

US Product Quality and Compliance Manual

I. Introduction

At Walmart and Sam's Club, we are committed to providing our customers and members with safe and affordable merchandise. This commitment is consistent with our company's four basic beliefs:

- **Service to the Customer**
- **Respect for the Individual**
- **Strive for Excellence**
- **Act with Integrity**

Service to the Customer means we listen to, anticipate and serve customers' wants and needs. **Respect for the Individual** translates to meeting our customers' expectations; safe and compliant product reflecting the best value. We **Strive for Excellence** by not simply meeting but exceeding our customers' expectations. Lastly, we **Act with Integrity** by working diligently to be the most trusted retailer.

As a supplier to Walmart, Inc. ("Walmart"), we expect you to be our partner in delivering products that meet our commitment. One way we do this is by requiring our suppliers to meet all applicable federal, state, and local laws and Walmart-specific requirements for all items offered for sale. Additionally, we expect our private brand suppliers to hold their supply chains to the same rigorous standards to which we hold you. To facilitate your compliance, this manual was created to provide a consolidated source for Walmart product testing requirements and expectations.

Be assured that Walmart will not retaliate against suppliers who, in good faith, raise legal, ethical, or compliance concerns. In fact, failure to report a violation could jeopardize your relationship with Walmart. If you become aware that any of your products violate or fail to meet any regulatory standards or Walmart-specific requirements, you must inform Walmart immediately. You can report violations regarding the product itself by completing a Product Removal Form on Retail Link or by sending an e-mail to GMComply@walmart.com.

In addition, suppliers are expected to avoid undue influence or any attempt to persuade, pressure, suggest, or instruct any employee of a third-party laboratory to withhold or change safety or regulatory test results per 16 CFR 1107.24. Violations can be reported through the [Walmart Global Ethics](#) website.

This manual, and the specific requirements outlined herein, apply to suppliers of Walmart Stores and Sam's Club located in the United States and Puerto Rico only, and to Walmart.com and Samsclub.com. The use of the term "Walmart" in this manual includes; Walmart Stores, Sam's Clubs and Dotcom (Walmart.com and Samsclub.com). The scope of this manual does not include food, dietary supplements, drugs, alcohol, tobacco or firearms.

Walmart does not provide legal advice to suppliers. Suppliers should seek their own legal counsel to ensure compliance with all laws and regulations applicable to their products.

Complete the checklist below for each item you are supplying to Walmart or Sam's Club in order to successfully complete the Testing Program.

General Testing Program		
General Merchandise and Consumables Suppliers for Walmart and Sam's Club, check all boxes below		
	Yes	N/A
Review Testing Process Stakeholders	<input type="checkbox"/>	<input type="checkbox"/>
Review General Testing Process Flow	<input type="checkbox"/>	<input type="checkbox"/>
Determine your Brand Type, Supplier Designation, Testing Cycle	<input type="checkbox"/>	<input type="checkbox"/>
Understand Product Modifications that require new testing	<input type="checkbox"/>	<input type="checkbox"/>
Determine the assigned test labs <small>(Internal Link)</small> for your products <i>Note: Suppliers are required to use the same physical lab location for all pre-production, initial production and re-testing</i>	<input type="checkbox"/>	<input type="checkbox"/>
Complete Test Request Form (TRF) provided by selected Third Party Testing Laboratory	<input type="checkbox"/>	<input type="checkbox"/>
Schedule Production Sample Sealing <small>(Internal Link)</small> for Direct Import products	<input type="checkbox"/>	<input type="checkbox"/>
Submit samples to laboratory <i>Note: Laboratory will advise sample submission quantity</i>	<input type="checkbox"/>	<input type="checkbox"/>
Obtain passed Pre-Production report <i>*failed result, see Failure Management Program</i>	<input type="checkbox"/>	<input type="checkbox"/>
Obtain passed Production report <i>*failed result, see Failure Management Program</i>	<input type="checkbox"/>	<input type="checkbox"/>
Review Product Removal Guidelines	<input type="checkbox"/>	<input type="checkbox"/>
Product Safety & Compliance Program		
General Merchandise and Consumables Suppliers for Walmart and Sam's Club, check all boxes below		
Determine regulatory compliance testing requirements applicable to your product <i>*Product Safety & Compliance Directives <small>(Internal Link)</small> & Protocols <small>(Internal Link)</small></i>	<input type="checkbox"/>	<input type="checkbox"/>
Review Non-Private Brand Testing Program	<input type="checkbox"/>	<input type="checkbox"/>
ICIX (International Compliance Information Exchange) request completed and closed out	<input type="checkbox"/>	<input type="checkbox"/>
Register with GRS (Global Registration Services)	<input type="checkbox"/>	<input type="checkbox"/>
Register with WERCS (Worldwide Environmental & Regulatory Compliance Systems)	<input type="checkbox"/>	<input type="checkbox"/>
Review Document Acceptance List (DAL) and provide supporting documentation	<input type="checkbox"/>	<input type="checkbox"/>
Supply a Letter of Guarantee (LOG)	<input type="checkbox"/>	<input type="checkbox"/>
For online ONLY items, contact the eCommerce Compliance Team for testing requirements	<input type="checkbox"/>	<input type="checkbox"/>
Walmart Quality Programs		
General Merchandise and Consumables Suppliers for Walmart and Sam's Club check all boxes under your product category		
• General Merchandise Products		
Determine all testing requirements applicable to your product. <i>* General Merchandise Performance Protocol Manual <small>(Internal Link)</small></i>	<input type="checkbox"/>	<input type="checkbox"/>
Review In-Store Performance Testing program.	<input type="checkbox"/>	<input type="checkbox"/>
Review RIST and SKPPT programs.	<input type="checkbox"/>	<input type="checkbox"/>
Provide Bill of Materials/Product Specification for Private Brand item	<input type="checkbox"/>	<input type="checkbox"/>
Complete Aesthetic Review and Color Approval Samples (Appendix A)	<input type="checkbox"/>	<input type="checkbox"/>
• Apparel Products		
Review the Apparel, Accessories, Footwear and Jewelry Manuals & Tools Folder <small>(Internal Link)</small>	<input type="checkbox"/>	<input type="checkbox"/>
• Online Exclusive Products		
Review Walmart.com Private Brand Product Approval Process	<input type="checkbox"/>	<input type="checkbox"/>
• Consumables Products		
Contact Walmart Consumables Team for testing requirements	<input type="checkbox"/>	<input type="checkbox"/>
• Sam's Club Products		
Contact Sam's Club Quality Team for testing requirements	<input type="checkbox"/>	<input type="checkbox"/>

II. Stakeholders

A. Walmart Product Safety and Compliance (PSC)

This team is responsible for compliance with legislation and regulations. It achieves this through, among other things, establishing and monitoring the testing compliance program and overseeing recalls and product withdrawals.

