

PACKING VENDOR GUIDELINES ONLINE, RETAIL & DROP SHIP

ADDENDUM TO INDIGO VENDOR MANUAL
FOR MERCHANDISE VENDORS

v.2.0 (April 2019)



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The following Packing Vendor Guidelines apply and are in addition to the guidelines Set out in the Indigo Vendor Manual for Merchandise Vendors. In case of any conflict between these Packing Vendor Guidelines and the Indigo Vendor Manual for Merchandise Vendors, the terms and conditions of these Packing Vendor Guidelines take precedence. Except as modified herein, all guidelines Set out in the Indigo Vendor Manual for Merchandise Vendors remain in full force and effect.

ONLINE PACKING

At Indigo, our mission is to provide a joyful customer experience; whether through a retail store or our online store at indigo.ca, we want our customers to experience the same joy of receiving quality products. To support our mission, we have developed the following **Online Packing Guidelines** to ensure that product arrives at our customers' homes in brand new condition.

The guidelines apply to the following:

- 1) **All Online Purchase Orders for Site# 970** destined for:

INDIGO ONLINE DISTRIBUTION CENTRE, SITE # 970
100 Alfred Kuehne Boulevard, Building # 50
Brampton, ON, Canada L6T 4K4

Please note: purchase order printouts for Site 970 will include the following message: "PACK INDIVIDUALLY FOR ONLINE DC, SITE 970"

- 2) **Purchase Orders for select vendors** (as notified) **for Indigo's Western DC Site #988** destined for:

INDIGO CALGARY DISTRIBUTION CENTRE, SITE # 988
5800, 79 Avenue South East,
Unit #10
Calgary, AB, Canada T2C 4S6

Please note: purchase order printouts for Site 988 will include the following message: "PACK INDIVIDUALLY FOR CALGARY DC, SITE 988"

TERMINOLOGY:

Box with opening: Box with a cut-out, partially exposing the merchandise.

Each: the individual unit (single merchandise).

Gift Box: gift ready merchandise box.

Inner Pack: packing material (i.e. Inner Carton, Polybag...) grouping together a number of ordered units within a master/case pack.

Master Case/Carton: a vendor's outermost shipping carton containing the individually packed ordered units.

Packaging Insert ("Insert"): packing material used to fill empty space, complete the package housing, and secure the merchandise during transport.

Polybag: a type of container made of thin, flexible, plastic film, used for containing and transporting goods.

Premium Box: rigid 2-piece box (with separate bottom and lid); may contain more elaborate branding/design.

Selling Unit: the product packed, sold and shipped as a single unit.

Set: a grouping of Eaches to create a pre-pack Selling Unit.

Ship-Alone items: large merchandise packed in master cartons, ready to be shipped to customer with no requirement for unpacking or additional packing.

Standard Box: plain folded corrugated box; may contain branding/design.

Unit/Single Pack: packing material (i.e. Polybag, Box, Carton...) used to protect the individual product/unit.

GENERAL GUIDELINES

- Merchandise must be packed as an individual Selling Unit – an Each or a Set.
- The Unit/Single Pack must contain all components of the Selling Unit for one (1) piece or multi-piece units (i.e. mug & lid, candle container & lid, cup & straw,...)
- Merchandise must be packed either in an individual Polybag, Box or Carton.
- Merchandise must be packed for immediate shipment to our customer with no further repacking required at Indigo's Online Distribution Centre ("DC").
- A UPC barcode sticker must be affixed to the Unit/Single Pack.
- The UPC barcode sticker must include: UPC barcode, readable UPC number, product information, and QTY=1.
- Gift wrapped and Boxed items with openings must be placed in a sealed Polybag.
- Sufficient protective Packaging Insert material must be used inside the Unit/Single Pack to protect the merchandise from movement and damage during transport. This must be new material only.
- Packed item must be able to pass Drop Test Standard (please see Appendix).
- Product ordered to the Online DC must not include retail price on the UPC sticker.
- Non-compliant shipments may be subject to respective cost recovery charges as per Indigo's Vendor Compliance program, at Indigo's discretion. Please refer to the Non-Compliance Chargebacks – ONLINE PACKING REQUIREMENTS below.

PACKING GUIDELINES

Master Case/Carton

- Merchandise must be packed in new/clean Master Cartons.
- Outer/master and inner case-pack quantities must be in accordance with quantities that were agreed to by the Category Manager.
- Each Master Case/Carton must contain only one SKU/UPC/EAN, for only one Purchase Order.
- Master Cartons must not exceed 23" (L) x 22" (W) x 16" (H) (any exceptions must be submitted to vendorcompliance@indigo.ca for pre-approval.)
- Filled Master Carton weight must not exceed 40 lbs (any exceptions must be submitted to vendorcompliance@indigo.ca for pre-approval.)
- The UPC and description of the respective product and the total quantity of units must be marked/indicated on (the outer long side of) the Master Carton.
- Master Cartons must be double-wall (5ply) with minimum edge crush strength of 50 lbs (22 kilos), and a bursting strength of 200lb/in² (1379kPa -13.4kg/cm²).
- Exceptions are for Food (liquids & semi-liquid) and Furniture which require a bursting strength of 275lb/in² (1896kPa - 18.4kg/cm²).

- Special handling instructions must be indicated on the Master Carton (i.e. “fragile”, “glass”, “This way up”, “Do not double stack” etc...)
- Expiration dates must be indicated on cartons for Food/Gourmet/Cosmetics products.
- Non-compliant shipments will be subject to respective cost recovery charges.

Unit/Single Packing - Merchandise

Individual sellable units (an Each or a Set) must be separately packed in one of the following, as required:

- Polybag
- Standard Box
- Gift (Premium Box)
- Ship-alone Carton

Protective Packaging Inserts

Protective Packaging Inserts must be used inside the master pack, and inside the single/unit pack to minimize shifting, damage and/or breakage during transport. This must be new material only.

Insert materials that may be used include:

- Foam (i.e. polystyrene foam, soft foam Insert, etc...)
- Corrugate
- Bubble wrap or Air bags

We request that all vendors use recyclable, environmentally friendly packing materials, avoiding excessive use.

PACKING MATERIAL GUIDELINES:

Polybag:

Indigo requires the use of clear Polybags to protect the merchandise throughout distribution.

