the tenon.
24. Miter joints are to be completely closed.

25. Beds must be pre-tested at the factory for proper stability and alignment. Appropriate hardware for attachment of headboard, footboard and frame must be secured and packaged with the bed. Directions for assembly must be part of the hardware package and include approximate time required for assembly.
26. Beds rails must be free of splits, poor factory repairs, lacquer runs and other visible defects. Finger jointed slats are unacceptable.

## Upholstered Furniture

1. Frames must be free of any knots, splits and wind-check that would weaken it structurally.
2. All joints must be properly fitted and tight.
3. Zigzag springs must be firmly anchored and laterally secured in at least two points in seat and back.
4. Hand-tied coil spring platform must be secured with at least six-way tie and double knot to each spring with high quality twine.
5. All springs in both seats and backs must be fastened so that there will be no noise while item is in service.
6. Skirts must be properly lifted and secured in transit.
7. Skirts are to be evenly centered and uniform in height.
8. Tailoring from side to side must be symmetrical.
9. All covers must be free of pulls, mis-weaves and off-shade color streaks.
10. All patterns and stripes must match as closely as possible unless railroading has been agreed upon by the buyer and Vice President National Director of Quality (732) 661-3029.
11. Seams must be straight and stitching must have a minimum of six stitches per inch with no skips.
12. All loose threads, lint and dust must be removed before shipping.
13. All exposed wood should be properly finished in accordance with standards outlined in case goods.
14. Fabric dye lots must be consistent in color and shading.
15. There can be no visible color variation between pieces in the same group or within a piece itself.
16. Flaws, mis-weaves, pile crush and "slubs" are considered a defect and are not acceptable.
17. Any change in production that alters the appearance or structural integrity from what is originally displayed on the selling floor, must be communicated to the Vice President National Director of Quality.
18. The top back edge of cushions must follow the contour of the item back with spacing not to exceed ½" unless part of the design.

19. Cushions are to be flush with the front of the merchandise and must fit properly from side to side.
20. Cushions are to be aligned and spaced equally between arms and backs. Tolerance must not exceed ¼" on front facing for front and back.
21. Sectional pieces must match to within ¼" in height, pitch, and parallel alignment for the back frames.
22. If a center leg is required for frame support, a warning label or hangtag must be attached to the item.

## Leather Goods

**All leather furniture must meet all of the General and Upholstery requirements as well as the following requirements:**

1. Leather is to be free of indentations due to improper handling or installation and must be properly fitted and securely glued.
2. Vendors must furnish, with all pieces of leather, a hangtag of explanation covering the inherent imperfections in genuine leather, such as natural scars.
3. Leather tops must be fitted and glued flush to rim with no visible bubbles.
4. All items must have proper protection to include top, sides and edges to prevent transit and handling damage.
5. The proper placement of hide imperfections on leather furniture is essential. Natural marks are not considered a defect. However, these marks cannot be unsightly.

## Wrought Iron and Metal

1. All metal fabricated items must have evenly flowed welds.
2. All welding slag must be removed and properly cleaned. Sharp and / or protruding fragments are not acceptable.
3. Any unit in which the weld is burned in too deeply, leaving an unsightly or uneven weld, will be rejected.
4. Any piece having paint peeling or chipping, including if due to improper application or cleaning, will be refused and returned.
5. All pieces must be properly assembled to ensure that they are both square and level.
6. All pieces must have proper quantities of the leg tips or glides already properly installed or securely attached to item for installation.
7. All resources must furnish touch up paint to ensure proper color match on items that become nicked or chipped.
8. Mesh tabletops and seats must be free of oil residue.
9. Aluminum and Steel tube seams must be polished so that seams are not visible.

## Mechanisms

1. Spring units must have padded no sag clips and be installed in a manner that prevents noise from rubbing of metal-to-metal or metal to wood.
2. Units must be free of binding through their entire range of operation.
3. Bases must hold unit level and not have tendency to lean in any direction.
4. Units are to be attached with appropriate hardware that prevents failure of units to operate or permits damage.
5. Units must be installed uniformly with equal clearance on fronts, backs and sides.
6. Units cannot have loose wires.

