

## **Non-Apparel Merchandise Packaging**

All non-apparel merchandise must be packed securely to prevent damage in shipping. Breakable merchandise must be marked "Fragile" on the outer package.

All shipments must be in a re-shippable (bursting test– 200 lbs. per square inch) carton. All fiber boxes must bear a legible certificate guaranteeing that the boxes conform. Tape must be able to withstand re-shipment.

Failure to use re-shippable cartons and appropriate strength tape will result in a charge back. Case pack cartons must be sealed with tape. Cartons must have a bottom surface that is flat, continuous and rigid. Items having protrusions that could cause damage to belting, rollers, guarding or sorting mechanisms are not allowed. Loose flaps, tape, or stretch wrap are not permitted. Stretch wrap must not be used on individual cartons. Do not use carton straps, bands, cloth, rice paper, plastic bags, etc. on the exterior of cartons. Cartons must not have a weight imbalance within the carton that would cause twisting, turning or tipping. Cartons must be packed so that the weight in the carton is equally dispersed in the carton as it travels through inclines, declines and curves. Cartons size must be appropriate for the size of the product to minimize empty space and prevent items from shifting while in transit and during processing.

Individual cartons in a case pack must be able to fit inside a warehouse tote (Dimensions: 23.5" L x 20.25" W x 9.75" H) or will require packaging that can withstand a drop test. If there are any questions regarding the desired shipping carton configuration please contact your Dillard's buyer with a copy to [megan.wagaman@dillards.com](mailto:megan.wagaman@dillards.com) and [phil.terrell@dillards.com](mailto:phil.terrell@dillards.com)

### **Handling Symbols**

If special handling or storing methods are required for your product, then the carton should contain the necessary handling symbols that pertain to the product. This includes any designation that is required on cartons of hazardous materials by dangerous goods regulations. Consequently, representing these symbols will ensure the appropriate storage and safe handling of products.

Refer to Table 1 for a glossary of some the more common carton handling symbols. Please note however, that Table 1 does not necessarily include carton-handling symbols that relate to your product. It is ultimately your responsibility to ensure that any necessary handling symbols specific to your product are depicted clearly on the carton (or in some cases, the pallet). For example, if your product must not be stacked, then it should contain a symbol such as "Do Not Stack" which clearly indicates its meaning. Also note that the symbols listed in Table 1 are not comprehensive. That is, different symbols of the same designation are acceptable so long as they are obvious and do not confuse operating personnel

## **Protective Wrapping and Padding**

Protection of the product is necessary for safe transport. If done correctly, it will minimize the cost resulting from damages and lost sales to both the vendor and DILLARD'S. Thus, the following wrapping and padding guidelines should be followed.

## **Moisture and Humidity**

If a product is susceptible to damage caused by moisture or humidity, then the product must be wrapped and/or packaged in a moisture resistant material. The package containing the product must also include a package of desiccant (if applicable). Furthermore, please ensure that the quality of the corrugate your product is shipped in is not jeopardized by the nature of your product and the shipping/storing conditions that it may encounter. For example, a product may experience condensation when exposed to humidity which causes the corrugate to dampen and lose strength.

## **Sealing Requirements**

Products will encounter numerous shipping and storing conditions as they make their way from your facilities to our retail outlets. Some examples include various storage temperatures and movement via conveyor systems. As such, in order not to obstruct flow it is imperative that a product remains sealed regardless of the physical conditions it is exposed to. DILLARD'S suggests that vendors consider using tape, glue or stitching as a primary means of sealing a carton. As a general recommendation, if sealing a corrugated carton using glue, then try to ensure that it is water resistant and if sealing a corrugated carton with staples, then use them in conjunction with glue (to prevent the staples from shifting and tearing the corrugate). However, do not disregard the technique used to seal the carton, as it is equally as important as the material used. Thus, DILLARD'S still reserves the right to refuse products if they are sealed improperly. Also, cartons sealed via other materials may still be accepted into DILLARD'S facilities as long as no issues with the carton(s) arise.