- Walmart US & Sam's Club
 - Contact: GMComply@walmart.com
- Walmart.com, SamsClub.com and their subsidiaries
 - Contact: CompliaGeC@walmart.com

B. Walmart Quality Departments

These teams are responsible for product performance standards, specifications and performance testing.

- Walmart Apparel Quality and Technical Team
 - Contact: Michael.O'Connor@walmart.com
- Walmart General Merchandise Quality and Technical Team
 - Contact: gmtechnical@walmart.com
- Walmart Consumables
 - Contact: Yayu.Pai@walmart.com
- Sam's Club Quality Team
 - Contact: Lensey.Gulledge@samsclub.com

C. Third-Party Laboratories

The third-party laboratories perform safety, performance, regulatory and quality testing/verification for products sold by Walmart.

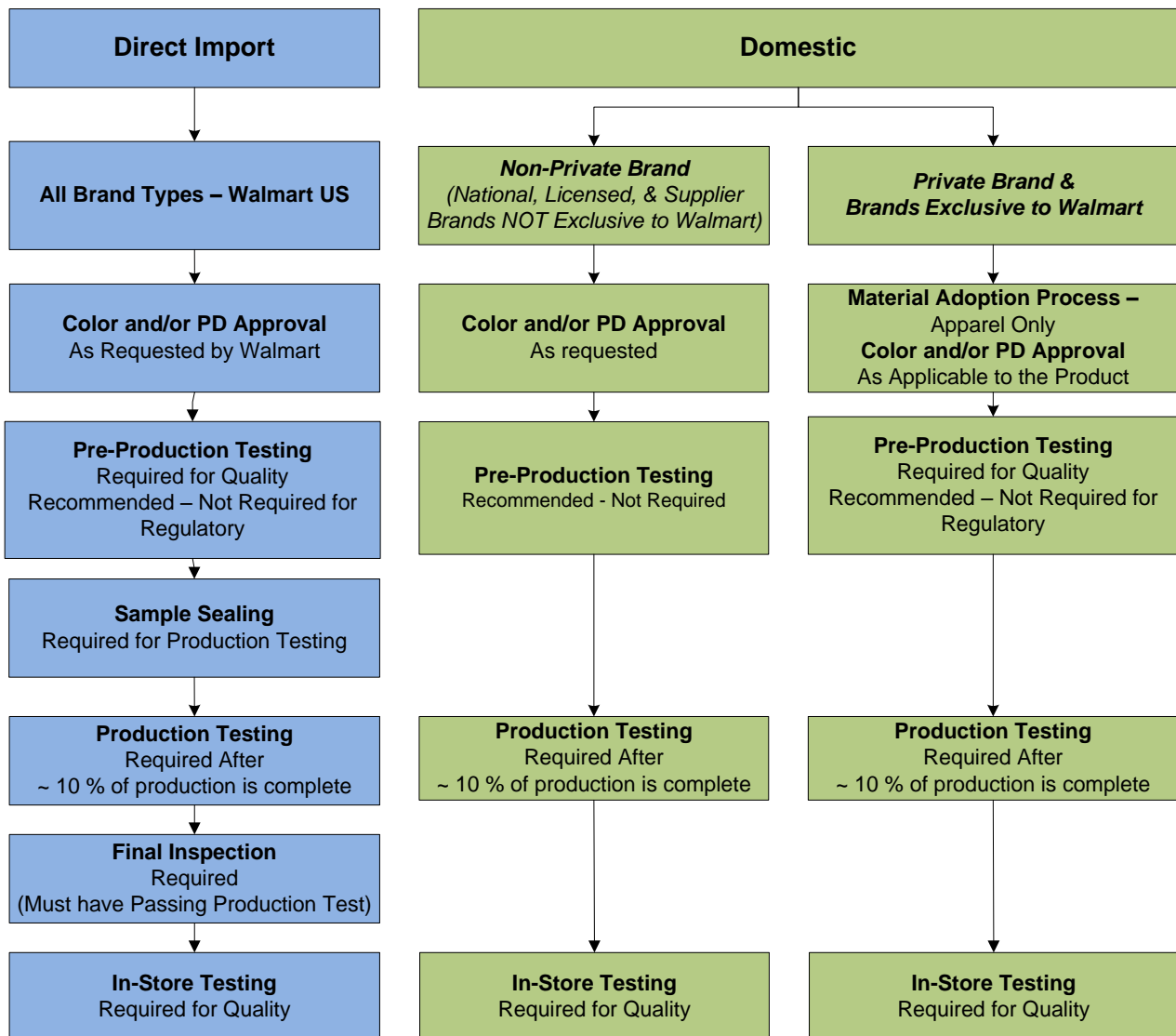
D. Suppliers

These companies manufacture and sell products to Walmart.

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III. General Testing Program Overview

A. General Testing/Verification Process Flow



B. Brand Types and Supplier Designations

- **Non-Private Brand:** Brands that are supplier brands or national brands. Suppliers own the product and label, which is well-recognized within the product category, and manage their business domestically with buyer.
- **Private Brand:** Brands exclusive to Walmart, including products labeled as “Marketed or Distributed by Walmart”.
- **Domestic Import:** Supplier is the importer of record.
- **Direct Import:** Walmart is the importer of record.

C. Testing Cycles

- **Initial** – First time item is to be sold by Walmart

- Pre-production - Submitted samples should be constructed in the same manner as production samples and submitted as far ahead of production as possible to ensure any problems identified can be corrected before production begins. Packaging/labeling is optional.
- Production - Samples must be taken from actual production lots and be representative of what will be sold in all retail formats. Packaging/labeling is required.

Note: Pre-production and production samples must be submitted separately for each factory and any new factory that may be contracted for item production.

- **Annual** - This is designed for goods that will be sold by Walmart for more than one year. Product Safety & Compliance requirements are to be tested on an annual basis for as long as the item is sold by Walmart. Performance and quality requirements are not required to be evaluated at the time of annual testing.
- **In-store/Quality Monitoring Program (QMP)** - Product is procured from retail store level and tested for performance and quality requirements at designated third party laboratories. Product Safety & Compliance requirements are typically not included in these tests, although they may be at the discretion of PSC.
- **Material Adoption Process (MAP)** – Process to ensure fabric being used by suppliers is to standard. This is required by the Walmart textile team prior to the purchase of the fabric.
- **Color/Aesthetic approval** – Process by which Walmart Product Development will approve a submitted physical swatch of production material.