## Product Identification

### **All Merchandise Outer Carton Product/Labeling Identification:**

1. Location of hidden components must be clearly marked on product as well as hardware. Colored hardware pack is preferred for easy identification.
2. All merchandise that is sold with separate components that are not packaged together requires each component to have its U.P.C. and must have appropriate labeling as defined within these guidelines.

### **Carton markings for all cartons:**

1. All cartons must have manufactured suggested cut lines at the base of the product to ensure safe uncrating process.
2. Weight of product must be indicated on packaging.
3. Front and back of product must be identified on the carton.
4. Directional arrows should be applied when applicable.
5. All pieces to a set must come with separate SKU's identified on the cartons.
6. The outer wrap must include your UCC-128 label, U.P.C. number(s), if the U.P.C. number is on a separate label then the UCC-128 label, and U.P.C. label must be applied to the same side of the carton next to one another.
7. Ship from (Vendor name & address)
8. Ship to (Distribution center name and c/o Macy's Home Store and address with no abbreviations)

#### **EXAMPLE RARITAN MLO DISTRIBUTION CENTER #RF**

c/o Macy's Home Store  
401 Clearview Rd Building 2  
Edison, NJ 08837

9. Purchase order number (use a minimum 20 point bold font)
10. Department number (use a minimum 20 point bold font)
11. The FOB description i.e. Furniture or Bedding, which should be placed below "Mark for" and "Store Number" on the UCC format in 'Zone H' using a minimum 12 point bold font, 30 point bold font is recommended. The FOB description will be provided in the EDI 850.
12. Store number – 4 digit number (Use minimum 20 point bold font) and store name (No abbreviations) (Link to store number and green sheets)

- 13 .Human readable UCC128 20 digit code and barcode when sending an EDI Ship Notice (856)
14. U.P.C. number and barcode of each item in the carton (in Zone G of the UCC128) along with quantity of each U.P.C.
15. Color and/or Cover number
16. If the carton is not properly labeled with an UCC-128 label and a U.P.C. on the item and the label, an expense offset will be assessed.

**Furniture Product/Labeling Identification**

1. Your U.P.C. and UCC128 labels must be securely affixed to your merchandise.
2. U.P.C. placement must be located on item(s) as follows:

Case goods with unfinished backs	Top left or right back
Case goods where backs are finished	Bottom inside back
Occasional and dining tables	Underside of front rail or apron
Upholstered items	On deck or deck label
Dining, wood or metal chairs	Underside front rail
Sleepers	On deck label or sleeper mechanism
Recliners	Underside of ottoman

3. In addition to the U.P.C., the following product identification must also be included where appropriate:
  - Special and custom order merchandise must be clearly marked as such and show customer's name and address.
  - On drop ship orders sales check number must also be provided. Link to Appendix for Custom Label Specifications
  - Specified consumer literature must be affixed in a manner not to harm the on upholstered furniture, it must be attached through seams / welts. This includes UFAC tagging. Use extreme caution when information packet comes in contact with leather products.
  - Any special permanent identification on the interior or exterior of the merchandise must be attached as specified in a neat workmanlike manner.
  - Where local tax stamps or exemption permit numbers are required, they must be affixed to or printed on the law label
  - Table leaves (or similar product parts) must be shipped in the same carton as the table (product) unless otherwise approved.
  - If table leaves or parts are shipped separately from the table (product)< they must have a separate U.P.C. assigned and a separate UCC-128 label, so that they can be properly matched to the parent product.