- Polybag must include a single UPC only.
- Individual sellable units (Each/Set) must be separately packed in Polybags.
- Gift wrapped/Boxed items with openings must further be placed in a Polybag.
- Polybags must be securely sealed to prevent product from falling out. It is recommended to use self-seal or re-sealable Polybags, unless instructed otherwise.
- Polybag size must be such that the product fits inside with no more than one inch (1") of excess space.
- For leather/suede goods and most apparel, Polybags must contain holes to allow material to breathe and release moisture.
- Polybags must be clear and made from film that is at least 0.75 mil [19.0 µm] thick.
- If this is a Polybag that Indigo's customer will ultimately receive, and it has an opening that is greater than fourteen inches (14") in circumference, then the Polybag must have on it, clearly printed in black, visible and smudge proof, the following anti-suffocation safety warning in both official languages:

**"PLASTIC BAGS CAN BE DANGEROUS. TO AVOID DANGER OF SUFFOCATION
KEEP THIS BAG AWAY FROM BABIES AND CHILDREN."**

**"LES SACS DE PLASTIQUE PEUVENT ÊTRE DANGEREUX. POUR ÉVITER LE DANGER
DE SUFFOCATION, NE LAISSEZ PAS CE SAC À LA PORTÉE DES BÉBÉS NI DES
ENFANTS"**

Box & Gift Box:

- All Boxed items must be packed in individual protective ship-ready, sealed Boxes.
- Fragile, jewelry, and gift merchandise must be individually packed in a standard or Premium Box, as required.

- Gift wrapped/Boxed items with openings must further be placed in a sealed Polybag.
- UPC barcode sticker must be affixed to the outside of the Box on the lower right corner of the back side of the Box.

Box Specification Sample (individual merchandise):

Example: sample size for a cubic mug Box (for an 11 oz ceramic mug)

- Size: 4" H x 4" W x 4" D (may vary depending on size/shape of mug)
- Corrugated cardboard
- Bursting strength of 200lb/in²

Ship-Alone Carton:

- Merchandise with a length of 20 inches or more, or with a weight over 25 pounds must be packed in a securely sealed, customer ready Ship-alone Carton.
- Ship-alone merchandise must be packed in plain cartons with minimal product description and markings, no vendor branding and no vendor logo.

Bubble Wrap:

Bubble wrap is not accepted as a Unit/Single Packing type as it does not provide sufficient protection to the merchandise during transportation to the customer. It may be used as Packaging Insert material only to protect the item inside the package from damage during transport.

UPC BARCODE STICKER GUIDELINES (for Polybag, Box, carton)

The UPC barcode sticker must be affixed on the exterior packing of the individual unit (i.e. Polybag, Box, Carton, etc.), as per the **Sticker Placement Guidelines** below. The barcode must be scannable and compliant with industry standards.

Sticker Content:

- Product/Item Description
- Scannable UPC barcode
- Readable UPC
- QTY: 1
- No retail price

(Please note that there must also be a separate scannable UPC barcode sticker, as required, affixed to the merchandise hangtag on the product, inside the packing material)

Below is a **sample UPC barcode sticker** that must be **affixed to the outer packing**:



Suggested sizes for the UPC barcode sticker are:

- 1.45 inches x 0.725 inches
- 1.25 inches x 0.5 inches

Sticker Placement Guidelines:

Unit/Single Packing Type	Sticker Placement (on Unit/Single Packing)
Polybag: Flat packed	Lower front section (preferred placement)
Hanger inserted (where required)	Top left shoulder of the garment
Box	Lower back section <u>and</u> top of Box

Please refer to the **PACKING GUIDE** below for Unit/Single Packing requirements by product category. Please note that each exterior pack must have a **UPC Barcode sticker affixed** to it as instructed in the [UPC Barcode Sticker Guidelines](#) section above.

PACKING GUIDE

Product Category	Pack QTY	Unit/Single Packing Requirement	Packaging Insert Material
Apparel (e.g. pajamas, onesies, t-shirts, etc.)	Each/Set	No hanger: Individually folded & flat packed in a sealed Polybag	Tissue paper or paper board (if required)
		With hanger inserted: individually packed in a sealed Polybag	None
Scarves, Wraps	Each	Individually folded & flat packed in a sealed Polybag - no hanger	None
Jewelry & Watches	Each/Set	Earrings and necklaces attached to a card and individually packed in a sealed Polybag	Foam or paper Inserts for necklaces, earrings, bracelets, rings
		Watches packed in a display Box and individually packed in a sealed Box or Polybag	
		All other Boxed/Gift Boxed items placed in individual sealed Polybags	Foam pillow Insert for watches
Reading Socks, Hats, Gloves, Boot Inserts, Holiday Stockings	Each/Pair	Individually packed in a sealed Polybag (Polybags may contain holes to allow material to breathe)	None
Socks Sets (Boxed)	Pair	Individually Boxed (Set). If Gift Box or Box has opening: individually packed in a sealed Polybag	None
Bags, Totes, Backpacks, Wallets, Small Leather Goods (SLG)	Each/Set	Individually packed in a sealed Polybag to protect product and shape	Air bag stuffing for large bags/totes + desiccants
		Gift Boxes: individually packed in a sealed Polybag	
		For leather/suede goods, Polybags must contain holes to allow material to breathe	Paper Inserts inside wallet/SLG (as required) to protect the shape of the product + desiccants
		Include desiccants inside the packing.	

Cosmetics, Fragrances, Bath Salts/Products (bottles, jars...)	Each/Set	Individually packed in a sealed Polybag to contain spills (both Boxed/packageged and unBoxed/unpackageged product) Gift Boxes: individually packed in a sealed Polybag Samples packed as "kitted" individual Selling Units, in a sealed Polybag	Protective Inserts in Boxes as required (i.e. tissue, corrugate, foam...)
Lotions, Liquid Cleaning Products (bottled)	Each/Set	Individually packed in a sealed Polybag to contain spills (both Boxed/packageged and unBoxed/unpackageged product) Samples packed as "kitted" individual Selling Units, in a sealed Polybag	None
Shoes/Boots/Slippers (Infants/Children's/ Adults)	Pair	Individually Boxed and strapped/secured with an elastic (to minimize movement during transport) Soft goods may be packed in a sealed Polybag Gift Boxes: individually packed in Polybag	Paper or corrugate divider; tissue if required
Soft Home Goods: Throws, Pillow Covers, Table Linens, Bed Linens, Rugs, Towels	Each/Set	Individually folded & flat packed in a sealed Polybag No hangers	Flat corrugate Insert for linens, throws (as required)
Pillow Inserts	Each/Set	Individually packed in a sealed Polybag	None
Hard Goods: Home, Gift & Tabletop (e.g. stemware, china, decorative items, snow globes, votives, vases, holiday decor, etc.)	Each/Set	Individual units (sold separately) packed in individual protective ship-ready , sealed Boxes Sets packed in a sealed Box as an individual Selling Unit. Set components packed with separators between units to avoid breakage/damage during transport.	Foam supports/ corrugate/ bubble wrap, as required to prevent breakage during transport
Candles & Frames	Each/Set	Individual units packed in a sealed Box Sets packed in a sealed Box as an individual Selling Unit	Foam supports/ corrugate/ bubble wrap, as required to prevent breakage during transport
Plush Toys	Each	Individually packed in a sealed Polybag, unless packed in a sellable Box.	None