D. Product Modifications

- **Material/factory change:** Any time an item undergoes a material or factory change, the item must be submitted for full testing.
- **UPC change:** If a product or product package is altered due to any of the following reasons, a new UPC number **MUST** be assigned to the altered product:
 - Regulatory change
 - Law (enacted or pending)
 - Standard enactment or revision (i.e. ANSI, ASTM, UL, Walmart US Compliance Requirement, etc.)
 - Ruling or clarification of a ruling from any governing body (i.e. CPSC, FTC, FDA, etc.)
 - Packaging – Change in product size or package statement of size affecting how product would be regulated (i.e. adding 20% more product to the container of a product that has regulated size limit in some areas)
 - Design change
 - Changes made due to patent or trademark infringement or alleged infringement
 - Formulation changes, change of color or core composition of a product
 - Material changes, including the sourcing of component parts
 - Proactive changes to product due to a safety issue

- Product Removals
 - All products that have been subjected to a safety recall or withdrawal must have a new UPC assigned regardless if the removal was for specific date codes or lot numbers.
 - Changes because competitor's similar product has been recalled and your product has the same feature or component.
- Additional –
 - Adding or removing marks obtained through certifying bodies (i.e. Juvenile Products Manufacturers Association Certification [JPMA], Carpet and Rug Institute Seal of Approval [CRI], etc.)
 - Addition to a product (i.e. gift with purchase, bonus item, or any time an item is added that would be held to different laws or standards than the original product)
 - Whenever a need arises to differentiate old product from new product for reasons other than quality
- **Packaging change:** If product packaging, but not the product, is substantially altered, only the package must be submitted for retesting.

E. Sample Submission

Please contact the test labs directly for the quantity of samples required. The test labs will not test until all required samples are received.

Suppliers may see savings through grouping of items. Items with the same fit, form, and function that were manufactured in the same factory may in some cases be grouped or consolidated for testing. Most suitable differences are either size or color of the product. Please contact the test lab for information on consolidation of samples. Items grouped together during Pre-Production and Production Testing will also be grouped during In-Store testing.

NOTE: Samples must be submitted at the same time, in a "group". Labs will not hold items that are sent in separately.

F. Failure Management Program

If a sample fails to meet requirements at any phase of testing/verification, the supplier is responsible for correcting the deficiency or non-conformity and submitting a corrected sample for retesting/verification with the completed Corrective Action Plan (CAP) form provided by the third-party laboratory.

The CAP must be approved before submitting the corrected product for retest. The table below identifies the required source of CAP approval based on the sourcing of the product:

Product Sourcing	Required Source of CAP Approval
Direct Import	Appropriate Merchandise Quality Engineer (MQE)
Domestic	Walmart-Approved third-party laboratory

Retest due to failure: A maximum of two retests will be allowed if the pre-production sample fails testing. A maximum of one retest will be allowed if the production sample fails testing. Any additional retests must be approved by the technical team. The retest sample must be submitted within 3 months of the failed report.

G. Product Removal

Occasionally, a product is identified that does not meet regulatory, legal, or quality requirements. When this occurs, Walmart removes the item from stores, clubs, distribution centers (DC), and online through a multi-team process initiated by the Retail Link Product Removal process. For more information, please reference the guide found on Retail Link by following the path below:

Retail Link->Docs->Product Removal Supplier Process Guide->Product Removal Help

Domestic suppliers are also obligated to register with the Consumer Product Safety Information Database, www.saferproducts.gov, to ensure that reports of harm submitted by consumers regarding any of their products are received.

IV. Product Safety & Compliance Program

The information in this section relates only to regulatory requirements. Subsequent sections provide information related to quality requirements.

A. Non-Private Brand Product Testing/Verification Program:

Non-Private brand products may be subject to product safety and compliance requirements by multiple retailers. To minimize duplicative testing, suppliers of **domestically sourced non-private brand products** AND **direct import non-private brand products sold exclusively online** may submit samples with a passing third-party test report to their Walmart assigned lab in lieu of testing/verification for regulatory requirements not listed on the Document Acceptance List, using the following guidelines:

- The test report must be dated within the past twelve months and issued by a CPSC accepted lab (<https://www.cpsc.gov/cgi-bin/labsearch/>)
- The test report must reflect testing/verification for the exact product sold to Walmart.
- The test report must include the date, item identification; testing/verification performed and designated passing result for the applicable requirement(s).

The Walmart assigned third-party laboratory will review the test report against the product testing/verification protocols and will test only to those requirements not covered by the submitted test report.

This program cannot be utilized to satisfy Walmart or Sam's Club quality testing program requirements and is not an option for private brand or direct import products.

B. International Compliance Information Exchange (ICIX)

Walmart Stores and walmart.com are utilizing ICIX, a third-party service provider, to retain compliance documents that substantiate product compliance. **Direct Import and Private Brand suppliers** are required to participate in the ICIX program.

When a purchase order (PO) is initiated by Walmart, ICIX automatically sends a notification to the supplier to complete a Test Request Form (TRF) or upload a passing Walmart production test report.

For detailed information, please reference the FAQ document provided here: [ICIX Program Management FAQ](#) (Internal Link)

The ICIX website and all relevant information and training can be accessed at the following links: <https://www.icix.com> and <http://customers.icix.com/walmart/>. To setup an ICIX account or to seek help with the system, email WM.GM@icix.com.

C. Global Registration Services (GRS)

Walmart uses the Vendor Watch program through GRS to verify and monitor the compliance status of registered licenses. Suppliers selling any type of product that is **stuffed or upholstered** must create an account with GRS and subscribe to the Vendor Certification service in order to register the necessary state licenses for their stuffed and/or upholstered articles.

The GRS website and all relevant information can be accessed at the following link: <http://www.globalrsinc.com>.

D. Worldwide Environmental & Regulatory Compliance Systems (WERCS)

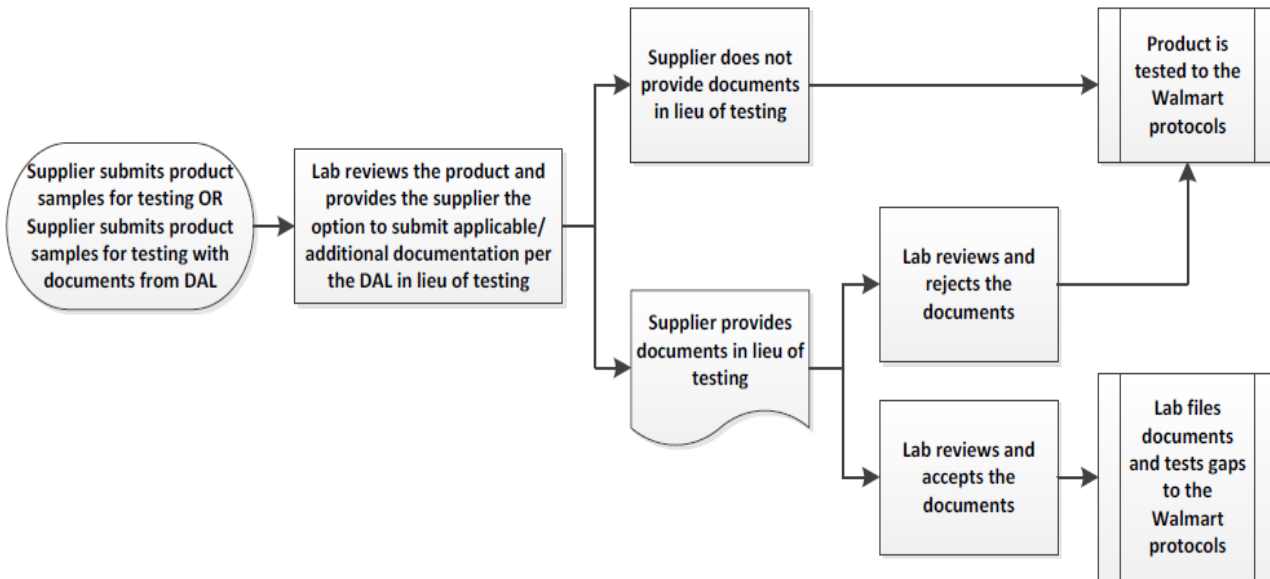
For products that contain any type of **chemical, aerosol, or pesticide**, and for products that contain **batteries with lithium or lead**, suppliers are required to complete the Chemical Assessment Review Process by submitting formulation information to the WERCS.