# Furniture Packing Standards

## **Furniture Packaging Standards and Testing Guidelines**

### **All Merchandise Packaging**

Macy's and Bloomingdale's require all vendors to pack their product in a manner that will ensure damage free delivery to the consumer. Our minimum packaging standards are as follows:

1. Location of hidden components must be clearly marked on product as well as hardware. Colored hardware pack is preferred for easy identification.
2. All pieces to a set must come with separate SKU's and U.P.C.'s identified on the cartons and on each piece.
3. Carton markings - All cartons must have:
  - a. Manufactured suggested cut lines at the base of the product to ensure safe uncrating process.
  - b. Any piece having a finished surface directly under the center seam of the carton will have a clearly printed warning on the top or on the side of the carton stating that care should be used in penetrating the center seam.
  - c. Front and back of product must be identified on the carton.
  - d. Directional arrows should be applied when applicable
  - e. Where parts are separated in the carton, a warning to the customer must be located on the outside of the carton.
  - f. Weight of product must be indicated on packaging.
  - g. Must be labeled with a VICS standard UCC128 label that meets all guidelines within this manual.

### **Wood and Occasional Furniture Packaging Standards**

Packaging must meet or exceed the current railroad and motor freight specifications to ensure sufficient protection during normal handling. Macy's or Bloomingdale's requires our vendors to adopt packaging standards consistent with "rule 181" of the National Motor Freight Classification. [www.nmfta.org](http://www.nmfta.org)

Suggested packaging guidelines would be to use cartons that are 20% greater than the actual weight of the product within the carton, or equivalent, which are of proper proportions to house item based on size of merchandise. I.e.: Item weighs 200 lbs, carton must be at least 240 lb test or higher. Item must sit on a corrugated riser extending up around bottom edges. The outer cardboard must be fitted as not to allow movement of the item within the carton during transit.

### **Proper packaging is necessary in order to prevent wood-to-wood contact including:**

1. Doors on case goods must have protection between the top and bottom horizontal rails and edges of doors.
2. Doors must be secured to protect against damage from door latches.
3. Loose components, i.e. shelves, crowns, legs, handles, etc, must have protection between them and other surfaces
4. Loose components should be secured in such a way as to not move during transit.
5. Edges, corners and tops must be protected against carton rubs by a foam or cloth wrap.
6. Corrugated or Styrofoam corner blocks must be used to protect against damage.

7. Chairs must be in cartons with foam/plastic wrap along with an inner pack that allows the chair to float.
8. Chairs, tables and all other wood furniture can have no wood-to-wood or wood to carton contact.

**Upholstered Furniture Packaging Standards**

1. Merchandise must be shipped with a "cardboard end cap rising from the bottom over and around one arm of the upholstered piece plus a cardboard bottom tray is required for proper protection prior to the plastic wrap" with a minimum 6 mil plastic, and shrink-wrapped or taped to secure completely around the bottom.
2. Legs need to be protected by bubble plastic wrap, ½ inch thick foam, or strips of cardboard/brown paper. Staples should not be used to secure to bottom of legs.
3. The proper quantity of nuts, bolts and screws will be included for use in assembly by the customer. Also, this material will be of the highest quality to ensure proper ease of fit and use.
4. Detailed, easy-to-assemble instructions will be included for all pieces that require assembly. These instructions will include a listing and location of the parts and tools required for assembly.
5. Items must meet assembly criteria outlined in the General Requirements section of this manual.

**Rug Packaging Standards General**

The Department Number assigned by Macy's and Bloomingdale's and size of rug, determines their packaging, labeling and manufacturing requirements. To avoid damage and creasing caused by improper folding, packaging and transport of rugs, please review carefully, what standards apply to the rugs you are manufacturing and selling to Macy's and Bloomingdale's.

**Rugs Smaller than 36 inches by 36 inches for All Departments**

Rugs smaller than 36 inches wide and 36 inches long may be shipped with multiple pieces for one store, from one purchase order, within the carton or plastic bag. Each unit must have an individual U.P.C. attached, number of units within the container on the outside of the carton/bag, a scan able UCC-128 label and unit level data to support the barcode and the carton/bag must meet all other packaging and labeling standards as defined within this Manual and General Requirements guidelines.