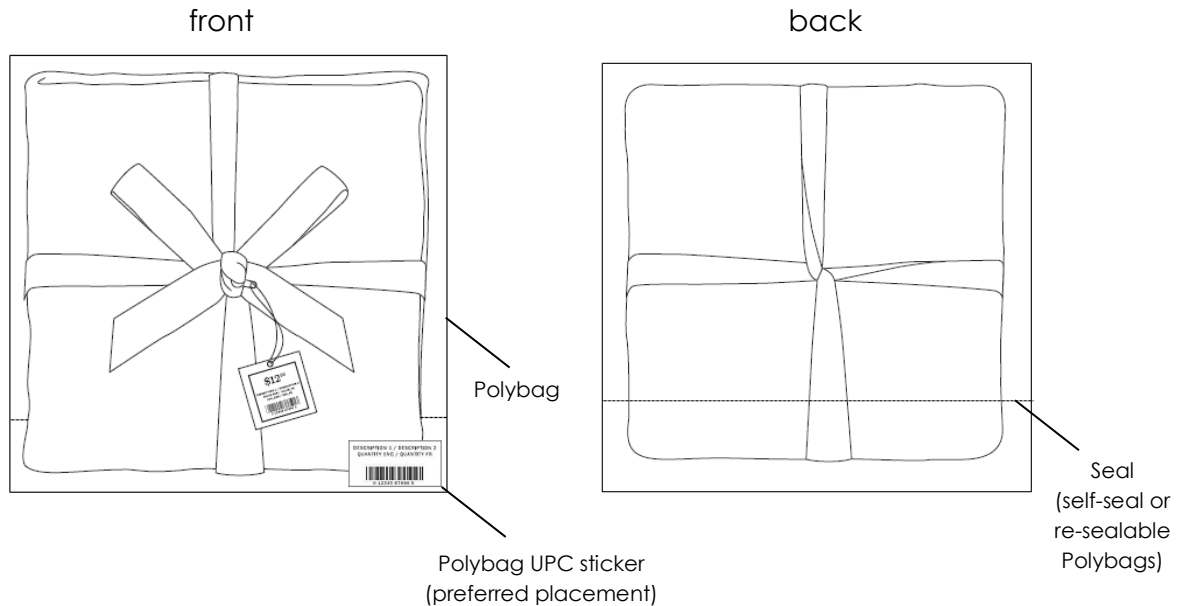
Boxed Toys	Each	Packed in customer ship-ready sealed Carton/Box Gift wrapped/Boxed items with openings must be packed in a sealed Polybag	As per respective vendor packing
Journals	Each	Individually packed in a sealed Polybag	None
Electronics	Each	Boxed items pre-sealed with plastic film or placed in a shrink-wrap sleeve/Polybag	None
Furniture	Each/Set	Packed in a customer ship-ready plain carton, securely sealed and packed with sufficient Inserts to minimize movement & damage during transport Minimal vendor markings & branding on carton Flat-Packs as required	Protective Inserts (i.e. polystyrene foam, corrugate, etc.)
Ship-Alone *Please refer to the definition of Ship-Alone Cartons in this document	Each	Packed in a customer ship-ready plain carton, securely sealed and packed with sufficient Inserts to minimize movement & damage during transport No branding/minimal product description on carton (e.g. kids/toys Ship-alone items)	Protective Inserts (i.e. foam corners, corrugate, etc.)
Gourmet items		Individually packed in a sealed Box or sealed Polybag.	Foam/corrugate as necessary (if Boxed)

For any product categories not included above, or for any exceptions to these packing guidelines, please submit a request for pre-approval to vendorcompliance@indigo.ca

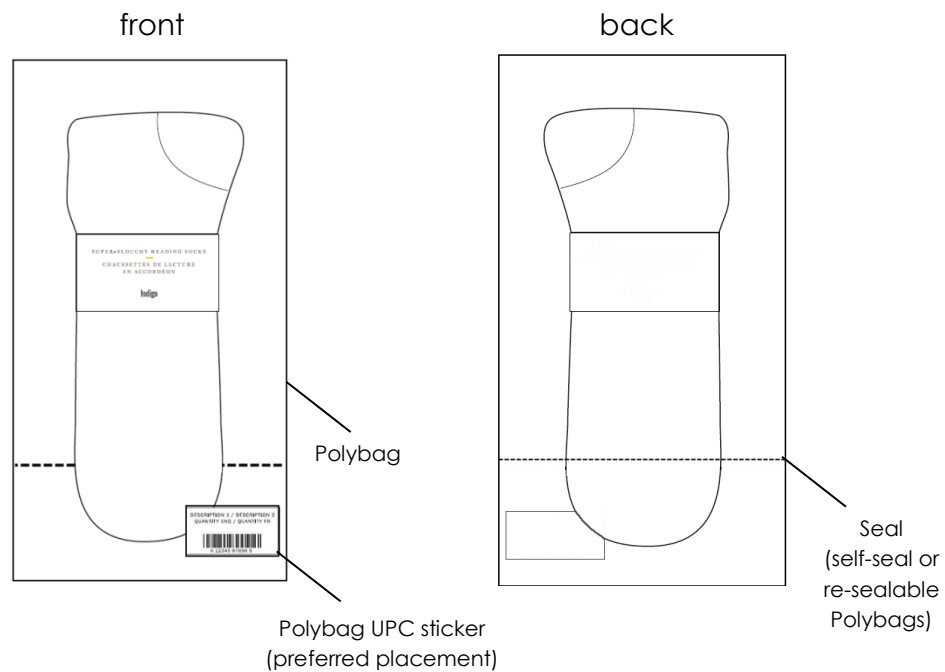
SAMPLE PACKING IMAGES:

Polybag samples:

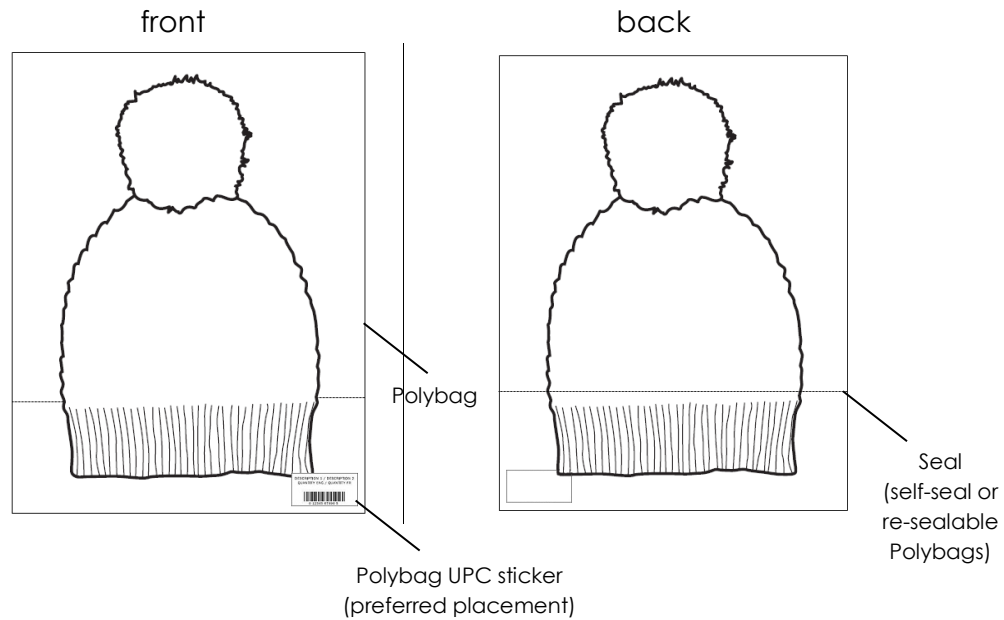
- a) Throw (also applies to linen, wrap, scarf, folded apparel, or similar)