Access the following site for additional information: <https://secure.supplierwercs.com/> or call WERCS directly at (518)720-6220.

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E. Document Acceptance List

The [Document Acceptance List](#) ^(Internal Link) (DAL) outlines when prior third-party test reports or documentation can be accepted by the Walmart-assigned third-party laboratories in lieu of conducting physical and/or chemical tests.



The DAL contains 3 columns of information:

Test	Citation	Documentation Accepted
The requirement or law to which the document must relate	The citation or reference information to which the requirement relates.	Defines what is considered to be an acceptable replacement for the Walmart protocol specification

PSC reserves the right to require testing for products where documents have been submitted in lieu of testing.

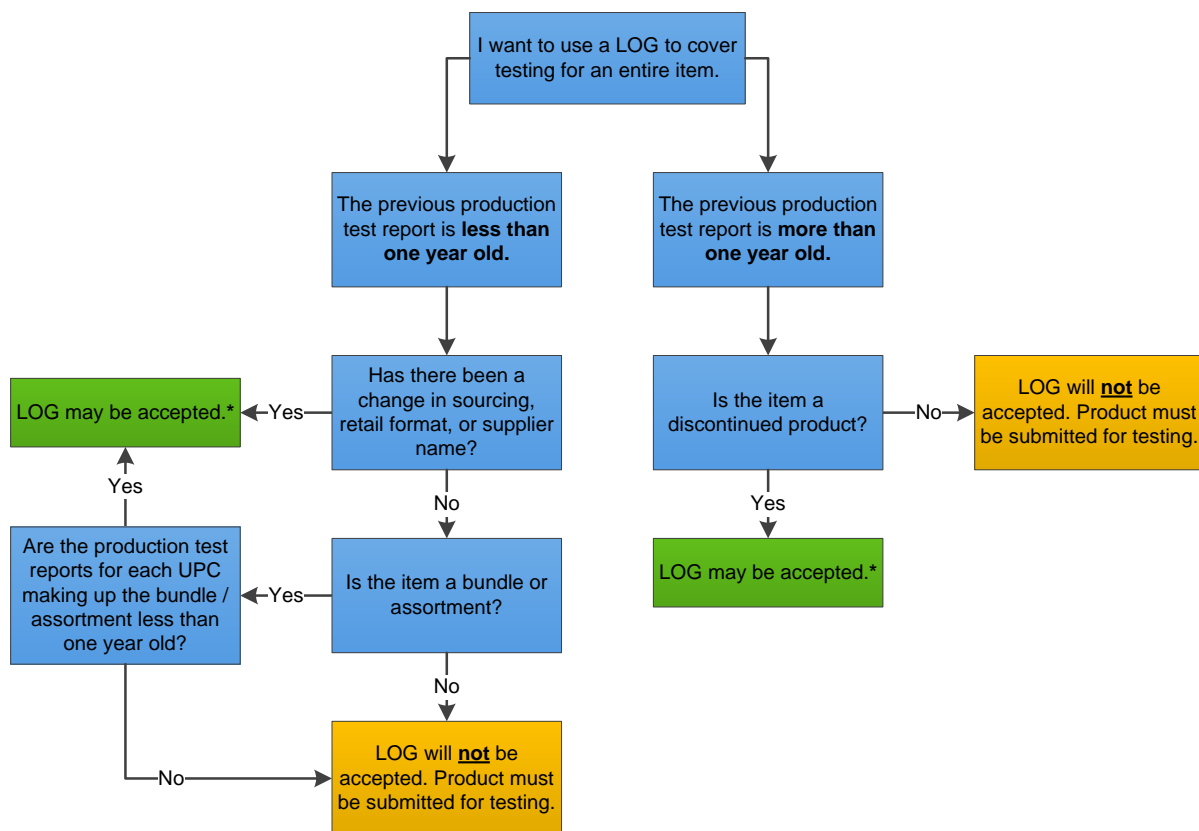
F. Letters of Guarantee (LOG)

1. Using LOG for an Entire Item

Letters of Guarantee can be applied in conjunction with the Document Acceptance List in the following situation(s) to cover testing for an entire item:

1. **Sourcing Change** – Product was previously carried as direct import and is being switched to domestic or vice versa. This does not apply to a change in factory.

2. **Retail Format Change** – Product is carried in Walmart under one UPC and/or item number, and it is now being added to Dotcom under another or vice versa (also applicable to products changing departments).
3. **Discontinued Item** – Product has been discontinued; there is residual inventory for sale; and the residual inventory is representative (i.e., produced at the same time, in the same factory, and using the same materials) of the product tested under the last production report.
4. **Supplier Name Change** – Product was tested under the previous supplier name, and the supplier has undergone a name change before the production test expires.
5. **Bundle / Assortment** – Product is a bundle / assortment under a single UPC and made up of products under various UPCs which have current production test reports or vice versa (e.g., dinnerware set under one UPC and individual dinnerware pieces under various UPCs).



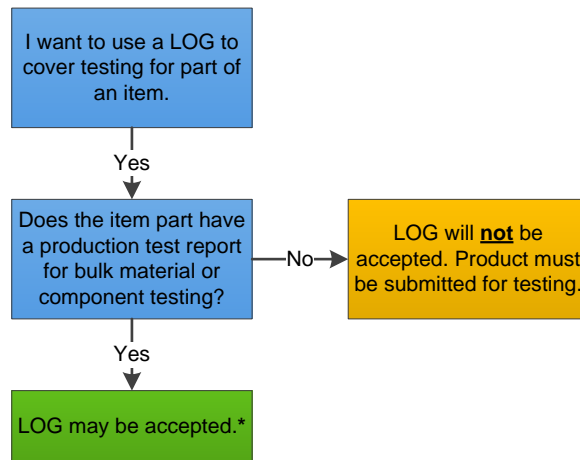
*Please refer to the LOG [General Requirements](#) for information on what must be certified. The lab may conduct a gap analysis to determine if there are any testing gaps and test for the gaps.