**Weight and size requirements for shipping multiple piece cartons/bags**

**DIMENSIONS OR WEIGHT REQUIREMENTS**

MAXIMUM LENGTH	MAXIMUM WIDTH	MAXIMUM HEIGHT	MAXIMUM WEIGHT
40" Inches Length	40" Inches Wide	30" Inches High	50 lbs

Our carton size and packaging requirements apply to all multiple piece rug and rug pad packages shipped to a MLO Distribution Center including:

1. Do not over pack the carton/bag. This affects the integrity of contents and impairs the ability to scan the UCC128 label.
2. Carton strength should be a minimum of 32 ETC (edge test crush)=150 mullen
3. To prevent crushing during transit. Large or heavy cartons may require a higher

4. Seal cartons securely with security / reinforced tape. All openings on all sides of the carton/bag must be sealed using the "H" method.
5. We encourage the use of "environmentally friendly" packing materials whenever possible (recyclable and/or biodegradable).
6. Do not shrink wrap multiple cartons/bags together as "one shippable carton" due to the possibility of separation.
7. Make sure each carton/bag contains merchandise for only one selling location.
8. Do not Master pack cartons and assume MLO will unpack to ship to multiple locations.
9. If rugs are shipped as multiple pieces per carton, cartons should have a usable UCC-128 label affixed to the upper right hand corner of the carton/or on the bag on two sides and ASN data with accurate carton defined in the VICS standards at [www.VICS.org](http://www.VICS.org) and the Macy's and Bloomingdale's Mapping guidelines.
10. Number of units within the carton must be identified on the outside.

**Rugs Department 632:** Rugs larger than 4 feet wide must comply with department-defined standards below.

1. Rugs 6 x 9 feet and larger should be tri folded, bagged or protected.
2. Machine Made and Hand Made Rugs smaller than 6 x 9 feet should be rolled and shipped on pallets to the distribution center or store identified in the routing guide for Macy's and Bloomingdale's ([macysnet.com](http://macysnet.com)).
3. Rug pallets should have bottoms covered with cardboard to protect rugs from damage.
4. All rolled rugs should be rolled with the pattern facing the inside.
5. All rugs must be packed in a 6 mil or higher plastic bag or shipping container.
6. All Rugs must have a unique U.P.C. number and barcode/human readable data, manufacturer name, size, material content, country of origin and any government required law labels, permanently affixed on the back of the rug.
7. Special orders and "one of a kind" rugs must also comply with the same rug packaging and labeling standards as stock rugs, and as defined in this Manual.
8. All **stock** rugs should be shipped into MLO Distribution Centers or designated stores based on individual arrangements provided by Macy's Transportation Office and the Buyer's office.
9. Rugs shipping to a DC for redistribution to stores must be segregated by store and should have a cardboard or paper separator between merchandise for each store.
10. Palletized rugs should be stacked no higher than 5' feet high on any pallet and must be secured to the pallet and other rugs to aid in stability of the load.
11. If rugs are received damaged or soiled due to poor shipping or packing practices, an expense offset may be assessed and vendor will be required to provide an RTV for full cost of goods.
12. Rugs too large to palletize must be loaded on the trailer by store.

13. The UCC-128 label must be easily accessible and attached securely to avoid damage, to the plastic packing bag on the end of the rug. UCC-128 labels can be hangtag attached with wire swift attach so long as all labels are placed in the same location on the same end/side on each rug on the pallet.
14. Rugs should follow all of the technology and U.P.C. guidelines noted within this Manual
15. If no ASN is provided each pallet should be flagged with packing slips listing the PO#, dept#, vendor#, along with the style and stores included on the pallet.
16. If vendor is providing usable ASN and UCC128 label and supporting data for each rug on the pallet no packing slip is required.
17. Customer special order rugs will be drop shipped directly to the customer's home unless otherwise specified and arranged through MTO and Rug department.
18. All rugs must have an EDI 856 ASN transmitted at time of shipping in order to facilitate timely invoice payment and customer billing.