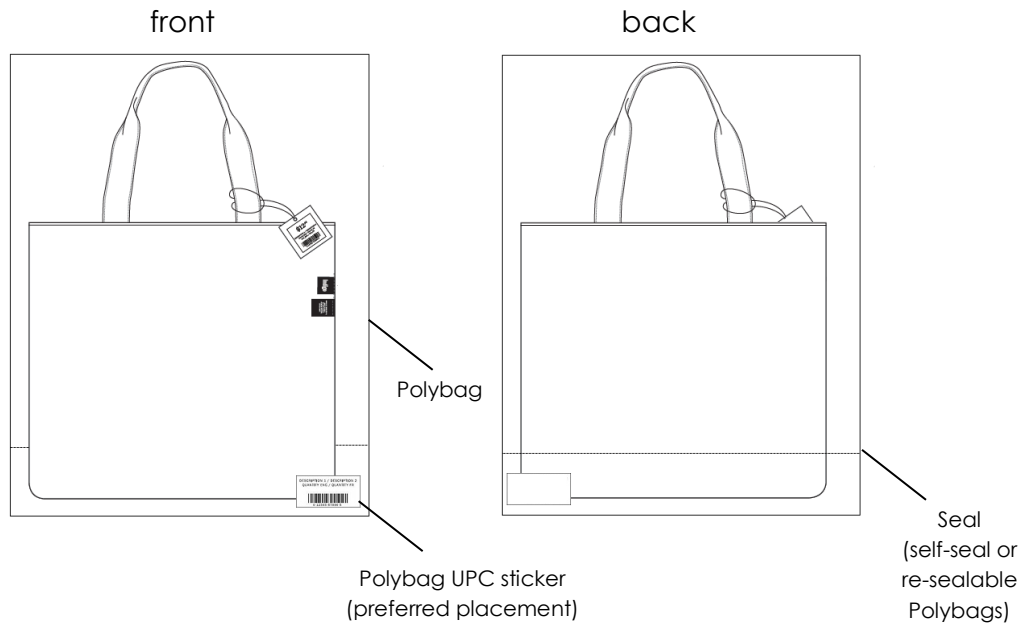
- b) Socks (also applies to holiday stockings, boot inserts, or similar)



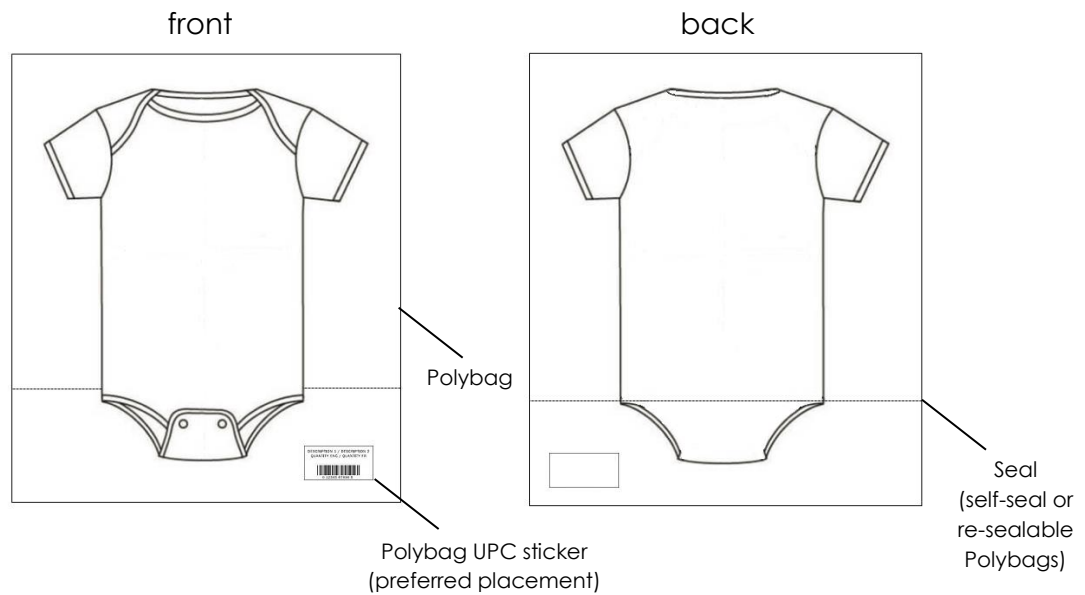
c) Hats (also applies to gloves, or similar)



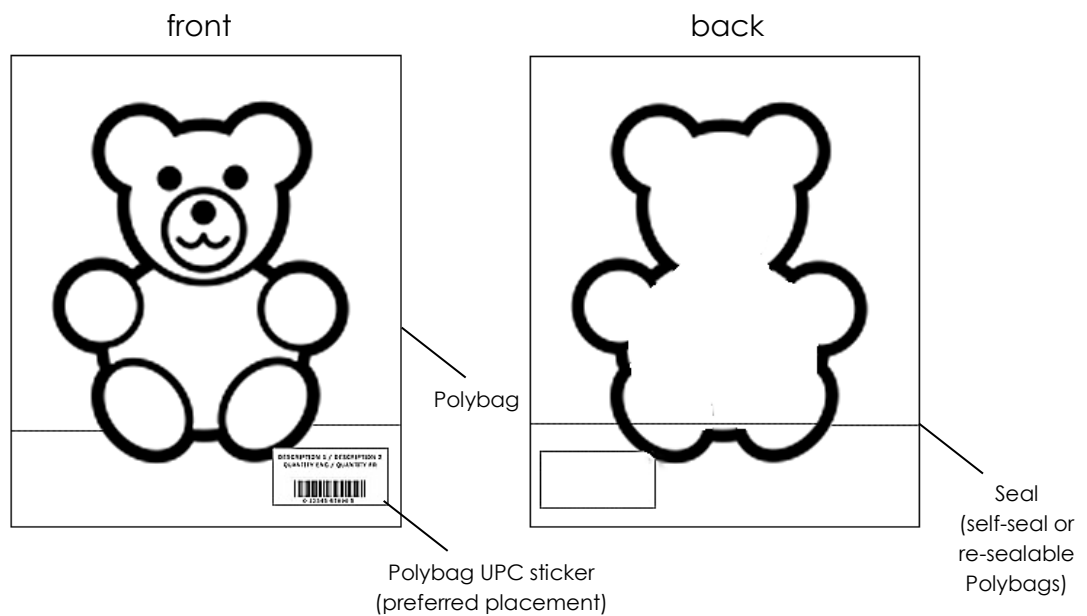
d) Bags (also applies to backpacks, wallets, or similar)