2. Using LOG for Part of an Item

Letters of Guarantee can be applied in conjunction with the Document Acceptance List in the following situation(s) to cover testing for part of an item:

1. **Bulk Material** – Product is composed of a material that has undergone bulk material testing (e.g., plush in comforter).

2. **Component** – Product is composed of a component that has undergone component testing (e.g., mechanical motor in blender, wheels on toy vehicles, doll hair, beads of the same color in activity kits).



*Please refer to the LOG [General Requirements](#) for information on what must be certified. The lab may conduct a gap analysis to determine if there are any testing gaps and test for the gaps.

3. General Requirements

Letters of Guarantee must include the following:

1. Drafted on supplier's company letterhead or include an e-verification of the origin of the LOG
2. Date
3. Product name, UPC, item number and description
4. Original test report number and test date, if applicable
5. Statement of guarantee certifying that the original test report provided applies to the product being shipped to Walmart, if applicable
6. Statement of guarantee certifying that the product is representative (i.e., produced at the same time, in the same factory, and using the same materials) of the product tested in the production report, if applicable
7. For products requiring a tracking method (e.g. children's products, wood products, etc.), indicate how the product can be linked to the test report (e.g. tracking label, lot code, etc.)
8. Signature of an officer of the company
 - For the purpose of letters of guarantee, an officer is a high-level management official with authority to act on behalf of the company
9. If applicable, a copy of the test report must be attached showing that:
 - Product was tested by a Walmart approved test laboratory and meets the Walmart testing/verification requirements, AND
 - Test report meets the Walmart product testing/verification program time frame

v. **Walmart US Quality Programs (Excluding Sam's Club and Walmart.com Exclusive Items)**

A. General Merchandise Testing

1. In-Store Performance Testing

For the General Merchandise (Non-Apparel) items "initial In-Store Quality Audit", all sizes and colorways representative of each style will be randomly pulled for testing as soon as the products are available in stores. Full testing will be conducted including color match testing.

It is the supplier's responsibility to inform Walmart at gmtechnical@wal-mart.com of any items that have been discontinued and should be removed from the In-Store testing program.

Walmart Private Brand items require quarterly In-Store testing unless otherwise specified by Walmart. All Non-Private Brands will be pulled from the store once a year.

Additional In-Store goods may be tested when the "initial In-Store Quality Audit" results in a test failure.

High Sampling Retest from multiple regions for Major or Minor failures will be at the direction of the Walmart Quality and Technical Team.

2. Reduced In-Store Testing (RIST) and Skip Pre-Production Testing (SKPPT)

Walmart rewards "Best in Class" suppliers for consistently providing quality products in our Private Label Brands with a reduction in the frequency of In-Store testing from quarterly to annually. The criteria for reduced In-Store testing are based on Walmart business requirements and supplier quality performance in the following areas:

- Product Withdrawals and Recalls
- Return Rate (RR)
- In-Store Testing

To be considered for participation, suppliers must meet the following requirements:

- Business requirements for product category align with In-Store testing reduction program
- No product withdrawals or recalls in the past fiscal year
- Return Rate (RR) compared to the category average
- In-Store Testing Fail Rate compared to the category average

Eligibility assessments will be conducted annually. New and continued participation in the In-Store testing reduction program will be based on supplier product quality performance for the previous year.

Note: Suppliers will be immediately dropped from the In-Store testing reduction program for any product withdrawal or recall.

Suppliers will be notified if they are eligible to participate in the program.

Suppliers approved for RIST are automatically approved for SKPPT.

With the Skip Pre-Production Testing Program (SKPPT), Walmart Private Brand suppliers have the option to skip the Pre-Production testing portion of the Walmart General Merchandise Approval and Testing Process in the eligible category.

If suppliers “opt-in” to SKPPT, they are not required to perform Pre-Production testing. (Samples for PD/Buyer aesthetic review may still be requested). SKPPT allows suppliers to go directly to Production testing.

It is highly recommend that suppliers still elect to take advantage of Pre-Production or Vendor Only Testing to Walmart requirements in order to prevent potential shipment delays or PO cancellations due to a failed Production test.

Suppliers must complete the SKPPT Form with Instructions and submit it along with the Production test request form and samples.

B. Walmart.Com Online Exclusive Product Approval Process

1. Product Approval Process for Private Brand and/or Direct Import Items

Step 1	Product Development Approval	<p>Samples are to be submitted directly to the Product Development team.</p> <p>The sample <u>must</u> include a completed Sample Tag attached to the item.</p> <p>Samples for Production testing may not be submitted until PD approval has been given on the item.</p>	
Step 2	Production Testing	<p>Note: Applicable test reports from CTL, BV, SGS, ITS, or UL dated within 1 year MAY be accepted. The test report, along with a product sample, must be submitted to CTL or BV to determine if all requirements have been satisfied. <u>Additional testing and/or documentation may be required.</u> Contact CTL or BV for clarification/details.</p>	
		<p>Non-Electric Items in D14, D17, D20, D22, D74</p>	<p>Commitment Quantity of 1000 pieces or Less Production - Limited testing for regulatory and select quality requirements.</p> <p>Commitment Quantity Greater than 1000 Pieces Production- Full testing</p>
		<p>Electric Items (anything with a cord) in D14, 17, D20, D22, D74</p> <p>All Items in D71</p>	<p>Commitment Quantity of 500 pieces or Less Production - Limited testing for regulatory and select quality requirements.</p> <p>Commitment Quantity Greater than 500 Pieces Production- Full testing</p>
		<p>Direct Import samples must be pulled and sealed per the Sample Sealing Process. (Contact your Global Sourcing Representative for information on this process)</p> <ol style="list-style-type: none"> 1. Complete the 3rd Party Laboratory TRF. 2. Submit the required test samples (See Sampling Plan in the General Merchandise Performance Protocol Manual). <p>Test samples <u>must</u> include a Sample Tag or a Product Specification/BOM.</p>	
Step 3	Final Inspection	<p>Direct Import Items must undergo Final Inspection.</p>	

2. Product Approval Process for Non-Private Brand and Non-Direct Import Items

Step 1	Product Development Approval	Product Development and/or Buyer approval as designated.
Step 2	Production Testing	Supplier ensures compliance to requirements and must provide documentation if requested.

VI. Appendices

A. Color Approval Process

1. How to Submit Color Approval Samples

When to Submit

Solid color lab dips, print strike-offs, yarn-dyed patterns and color sample proofs should be submitted as soon as possible to avoid production delays. When or before commitment is given, samples should be sent in for evaluation.

Where to Submit

All solid Color lab dips, print strike-offs and handlooms for Softlines Items must be submitted directly to the test lab. All Hardlines Color Proof Items for Hardlines, Entertainment and GM Seasonal Color review samples are submitted directly to Walmart. See below for additional guidance.