### **Consigned to Sell Rugs Department 886**

1. Consigned to sell and Armrack Rugs must comply with all standards defined above for Department 632 plus the guidelines below which are specifically related to 886.
2. Consigned to sell rugs may not be drop shipped.
3. All rugs in department 886 should be shipped into MLO Distribution Centers or designated stores based on individual arrangements provided by Macy's Transportation Office.

### **Rug Product /Labeling Identification**

1. Your U.P.C. and UCC128 labels must be securely affixed to your merchandise with a swift attach or metal ring and must be easy to access at one end of the rugs on the same pallet. In addition to the U.P.C., the following product identification must also be included where appropriate
2. Proper law labels must be attached in such a manner that will not damage the rug if label is removed.
3. It is your obligation to ensure that your labels comply with current applicable laws and regulations.
4. Specified consumer literature must be affixed in a manner not to harm the merchandise
5. Country of origin and content labels according to legal requirements.
6. Where local tax stamps or exemption permit numbers are required, they must be affixed to/or printed on the law label. Floor samples MUST have a unique U.P.C. and vendor style assigned to each of the items.
7. Trucks need cardboard lining on the truck floor and walls. Trucks need cardboard lining on the truck floor and walls.
8. Containers need cardboard lining on bottom and foam blocks on the sides to hold the merchandise in place.

## **Pre-Packing Instructions**

1. Any piece having a finished surface directly under the center seam of the carton will have a clearly printed warning on the top or on the side of the carton stating that care should be used in penetrating the center seam.
2. The instructions for opening and handling the carton must be pre-printed on the carton. Example: open this end, cut bands, lift out, this end up, truck from the side.
3. Where parts are separated in the carton, a warning to the customer must be located on the outside of the carton.

## **Assembly Limitations and Instructions**

1. The proper quantity of nuts, bolts and screws will be included for use in assembly by the customer. Also, this material will be of the highest quality to ensure proper ease of fit and use.
2. Detailed, easy-to-assemble instructions will be included for all pieces that require assembly. These instructions will include a listing and location of the parts required for assembly.
3. Items must meet assembly criteria outlined in this Manual's General Requirements section.

## **Operating Requirements**

Macy's and Bloomingdale's require our resources to meet the quality expectation of our customers. This is achieved by Macy and Bloomingdale's quality program, which requires a partnership with our vendors in creating the specifications for and then producing a product that ensures that we meet these expectations. The program outlined below requires our vendors to bear the cost of failing to satisfy agreed upon product specifications. It is our objective to assist our vendors in developing means to eliminate this expense completely by adherence to quality guidelines with quality specifications in the manufacturing and packaging processes. All Macy's/Bloomingdale's facilities will administer the Vendor Standards as specified in the Vendor Standards, including in this Manual and as set forth below:

1. The facility will process (with process defined to include either moving an item in the original factory wrap for delivery direct to the customer or to unwrap for inspection and/or deluxing) all merchandise confirmed for delivery to a customer. In either case, if any type of touch-up or repair is required, an expense offset will be assessed. No free time will be provided if it is necessary to conduct a touch-up or repair for a defect or vendor caused damage.
2. All merchandise determined to be defective by our quality control inspector will be returned to the resource for full credit. In general, if a manufactured defective product can be repaired in our workroom in less than 30 minutes, we will complete the repair and charge the vendor, unless other satisfactory arrangements are agreed to by both the Vice President Merchandise Manager and the Vice President National Director of Quality. At times it may be necessary to spend more time repairing merchandise as to not fail a customer delivery. In this case the vendor will also be charged based on the time needed to complete the repair. The vendor will be responsible for the initial and the return shipment costs of every defective item being returned if not picked up on a vendor assigned carrier.