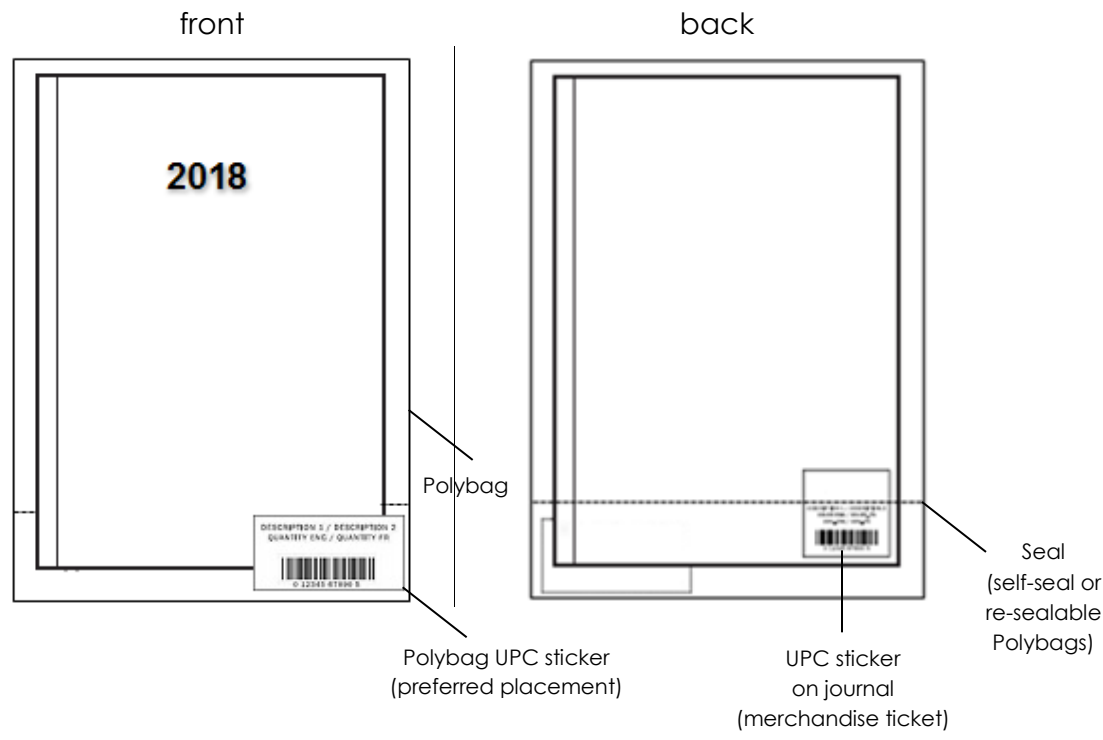
e) Baby onesie (also applies to apparel, pajamas (1pc, 2pc), costumes, or similar)