Walmart Private Brand Products Use Walmart colors (CSI Standards).
Supplier Branded Products Non-Walmart branded product colors will be set as standard. If using Walmart colors and/or Non-Walmart colors/artwork the process outlined above for Walmart Private Brand Product should be followed.
National Brand Products Color approval as requested by Merchant or Product Development.

What to Submit

- i. When submitting softlines solid color lab dips, a 4x4 inch swatch is required. All Lab Dips must be submitted in duplicate pairs, one set for the test lab and one set for Product Development. The appropriate color name and number must be listed on the application.
- ii. When submitting softlines print strike-offs or yarn-dyed patterns, a full pattern repeat (a minimum 6x6 inch swatch) is required. All Lab Dips must be submitted in duplicate Pairs, one set for the test lab and one set for Product Development. The CSI color name and number for all colors must be listed on the application, however only a maximum of four colors will be evaluated for color correctness. Artwork with color callouts must be included.
- iii. For hard items, seek guidance from PD or Merchant teams for sampling requirements.

If Sample Fails

Resubmit new samples following the same process.

Note: Each new submission should reflect improvement toward the standard.

2. Color Standards and Viewing Procedure

Color Solutions International has been designated by Walmart to manage our color standards program. Below is the information needed to order color standards:

Color Standards

How to Order:

The preferred method of ordering is via CSI web-site. The address is www.colorsolutionsinternational.com. All color palettes can be accessed via our web site as well as some additional information. All orders will need the information listed below.

Orders must have the following basic information:

- Company Name
- Shipping Address & Postal Code
- Shipping method (FedEx, UPS, DHL) account number
- Credit card information i.e. card type, card number, expiration date, and cardholder's name.
- Contact / Attention Name
- Phone Number
- Fax Number
- E-mail address
- Standard Color name and number
- Quantity for Each Color Standard
- Date order is placed

Domestic vendors can expect lead times of three business days or less for processing and ship time (provided orders are placed by 12 PM Eastern Time and order information is complete).

International vendors can expect lead times of 3 to 7 days depending on the location and shipping option. Duties and taxes are the responsibility of the recipient.

Upon receiving your color standards please take the following precautions;

- Keep the color standards out of the light when not in use
- Make sure hands are clean and dry
- Only use un-backed color standards for color matching
- Discard swatches after six months of use
- **If a certain color is a problem to match, contact CSI as soon as possible**

Age, improper handling, and exposure to environmental elements adversely affect the color standards. Please replace your color standards seasonally.

Any other questions please call
1-800-962-6023 ext. 2908 or
Phone (704) 561-2900
E-mail: dionna.vincent@dystarlp.com

Address:
Color Solutions International, Inc.
9844-A Southern Pine Blvd
Charlotte, NC 28273 USA

Walmart Viewing Procedure

Visual color evaluations are conducted in a lighting cabinet.

Primary light source – Cool White Florescent (4150K); Secondary light source – Daylight (D65)

Comments are made on HUE (red – green – yellow – blue), VALUE (light – dark) and CHROMA (bright – dull) Using modifiers:

Slightly – a small difference in color

Moderately – a noticeable difference in color

Extremely – a completely different color

Comments note the differences from the standard.

Submit is placed next to standard at a 45 degree angle if possible.

Fabric standards are replaced every six months.

Equipment and Suppliers

Important Note: It is the individual suppliers responsibility to choose Walmart approved equipment that best fits their needs. All software and equipment are compatible and can be used in combination.

Lighting Systems

Spectralight III, SpectraLight QC, Judge 2 or Judge QC, available from X-Rite

Datacolor Color Matcher DCMB-2540, Color Matcher DCMB-2028 or TruVue 4 available through Datacolor.

Lighting Cabinets

The Spectralight III, SpectraLight QC, Judge 2 or Judge QC available from X-Rite or the Datacolor Color Matcher DCMB-2540, Color Matcher DCMB-2028 or TruVue 4 available from Datacolor, lighting cabinets have been chosen by Walmart for performing all critical color evaluations and appearance inspections.

Illuminants

Cool White Fluorescent- a wide band fluorescent lamp with a color temperature of 4150 K.

In the SpectraLight III, this is provided by two F30T8, 30-watt lamps.

In the Judge 2/Judge QC it is provided by one F20T12, 20-watt lamp.

In the Datacolor Color Matcher (DCMB – 2540, DCMB-2028 or TruVue 4), this is provided by one F30T8 30-watt lamp.

Daylight 65 - Average North Sky Daylight, (D65) with a color temperature of 6500 K.

In the SpectraLight III, this is provided by two 750-watt tungsten halogen lamps with daylight filters.

In the Datacolor Color Matcher, (DCMB-2540, DCMB-2028 or TruVue 4), this is provided by one F30T8 30-watt lamp.

Datacolor - www.datacolor.com

5 Princess Road

Lawrenceville, NJ 08648

Phone: 888-672-4422 or 609-924-2189

Fax: 609-895-7472

E-mail: walmart@datacolor.com

X-Rite

4300 44th St. SE

Grand Rapids, MI 49512 USA

Phone: 800-248-9748

E-mail: walmart@xrite.com

3. Private Brand Textile Production Color Standard Management Process

Scope: Private Brand textile substrates on Walmart US Store items

Dept.	Lab Dips	Production Color Standards	Production Shade Bands
14, 17, 20, 22	Required	Required	Required
Rugs* -14, 17, 20	Required	Required	Optional
16, 71 and 74	Required	Required	Optional

* Note: Remnant rugs are exempt from color

Color Approval Phase (Lab Dips)