3. The vendor will be assessed a 7% of cost handling fee on all defective returns. If the vendor requires that defective items be cartoned, an additional 10% of cost charge will be assessed to offset the Division's expense for labor and materials. Total charges for the return of defective merchandise will not exceed 17% of cost, excluding freight, unless there are special circumstances that are negotiated between the Division and the liable vendor. To ensure prompt delivery to our customers, we will perform minor repairs on defective merchandise where determined to be appropriate by Macy's or Bloomingdale's personnel.
4. The vendor will be charged the rate of \$60.00 per hour, with a minimum charge of ¼ hour.
5. Seasonal and stock adjustment returns will be determined by the Division merchants and vendor on a one-on-one "as needed" basis.
6. In order to meet customer delivery and service standards, furniture and bedding vendors will be assessed late fees when purchase order ship and cancel dates are extended due to vendor delivery delays. Late vendor shipments resulting in non-delivery to our customer will be assessed fees equal to 10% of the merchandise cost, a \$50.00 per incident charge plus costs incurred by the divisions such as customer adjustments and accommodations.
7. All expense associated with in home servicing of defective merchandise will be charged back to the vendor at the rate of a minimum \$50.00 per incident. The \$50.00 minimum charge represents the cost of the service call and any minor repairs made by the service technician while in the customer's home. If a part is needed to affect the repair requiring a second service call, the second call will be treated and charged as a separate incident.
8. The vendor will be charged a \$45.00 fee for all exchanges and pick-ups when the cause is due to the merchandise being defective. Redelivery of item(s) being exchanged or picked up will not be charged back to the vendor.
9. The applicable Division must receive parts needed to replace damaged or defective items within twenty-one (21) days and must meet all acceptable quality standards to affect repair as new. If the part(s) received does not meet the guidelines as outlined above, then the merchandise will be returned to the liable vendor at the vendor's expense including freight unless other arrangements are agreed to by the Vice President National Director of Quality. In addition MLO requires that you utilize our internet based Parts Ordering and Tracking System (POTS), as the only method to receive parts orders from Facilities and our third party home service technicians. To use POTS, you must first register on-line at [www.macysnet.com](http://www.macysnet.com).
10. Where vendor uses outside networks, vendor may wish to have them become pre-authorized by the Vice President National Director of Quality to speed up the process and allow quicker turn around of merchandise and standardization of warranty claims.
11. All vendors are required to register and use our automatic email notification system for notification of failure to follow Macy's and Bloomingdale's Vendor Standards or other quality issues. We are able to send you information regarding all expense offset deductions via email. This provides you with feedback on any non-compliance issues, allowing you to correct future shipments and avoid additional charges. To

receive automatic notification of Expense Offsets (including workroom), send an email request to [exo@macysnet.com](mailto:exo@macysnet.com).

12. Vendors should ensure that trucks are loaded with merchandise that is:
  - Facing in proper direction for transporting (arrow up)
  - Loaded securely to prevent shifting during transport
  - Grouped by Purchase Order with labels facing out

## **INSPECTIONS**

1. Vendor's representative will be responsible for visiting the Macy's facility on a schedule determined by the facility quality control manager. The schedule must permit timely disposition of merchandise to be considered for return authorization. Merchandise deemed defective by the vendor's representative and the facility quality control manager will be identified to the vendor's corporate office for return authorization.
2. The vendor will be responsible for sending a qualified representative that will have authorization for inspection and disposition of defective items. A maximum of two weeks will be considered normal for the process of notifying the vendor representative, representative's visit and final disposition of defective merchandise. A maximum of two weeks will also be considered normal for actual return or other agreed upon disposition to be effected. The representative will inspect merchandise that has been classified as defective, or found damaged as a result of poor packaging by our quality control inspector.
3. It will be the responsibility of the vendor's representative and quality control manager to make a decision in regard to the defective or damaged merchandise's disposition. In cases where special requirements are made for the return of merchandise such as shipping labels or truck authorization, the vendor's representative must have the necessary papers in his/her possession at time of inspection.
4. If the vendor or its representative cannot meet the above guidelines, the Facility Quality Director reserves the right to notify the vendor with a list of the items determined to be defective and then return the defective merchandise. If no vendor authorization is received within three days of notification, the merchandise will be returned for full credit at vendor's expense, including freight.
5. When merchandise is found damaged or defective while it is being unloaded on our receiving dock, our receiving manager will follow the Macy's Logistics Inbound Inspection Procedure to determine disposition. The procedure requires a minimum of 5% of the shipment to be inspected. If we find that 20% of the items inspected are defective, then the entire shipment will be segregated and is fully subject for return to the vendor.
6. Standard freight claim procedure will be followed in the case where damaged items are a result of the common carrier. When a resource carrier is used, the damaged or defective merchandise may be returned in the same truck.