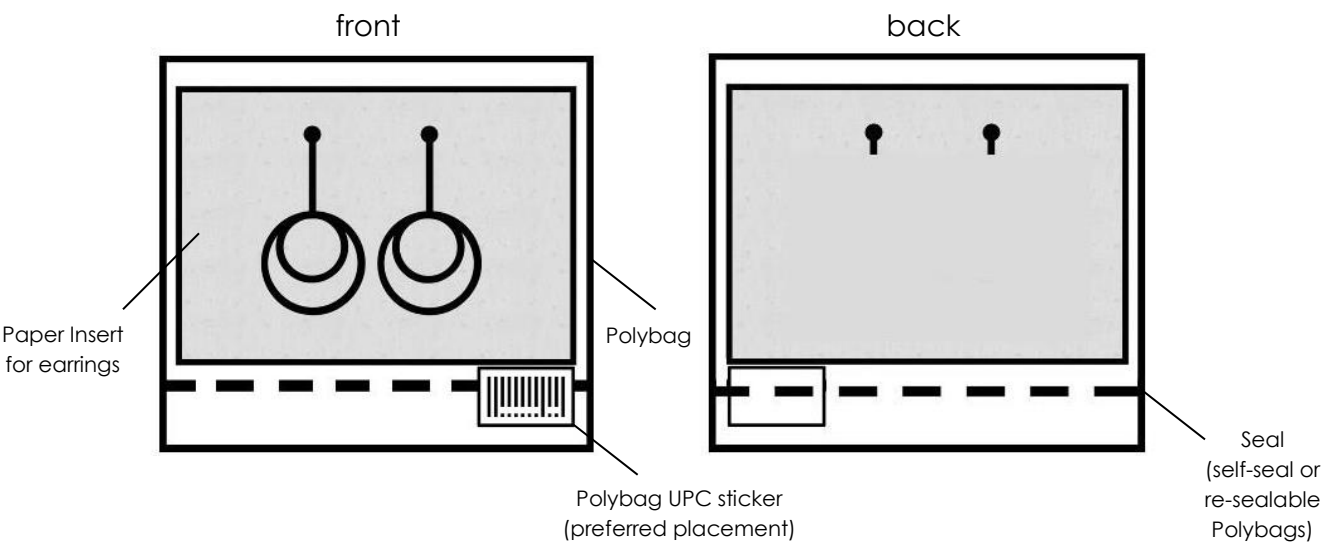
f) Plush Toys



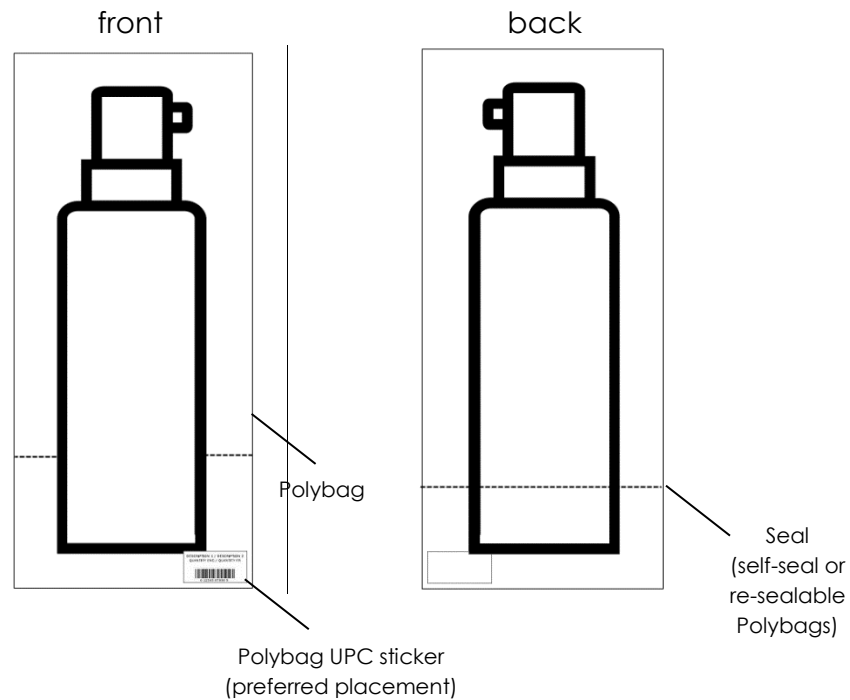
g) Journals



h) Earrings (also applies to necklaces, rings, or similar)

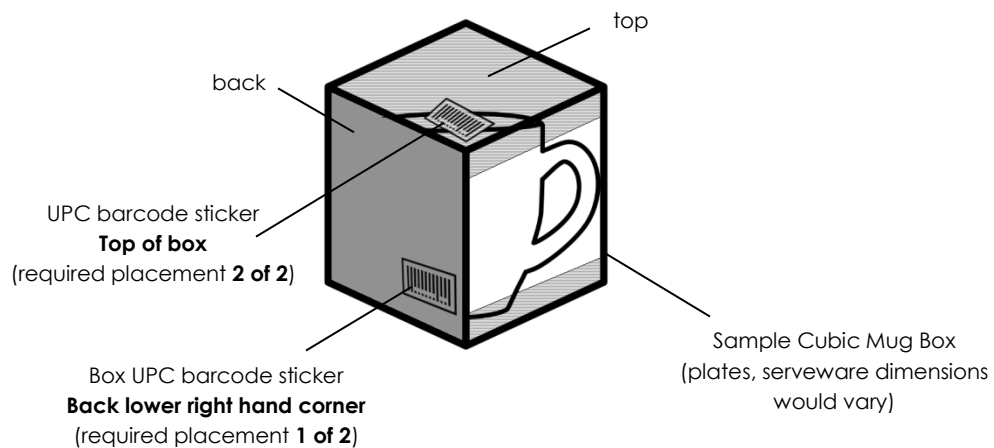


- i) Bottles (lotions, make-up, cleaning agents, unBoxed fragrances, or similar)

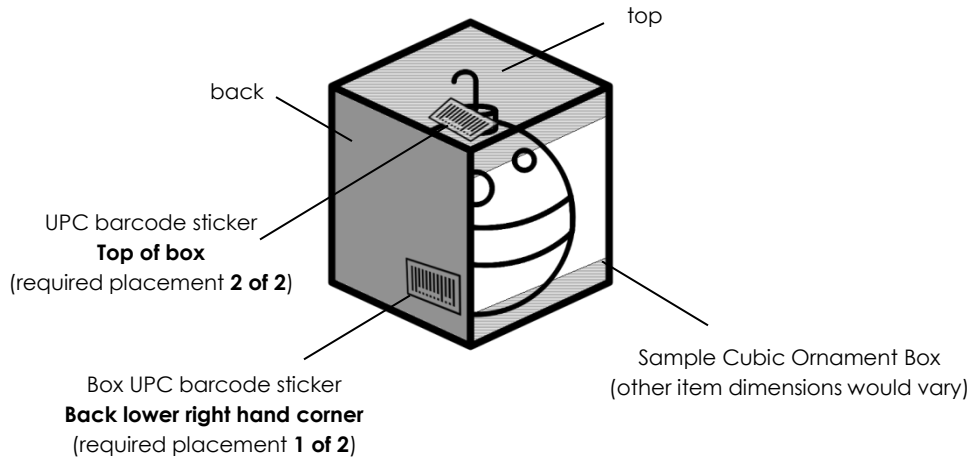


Box samples:

- j) Mugs (also applies to candles, ceramics, plates, serveware, or similar)



k) Ornaments (also applies to other fragile home décor items, or similar)



PACKING EXCEPTIONS

- Any exceptions to these packing guidelines must be pre-approved by Vendor Compliance at Indigo.
- Please submit alternate packing or packing deviation approval requests to vendorcompliance@indigo.ca
- Non-compliance with any of the guidelines contained herein, or in any addendums/updates made to this document may result in cost recovery chargebacks as per Indigo's Vendor Compliance program.

Non-Compliance Cost Recovery Chargebacks – ONLINE PACKING

As part of Indigo's Vendor Compliance Program, below is the list of Non-Compliance Chargebacks that may apply for any shipments received at our Online DC and identified as non-compliant with Indigo's Online Packing Guidelines. Please note that this list may be updated at any time as required.

Online Packing Non-Compliance	Chargeback
Merchandise not packed individually as a SINGLE/UNIT or as a SET (as required)	\$250 per PO
Multi-piece units not packed together in Inner Pack	\$250 per PO
Merchandise not packed in a Polybag	\$250 per PO
Merchandise not packed in a Box/Carton	\$250 per PO
Protective Packaging Inserts – missing/ insufficient/ incorrect	\$250 per PO
No UPC barcode on the Polybag/Box/Carton	\$250 per PO
UPC sticker errors: - incorrect item detail - missing barcode, readable UPC or product description - not scanning - includes retail price - UPC on sticker does not match UPC on merchandise ticket/hangtag	\$250 per PO
Ship Alone Carton errors: - includes vendor markings or branding/logo (unapproved) - should be packed as a Ship Alone	\$250 per PO
Unsealed packing (Polybag / Box/ Carton)	\$250 per PO
Polybag errors: - wrong type (colour, thickness,...) - wrong size - missing warning label on Polybag and/or missing French translation	\$250 per PO
Box errors: - not a ship-ready Box - Box with opening not Polybagged	\$250 per PO
Boxes/Polybags improperly packed	\$250 per PO
Hanger included (where not required)	\$100 per PO
Bubble wrap used for Unit/Single Pack material	\$250 per PO
Missing/Incorrect UPC/QTY indicated on the carton shipping label	\$250 per PO
Carton Errors: - Wrong type - Wrong dimensions (exception not pre-approved) - Overweight (filled weight in excess of 40lbs) - Not clean corrugate - Other vendor/retailer markings - Missing UPC & QTY markings	\$250 per PO

Cartons contain mixed UPCs (should be single UPC)	\$250 per PO
Special Handling labels and/or Expiration Date missing on carton	\$250 per PO
Excessive Packing	\$250 per PO
Incorrect packing type shipped to wrong DC	\$250 per PO
Damaged Merchandise (due to insufficient/improper packing)	\$250 per PO
Other packing non-compliance that interrupts processing/flow	\$250 per PO
Packing rework/extra handling required (at DC)	\$75/hr

Chargeback detail will be available and managed on Indigo's Vendor Compliance Portal (<https://indigo.compliancenetworks.com/#/login>)

RETAIL PACKING

Below are the key guidelines for Retail Packing. For full details, please refer to the **Packaging Guideline** section of **Indigo's Vendor Manual for Merchandise Vendors**.