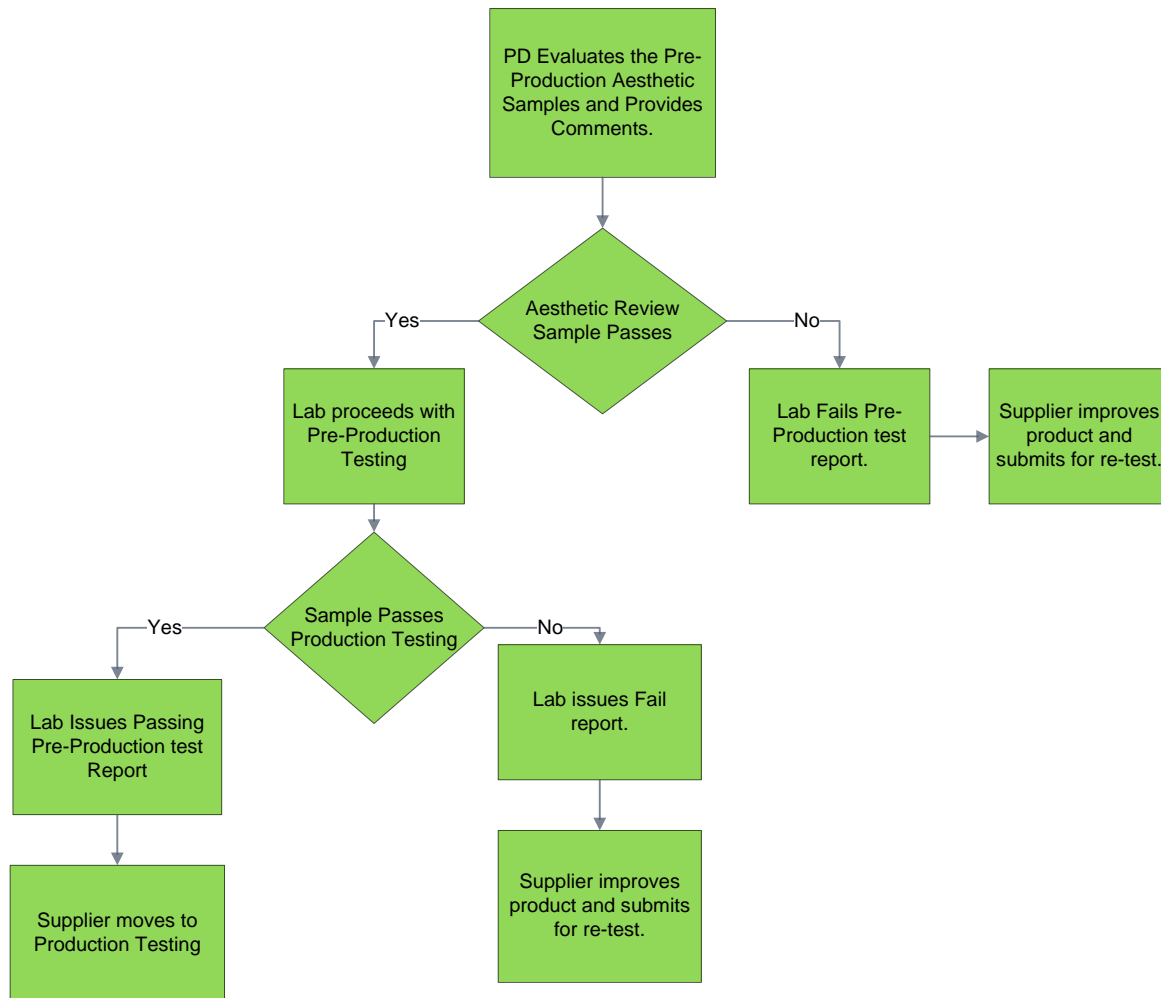
- Supplier completes the Testing Request Form (TRF) with all required fields and submits form with lab dips to Test Lab. Must submit two sets of lab dips. Each submission should contain a minimum of three individual lab dips/strike-off.
 - *Best practice for solid colors is to submit one from each color quadrant.
- Test Lab assigns a test number, keeps one lab dip for their records and delivers the other to the Product Development Specialist (PDS) for color evaluation.
- PDS evaluates the lab dip and inputs color comments through CTL Corporate Communications. CTL Corporate Communications is the portal for communication to Product Development for Color Standard Management and Aesthetic Review Processes.
- Pass Lab Dip
 - Test Lab issues the passing lab dip report. Lab Dip will be retained for one year and used as reference for the Pre-Production review with the PDS. Continue to Pre-Production Phase.
 - *It is mandatory that suppliers also retain a color reference sample for future use.
- Fail Lab Dip
 - Supplier completes the New Testing Application Form (TRF) with all required fields and submits form with new lab dips to Test Lab.
- Move to Pre-Production Phase.

Pre-Production Phase

- Supplier completes TRF with all required fields and submits TRF with Pre-production tests samples to the 3rd Party Test Lab. 3rd Party Test Lab will assign test number. There are a maximum of two retests without approval from the Technical Manager.
- Submit the required test and aesthetic review samples (See Sampling Plan in the General Merchandise Performance Protocol Manual)
 - *If you are testing at CTL** - All samples including the aesthetic review sample should be submitted directly to CTL. CTL will deliver aesthetic review samples to the appropriate PDS.
 - *If you are testing at BV** - Aesthetic review samples should be sent directly to the Walmart PDS or Earthbound PDS depending on the brand; AT THE SAME TIME, the test samples should be sent directly to BV.

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Pre-Production Flow Chart



Sample Sealing Phase (Applies to D.I. Shipments Only)

1. During sample collection, supplier must complete the TRF, which will be placed with the collected testing samples and sealed. The supplier will then ship to their preferred laboratory for testing.
2. Production Color Standard Swatches (as shown in Figure 1) will be collected and sealed with the aesthetic review samples.

Production Phase

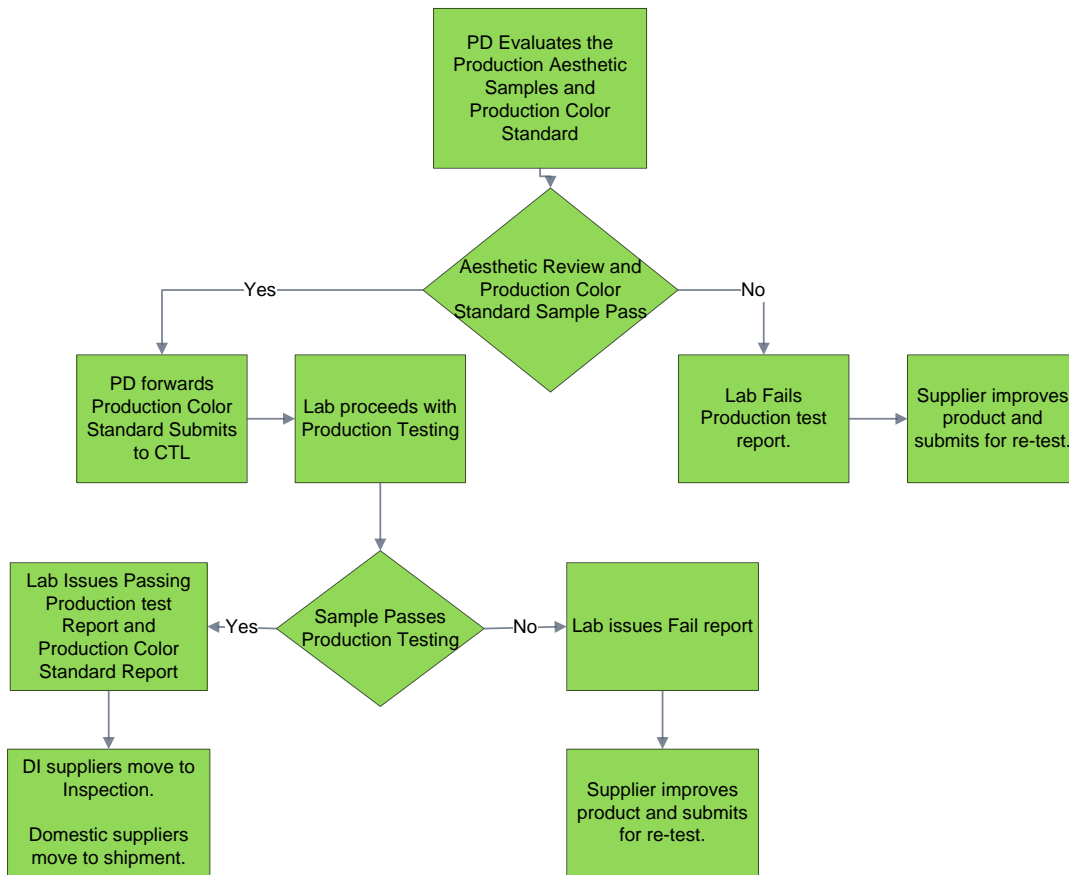
1. Supplier completes TRF with all required fields and submits TRF with production tests samples to the 3rd Party Test Lab. 3rd Party Test Lab will assign test number. There is a maximum of one retest without approval from the Technical Manager.
2. Submit the required test and aesthetic review samples (See Sampling Plan in the General Merchandise Performance Protocol Manual):