## Workroom Expense Offsets and In Home Service Expenses

Our **Workroom Policies** are intended to recover the cost incurred by Macy's and Bloomingdale' due to vendors whose merchandise **does not meet our minimum quality requirements** or is not shipped in compliance with our standards.

### WORK ROOM EXPENSE OFFSET POLICY

QUALITY COMPLIANCE	WORK ROOM OFFSET
<b>DEFECTIVE MERCHANDISE</b>	
Defective Merchandise (Non-repairable)	Full Merchandise Credit Inbound & Outbound Freight (plus 7 – 17% handling fee)
Defective Merchandise (Minor repairs)	\$60/hour; minimum 1/4 hour charge
In-Home Service (Defective mdse.)	\$50 plus cost of repair
Exchange & Pick-ups (Non-repairable defects)	\$45 per incident
Replacement Parts (Defective)	No charge for parts; charge for the cost of the service call

### OPERATING EXPENSE OFFSET ERRORS

Short shipments resulting in non-delivery of customer orders	10% of merchandise cost, \$50 per incident plus cost incurred for customer adjustments and accommodations effective 8/04.
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## Workroom Expense Offset Function Codes

Function	Function Name	Function	Function Name
300	Exchange/Delivery Vendor Defective Goods		
302	Checking	351	Scratched/dented exposed legs
303	Season/shake splits	352	Inadequate glue/fasteners
306	Part/hardware crooked/missing	354	Springs loose or squeaking
307	Misaligned/Poor Fit Tabletops	355	Torn cambric
309	Chipped edges finished over	356	Flawed fabric
310	Dents/scratched finished over	357	Mismatched pattern
311	Veneer sanded through	359	Fabric cut too short
312	Loose/chipped veneer	360	Fabric torn by tack strip
315	Poor door/drawer fit	361	Tack strip loose
318	Glue blocks/cleats not seated	362	Staples protruding or showing
319	Drawer guide misalign/split	363	Crooked seams
320	Machining marks under finish	364	Uneven welting
321	Protruding nail or screw	365	Skirt uneven/too long
322	Poor finish application	366	Buttons missing or loose
323	Glue/putty finished over	367	Defective zipper
324	Lacquer or finish runs	368	Pattern markings bleed thru
325	Excessive compound residue	369	Cushion core breakdown
326	Poor repair/fill	370	Fabric/leather rubbed
327	Irr sheen/poor rub out on top	371	Unacceptable scars/marks
328	Orange peel/pits/fish eye	372	Leather cracking/peeling
329	Holes not drilled	373	Dye lot problem
331	Fraying/peeling wicker	375	Frame split/poor stk selection
332	Poorly secured wicker	376	Open or poor fitted joints
334	Chips/fills/sCRT-marb/stone	377	Finish missing/light edges
335	Loose/defective welds	378	Debris in finish
336	Defective wiring/fixture	380	Packing marks
337	Replace Defective mechanism	381	Warped or loose frame
338	Replace Defective Door	382	Insufficient fill/batting
339	Glass does not fit	383	Sloppy tailoring
340	Defects in glass	384	Broken stitching/open seams
341	Replace Defective tracks,slides,runners	385	Warranty inspection
342	Replace Defective Panels	388	Debris under fabric
343	Replace Defective Light Fixture	390	Deluxe/touch up
344	Replace Defective Bed Post	391	Warehouse damage
345	Replace Defective Top	392	Delivery damage
350	Insert missing/stripped/blocked	398	Allowance/markdown