## **Package Testing**

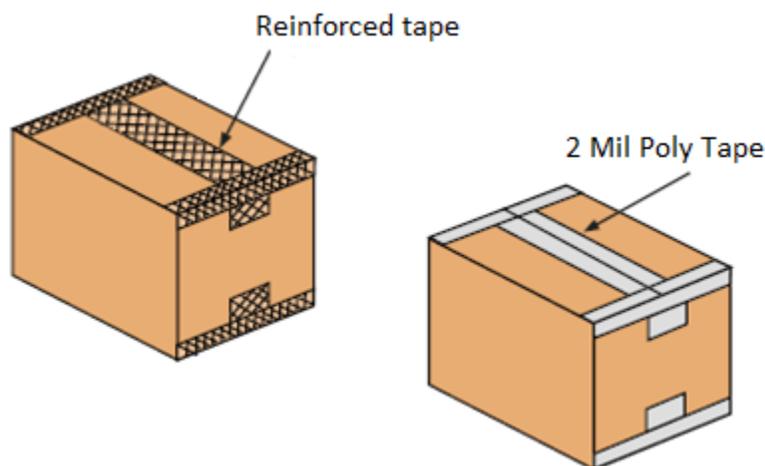
It is the supplier's responsibility that the product will be tested at an ISTA (International Safe Transit Association) Certified Laboratory or the UPS Package Test Lab. On the ista.org web site, you will find an overview of the Test procedure 3A, which is the standard procedure for UPS. 3A covers testing of individual packaged products weighing 150 lbs. (68 kg) or less when prepared for shipment. The procedure consists of a fixed displacement vibration and shock test.

As to the definition of damage to products in their packaging, Dillard's does not allow ANY damages, i.e. broken parts, scratched or dented surfaces. The level of package degradation should be kept to a minimum. Though we understand that package degradation is unavoidable, the objective is to present the customer with an intact package that does not show any major rips or tears in the corrugate.

For more information on Transit Tests and Test Procedures please visit the following link: International Safe Transit Association <http://www.ista.org/>.

**Corrugated (paper fiber board) Specifications**

- Reused corrugated material is not accepted. Recycled corrugated material is acceptable.
- Only double-wall corrugated material shall be used. Single-wall corrugated material is not accepted.
- Cartons must have a box maker's certificate (BMC) stamp on the bottom flap of the carton.
- Corrugated packaging shall be of adequate strength to support multiple stacking of pallet loads.
- A Bursting Test Strength with a minimum rating of 200 lbs per square inch is strongly recommended (displayed on the BMC stamp).
- All cartons must have an equal product weight distribution.
- All carton and packaging surfaces must be flat and strong enough to support the package weight without distortion, deflection or bending.
- Cartons must be sealed with no less than 2 Inch wide poly tape with a minimum thickness of 2.0 mil or Reinforced paper tape. Note all seams taped as shown.
- Display of the vendor name on the tape is recommended to prevent pilferage.
- Corrugated material shall not utilize metal straps.
- Cartons may be shrink-wrapped as long as the mil is thick enough to hold up to normal Distribution Center (DC) processing (80-gauge, 15-inch).
- Please do not put labels on the shrink wrap. Secure all labels on the inside of the shrink wrap.
- Generally, cartons shall not include handles or openings. In the event that the Dillard's buyer approves such features, the opening must be strong enough to be used as a handle or clearly marked with Do Not Use As Handle.



**Tabletops (Dishware)**

- Handling Warnings such as No Clamp, Handle with Care, Fragile, and stacking limits shall be printed on the carton.
- Arrows indicating stacking and handling directions.
- The unit box containing the individual dishware should be constructed with a burst strength that allows a five foot stack height in the warehouse.
- Individual components of the dishware must be packed in a manner to prevent movement during transit.
- Corrugated material, bubble wrap or other protective material should be used as separators to ensure individual pieces do not rub or make contact against each other.
- Cups, trays, and other items must be positioned in such way that the handle is adequately protected against breakage.