GENERAL GUIDELINES

Master Case/Carton

- Merchandise must be packed in bulk quantities in new/clean Master Cartons.
- Outer/master and Inner Case-pack quantities must be in accordance with quantities that were agreed to by the Category Manager.
- Each master pack/carton must contain only one SKU/UPC/EAN, for only one Purchase Order.
- Price stickers must be included on individual Selling Units.
- Master Cartons must not exceed 23" (L) x 22" (W) x 16" (H) (any exceptions must be submitted to vendorcompliance@indigo.ca for pre-approval.)
- Filled Master Carton weight must not exceed 40 lbs (any exceptions must be submitted to vendorcompliance@indigo.ca for pre-approval.)
- The UPC and description of the respective product and the total quantity of units must be marked/indicated on (the outer long side of) the Master Carton.
- Master Cartons must be double-wall (5ply) with minimum edge crush strength of 50 lbs (22 kilos), and a bursting strength of 200lb/in² (1379kPa -13.4kg/cm²).
- Exceptions are for Food (liquids & semi-liquid) and Furniture which require a bursting strength of 275lb/in² (1896kPa - 18.4kg/cm²).
- Product indicators, logos, and labels on the outside of the Master Carton must be for the product contained inside only.
- Special handling instructions must be indicated on the Master Carton (i.e. "fragile", "glass", "This way up", "Do not double stack" etc...).
- Expiration dates must be indicated on cartons for Food/Gourmet/Cosmetics products.
- Non-compliant shipments will be subject to respective cost recovery charges.

Inner Pack/Carton:

- Inner Packs may be in the form of cartons or Polybags, depending on item specifications.
- Inner Packs must contain all components of the Selling Unit for one (1) piece or multi-piece units (i.e. mug & lid, candle container & lid, cup & straw, etc...)

- The top and bottom seams of open inner cases must be sealed using strong packing tape.
- Please refer to the Polybag Requirements in the Online Packing section of the guidelines.
- Inner Packs must have a UPC barcode sticker affixed including the UPC barcode, the human readable UPC, product description and Inner Pack QTY.

Inner Packing Materials:

- At a minimum, merchandise should be packed inside a carton/case according to the following standards to ensure that they are adequately secured, supported and protected from damage during handling and distribution to stores:
 - Product must be properly protected using clean packing materials, and sufficiently separated from other items within the same container so as to avoid possible damage due to contact.
 - Inner voids within cartons/cases must be filled with packing materials (dunnage, air pillows...). The use of packing poly peanuts, newspaper, printed material, hay or straw is not permitted.
 - All liquid products must have a sealed cap and must be packed to contain accidental leakage.
 - All furniture or large items must be sufficiently packed to avoid damages from water and dust and to withstand long haul transportation.
 - The use of polystyrene foam for packing furniture is permitted.
 - All sharp or pointed objects/product edges must be wrapped in such a way so as to avoid puncturing the carton/case.
 - Protective carton Inserts are required on top of product to ensure knife damage will not occur.

Non-Compliance Cost Recovery Chargebacks – RETAIL PACKING

As part of Indigo's Vendor Compliance Program, below is the list of Non-Compliance Chargebacks that may apply for any shipments received at our Retail DCs and identified as non-compliant with Indigo's Retail Packing Guidelines. Please note that this list may be updated at any time as required.

Retail Packing Non-Compliance	Chargeback
Merchandise not packed in a Box/Carton	\$250 per PO
Multi-piece units not packed together in Inner Pack	\$250 per PO
Missing/Incorrect UPC/QTY indicated on the carton shipping label	\$250 per PO
Carton Errors: - Wrong type - Wrong dimensions (exception not pre-approved) - Overweight (filled weight in excess of 40lbs) - Not clean corrugate - Other vendor/retailer markings - Missing UPC & QTY markings	\$250 per PO
Ship Alone error: should be packed as a Ship Alone	\$250 per PO
Unsealed/improperly sealed cartons/Inner Packs	\$250 per PO
Cartons contain mixed UPCs (should be single UPC)	\$250 per PO
Incorrect case pack quantity	\$250 per PO
Insufficient Inner Packing/dunnage or improper packing type	\$250 per PO
Excessive Packing	\$250 per PO
Special Handling labels and/or Expiration Date missing on carton	\$250 per PO
Unacceptable bulk packing	\$250 per PO
Polybag errors: - wrong type (colour, thickness,...) - wrong size - missing warning label on Polybag and/or missing French translation	\$250 per PO
UPC barcode sticker missing/incorrect on Inner Pack Polybag/Box	\$250 per PO
Price Stickers missing on merchandise	\$250 per PO
Damaged Merchandise (due to insufficient/improper packing)	\$250 per PO
Incorrect packing type shipped to wrong DC	\$250 per PO
Other packing non-compliance that interrupts processing/flow	\$250 per PO
Packing rework/extra handling required (at DC)	\$75/hr

Chargeback detail will be available and managed on Indigo's Vendor Compliance Portal (<https://indigo.compliancenenetworks.com/#/login>)

DROP SHIP PACKING

GENERAL GUIDELINES (For Drop Ship vendors only)

Shipping Carton:

- Merchandise must be packed and shipped in a new, plain, securely sealed corrugated Box/Carton.
- The Box/Carton may contain minimal vendor markings (i.e. product description, carton QTY), without vendor name, logo, or branding. Any exceptions to this requirement must be pre-approved by Indigo's Drop Ship team by request email sent to DropShip@indigo.ca
- There must be sufficient (but not excessive) packing and Inserts inside the Box/Carton to ensure damage-free shipment to the customer.
- A sample photo of supplier packing must be provided during vendor Drop Ship onboarding for review and approval by Indigo's Drop Ship team.

Packing Slip:

- An Indigo branded packing slip must be included in the sealed Box/Carton for each customer shipment.
- For merchandise pre-packed in a plain customer ship-ready Box/Carton that does not require additional repacking, the packing slip must be placed in a sealed and secured pouch, affixed to the exterior of the Box/Carton.
- A sample of the Indigo branded Packing Slip must be provided during vendor Drop Ship onboarding for review and approval by Indigo's Drop Ship team.
- The Packing Slip contents must include the following:

Front Side:

- Customer Order Number
- Shipping Date
- Shipped To Detail (customer info):
 - Delivery Name
 - Delivery Address (Street, City, Province, Postal Code)
- List of Items Included In the Shipment :
 - Shipped Quantity
 - Item Name
 - Item UPC
- "THANK YOU FOR CHOOSING INDIGO"

Rear Side:

- Exactly as provided on the sample Packing Slip Layout image below.