## **Macy's/Bloomingdale's**

### **Furniture Quality & RTV Contact List**

#### **Vice President National**

**Quality Director** Arthur Goldman 732-661-3029 arthur.goldman@macys.com  
**Administrative Assistant** 201-271-4090  
**OVP Workroom:** 410-612-2801  
**POTS Administrator** 410-612-2815

**Six Sigma Black Belt:** 206-575-2085

#### **Raritan, New Jersey**

401 Clearview Road  
Edison NJ 08837

**Facility VP Manager:** 732-661-3075  
**Quality Director:** 732-684-8490  
**RTV Manager:** 732-661-3020  
**Workroom Manager:** 732-496-2852  
**Returns Manager:** 732-684-3009  
**Bedding Director** 732-661-3076

#### **Stone Mountain, GA**

4401 Sarr Parkway  
Stone Mountain GA 30083

**Facility OVP Manager:** 770-908-4811  
**Quality Director:** 770-908-4593  
**RTV Manager:** 770-908-4620  
**Workroom Manager:** 770-908-4593  
**Returns Manager:** 770-908-4620

#### **Miami, FL**

7100 NW 32nd Avenue  
Miami FL 33147

**Facility VP Manager:** 305-835-5025  
**Quality Director:** 305-835-5026  
**RTV Manager:** 305-835-5484  
**Workroom Manager:** 305-835-5592

#### **Houston, TX**

2103 Ernestine  
Houston TX 77023

**Facility VP Manager** 713 924 3185  
**Quality Director:** 713-924-6631  
**RTV Manager:** 713-924-3467  
**Workroom Manager:** 713-924-6631  
**Returns Manager:** 713-924-3467

**City of Industry, CA**  
15541 East Gale Avenue  
City of Industry CA 91745

**Facility VP Manager:** 626-855-6249  
**Quality Director:** 626-855-4183  
**RTV Manager:** 323-855-1753  
**Workroom Manager:** 626-855-4183  
**Returns Manager:** 323 855-0783

**Union City, CA**  
1200 Whipple Road  
Union City, CA 94587

**Facility VP Manager:** 510-376-4139  
**Workroom Manager:** 510-376-6687  
**Returns Manager:** 323-816-1387

**Tukwila, WA**  
17000 South Center Parkway  
Tukwila WA 98188

**Facility VP Manager:** 206-575-2344  
**Quality Director:** 206-575-4988  
**RTV Manager:** 206-575-4962  
**Workroom Manager:** 206.575.6660  
**Returns Manager:** 206-575-4962

**Minooka, IL**  
601A Mid Point Road  
Minooka, IL 60447

**Facility VP Manager:** 815-521-3702  
**Quality Director:** 815-521-3725  
**RTV Manager:** 815-521-3740  
**Workroom Manager:** 815-521-3741  
**Returns Manager:** 815-521-3740

**Bailey Road, OH**  
12629 Mahoning Avenue  
N. Jackson, OH 44451

**Facility DVP Manager:** 330-538-6064  
**Quality Director:** 330-538-6066  
**RTV Manager:** 330-538-6038  
**Workroom Manager:** 330-538-6141  
**Returns Manager:** 330-538-6038

**Dayton, OH**

2260 Arbor Blvd.  
Moraine OH 45439

<b>Facility Director</b>	937-534-4054
<b>Accuracy Manager</b>	937-534-4056
<b>Workroom Manager</b>	937-534-4071
<b>Returns Manager</b>	937-534-4062

**Bridgeton, MO**

300 Rock Industrial Park Drive  
Bridgeton, MO 55413

<b>Facility Director:</b>	314-393-8834
<b>RTV Manager:</b>	314-738-7957
<b>Workroom Manager:</b>	314-738-7957
<b>Returns Manager:</b>	314-738-7913

**For inquiries on workroom expense offsets visit [www.macysnet.com](http://www.macysnet.com)**

**Please note that all inquiries related to expense offset charges for workroom should start by checking details on [www.macysnet.com](http://www.macysnet.com)**