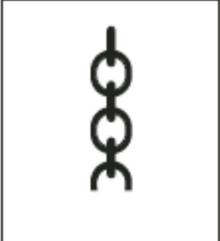
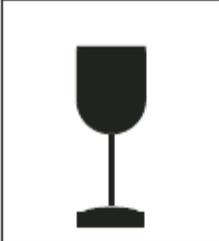
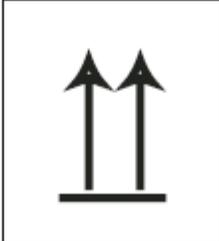
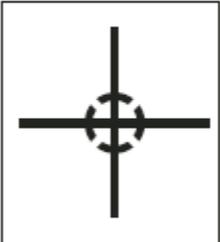
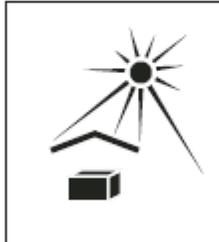
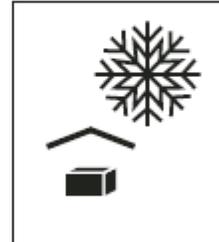
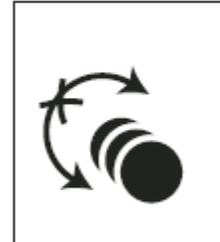
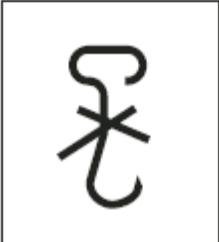
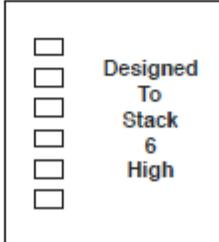
**Furniture incl. Baby and Outdoor Furniture**

- Arrows indicating stacking and handling directions shall be printed on the carton.
- Handling Warning such as Team Lift shall be printed on the carton.
- If the product is packed in multiple cartons, each carton must indicate Carton 1 of 2, Carton 2 of 2 and so forth.
- Interior carton must be reinforced with additional corrugate or foamed Polyethylene.
- The carton should be constructed with a burst strength that allows a five foot stack height in the warehouse.
- Poly-ethane foam sheeting shall be used to blanket the individual components and protect the finish.
- Poly-ethane foam sheeting must be a minimum 1/16 thick.
- To avoid heavy abrasion of the carton edges we strongly recommend applying edge protectors to the carton.
- Items such as glass top tables need special protection. Foam or extra corrugate sheets must be added to prevent any damage.

**Apparel Packaging and Labeling Requirements General Requirements**

- Please refer to the packaging that specific to the style you are shipping by looking this style up in DPS
- Under the tab for packaging, you will find the packaging template that specifies the packaging method and supplies a recommended vendor for the supplies.
- Also on this tab you will find the printed tags required as well as the hanger information.

Table 1: Carton markings to be used where required:

			
SLING HERE	FRAGILE. HANDLE WITH CARE.	THIS WAY UP	KEEP DRY
			
CENTER OF GRAVITY	KEEP AWAY FROM HEAT.	KEEP AWAY FROM COLD.	DO NOT ROLL
			
HAND TRUCK HERE	USE NO HOOKS	STACK HEIGHT	

**Corrugation Information:**

We strongly recommend the following **Box Strength Guidelines** to help assure the most protection for your shipments

Max. Weight of Box & Contents (lbs)	Min. Burst Strength (lbs. per sq. in.)	Min. Edge Crush Strength (lbs. Per in. width)	Size Limit (inches) (length + width + depth)
<b>Double-wall Corrugated Box</b>			
0 – 60	200	48	85
61 – 80	275	51	95
81 – 100	350	61	105
101 – 120	400	71	110
121 – 140	500	82	115
141 - 150	600	N/A	120

**Gross Weight Limit:**  
 Specifies the maximum weight the completely packaged box can contain. This weight limit is published and recognized by the national motor freight industry, and is tailored to full truckload and less-than-truckload carriers.