Sample of the Indigo Packing Slip Layout:

FRONT SIDE:

ORDER / COMMANDE: ORXXXXXXX	SHIPPED TO/DESTINATAIRE:
DATE: MONTH DD, YYYY PAGE: X/X	DELIVERY NAME DELIVERY TO STREET 1 DELIVERY TO STREET 2 DELIVERY CITY DELIVERY PROVINCE DELIVERY POSTAL CODE

ITEMS INCLUDED IN THE SHIPMENT

QTY	ITEM NAME	ITEM UPC
x	WHEN BREATH BECOMES AIR	9780812988406
x	EXPRESSIONS KNIT THROW – LOVE MY HOME	882709253914
x	WHEN BREATH BECOMES AIR	9780812988406
x	EXPRESSIONS KNIT THROW – LOVE MY HOME	882709253914
x	WHEN BREATH BECOMES AIR	9780812988406

THANK YOU FOR CHOOSING INDIGO

REAR SIDE:

 <i>chapters indigo indigo.ca</i> THANK YOU FOR YOUR ORDER. WE HOPE YOU LOVE IT! CUSTOMER SERVICE SERVICE@CHAPTERS.INDIGO.CA 1 800 832 7569 MONDAY TO SUNDAY 9AM-12AM EASTERN EASY RETURNS WITHIN 30 DAYS: WWW.CHAPTERS.INDIGO.CA/URLTOINFOPAGE JOIN THE CONVERSATION ON:     / @CHAPTERSINDIGO #ASKINDIGO #INDIGOFAYES INDIGO AND CHAPTERS ARE TRADEMARKS OF INDIGO BOOKS AND MUSIC INC.	 <i>chapters indigo indigo.ca</i> NOUS VOUS REMERCIONS POUR VOTRE COMMANDE. NOUS ESPÉRONS QUE VOUS ALEX L'ADOREZ! SERVICE À LA CLIENTÈLE SERVICE@CHAPTERS.INDIGO.CA 1-800-832-7569 DU LUNDI AU DIMANCHE DE 9 H À MINUIT, HE EASY RETURNS IN WITHIN 30 DAYS FRENCH: WWW.CHAPTERS.INDIGO.CA/URLTOINFOPAGE JOINGNEZ-VOUS À LA CONVERSATION SUR     / @INDIGOFRANCAIS #ASKINDIGO #INDIGOFAYES INDIGO AND CHAPTERS ARE TRADEMARKS OF INDIGO BOOKS AND MUSIC INC.
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Exact specifications for the Indigo Brand Packing Slip will be provided during onboarding.

Promotional/Marketing Inserts:

- Promotional /Marketing inserts may be provided by Indigo to include in the customer shipment.
- Promotional/Marketing inserts provided by Indigo are the only promotional/marketing inserts approved to be placed in the customer shipment Box/Carton.
- The Box/Carton cannot contain any promotional or marketing material inserts from the vendor (with the exception of product information, warranties, instructions/manual, etc...)
- Any Indigo promotional or marketing material inserts provided to vendor by Indigo must be included for the specified time period.

Non-Compliance Cost Recovery Chargebacks – DROP SHIP PACKING

As part of Indigo's Vendor Compliance Program, below is the list of Non-Compliance Chargebacks that may apply to shipments received by our customers (or to any periodic and unannounced test shipment) and identified as non-compliant with Indigo's Drop Ship Guidelines. Please note that this list may be updated at any time as required.

Drop Ship Packing Non-Compliance	Chargeback
Merchandise not packed in a new, plain, securely sealed corrugated carton	\$25 per incident
Insufficient Inner Packing/dunnage or improper packing type	\$25 per incident
Customer packing does not match sample packing (provided at onboarding)	\$25 per incident
Shipping carton includes vendor markings/ branding/ logo (unapproved)	\$25 per incident
Unsealed/improperly sealed carton	\$25 per incident
Damaged Merchandise (due to insufficient/improper packing)	\$25 per incident
Packing slip: • Indigo branded packing slip not included • Missing required detail/content	\$25 per incident
Promotion marketing inserts: • Indigo provided inserts not included (as required) • Non-Indigo provided/approved inserts included	\$25 per incident

Chargeback detail will be available and managed on Indigo's Vendor Compliance Portal (<https://indigo.compliancenenetworks.com/#/login>)

APPENDIX

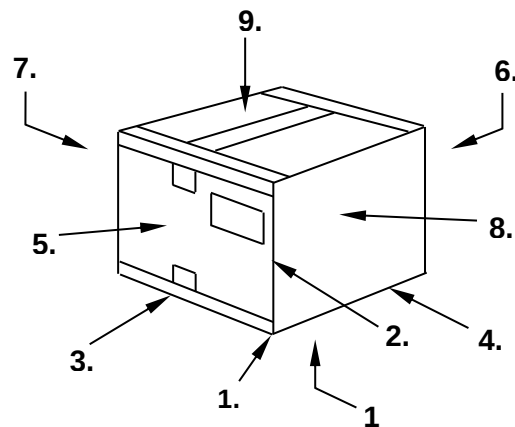
Drop Test Standard

The following describes the procedures for performing a drop test for protective packaging according to ISTA-1A standards.

Carton Drop Test consists of a '10-drop sequence test.' Package weight cannot exceed 40 lb. The test consists of a series of ten free-fall drops from heights that vary with weight as follows:

Imperial	
Package Weight	Drop Height
1 – 75 lb.	30 inches
76 – 100 lb.	24 inches

Metric	
Package Weight	Drop Height
1 – 34 Kg	76 cm
35 – 45 Kg	61 cm



The test must be performed in following order:

1. Most fragile corner, if not known, at the carton manufacturer's joint
2. Shortest edge radiating from that corner
3. Medium edge radiating from that corner
4. Longest edge radiating from that corner
5. Flat on one of the smallest faces
6. Flat on the opposite small face
7. Flat on one of the medium faces
8. Flat on the opposite medium face
9. Flat on one of the largest faces
10. Flat on the opposite largest face

VENDOR ACKNOWLEDGMENT

PACKING VENDOR GUIDELINES ADDENDUM TO INDIGO VENDOR MANUAL FOR MERCHANDISE VENDORS - VENDOR ACKNOWLEDGMENT FORM (v2.0)

I/We, the undersigned, acknowledge that I/we have received a copy of Indigo's PACKING VENDOR GUIDELINES, read and understood the contents, and will distribute it throughout our company as required.

Name:

Function:

Company Name:

Company Address:

Date:

Signature:

Please complete and submit to VendorCompliance@indigo.ca