***If you are testing at CTL** - All samples including the aesthetic review sample and the production color standard submits should be submitted directly to CTL. CTL will deliver aesthetic review samples to the appropriate PDS.

***If you are testing at BV** - Aesthetic review samples should be sent directly to the Walmart PDS or Earthbound PDS depending on the brand; at the same time, the test samples and production color submission should be sent directly to BV.

3. If testing at either 3rd Party Testing Lab, submit two identical cuttings (7" x 7" minimum for solids). For prints/yarn dyes require a 7"x 7" minimum size swatch, or a swatch that represents all colors, whichever is larger. Attach these to the Production Color Standard Template (See Figure 1 below) and send along with your Production Aesthetic Review Samples. These will be identified as production Color Standard Submits. Send Production Color Standard swatches, Production Test Samples and Production Aesthetic Approval Samples at the same time.
4. *Important: Great care should be exercised to ensure swatches are all presented and labeled with fabric positioned in the same direction as the other swatches.

Production Flow Chart



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Inspection Phase

1. During inspection, the inspector will require valid (dated within one year) Production Color Standard Swatches and up-to-date shade bands as a part of the QA pack. If swatches and/or Approved Shade bands are not provided, inspection will be aborted.
2. Shade variation will no longer be performed utilizing the gray scale. Instead the color standard created prior to sample collection as well as any current shade bands will be used.
3. A certified light cabinet as outlined in the Color Standard and Viewing Procedures should be on premise and available for the inspector's use . If no light box is available the inspector will note this in the report.

Shade Band Phase

Upon approval of your Production Color Standard, it is mandatory to submit your physical Shade Bands (seven swatches minimum) to CTL Bentonville. This is done through the following steps:

1. Go to the CTL website at www.consumertesting.com.
2. Log in to the website using your client log-in. If you do not have a log-in name and password, click the "Request Account" button to fill out the form and submit.
3. Fill out the TRF for Color Evaluation Application, checking the Shade Band Test Type, submit it online and print it out.
4. Attach your swatch to the Color Presentation form (see Figure 1below). SB swatches are required to be a minimum of 7" x 7" for solids. Prints/yarn dyes require a 7"x 7" minimum size swatch, or a swatch that represents all colors, whichever is larger.
5. *Important: Great care should be exercised to ensure swatches are all presented and labeled with fabric positioned in the same direction as the other swatches.
6. It is mandatory to label the swatches on the lower right hand corner with a unique number. It is mandatory this be completed on the "Color Presentation Form" as well.
7. A minimum of seven shade band options must be on file as approved to make up the shade band range unless special provisions have been made. If production is cut from fewer fabric lots, the supplier must advise this on the application to CTL.
8. All shade bands submitted that fall out of the approved shade band range will stand as failures and will follow the "Color Review Process".
9. Send the Shade Band submits to the following address:

**Consumer Testing Lab
Attn. Color Lab
2601 SE Otis Corley Drive Bentonville, AR 72712**

*Note:

1. Shade Bands and Production Color Standards will be retained for use at Inspection for DI Shipments only.
2. Shade Bands and Production Color Standards will be used for In-Store phase for Color Evaluation for both DI and Domestic Shipments.

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Process for formal Color Review (for shade bands):

Definition: The color review process is an appeal process for the supplier in the event they disagree with the rating issued by the 3rd Party Laboratory for Shade Band Evaluation.

In the event that a passing Shade Band cannot be achieved, the supplier should begin the Color Review Process.

All Color Review Requests should be sent to:

CTL Bentonville Color Lab: colorrev@consumertesting.com

The Color Review Process must be followed as listed below:

1. Have at least two failing shade band reports.
2. These failing reports should not have been submitted on the same day.

Review Exception

If the supplier has rejected colors internally, these rejections must be communicated in writing on the Color Review Form for a review to take place if the above provisions have not been met.

If the delivery is jeopardized due to color, this must be communicated in writing on the Color Review Form for a review to take place if the above provisions have not been met.

All review requests should include a CAD of the pattern/product and any Production Color Standard Report or Shade Band (SB) report numbers for coordinating pieces or items. These are required in order for the review to be completed.

CTL will notify you when the results are complete.

Should your Color Review Request be rejected by Walmart after the physical review, the supplier must partner with the mill to adjust the color accordingly to the comments given by CTL. The supplier must resubmit following the Physical LD or Physical SB process as listed previously.

Please do not work directly with Product Development or the Buyer for a review request. This will only delay the process. CTL will work with your Walmart contacts once the reports are pulled and ready for review.

In-Store Color Evaluation Phase:

1. In order to ensure that merchandise meets Walmart Product Performance and Quality requirements, Industry Standards, and our Customer's needs, 3rd Party Test Lab will test merchandise pulled directly from Walmart Stores sales floors. This section identifies how color is evaluated as part of this process.
2. For the "initial In-Store Quality Audit" all sizes and color ways representative of each style will be randomly pulled for testing as soon as the products are available in stores. Performance testing will be conducted which will include a color evaluation.

All In-Store samples will be evaluated against the approved Color Production Standard and shade band on file.

Production Color Standard Renewal Process

1. Notifications for Production Annual Testing will be sent to the suppliers based on the expiration date of their last production report. At this time the Supplier should also

submit to CTL separate samples for Production Color Standard renewal. (Note: The submission for the new color standard must match the existing color standard).

2. Supplier completes TRF with all required fields and submits TRF along with Color Production Standard Renewal submits. Submit two identical cuttings (7" x 7" minimum for solids). For prints/yarn dyes submit a 7"x 7" minimum size swatch, or a swatch that represents all colors, whichever is larger.

Attach these swatches to the Production Color Standard Template (See Figure 1).

3. Test Lab evaluates the Production Color Standard submits back to the previously approved shade band and the previously approved Production Color Standard.
4. Failed Production Color Standard submits: Supplier resubmits improved Production Color Standard swatches. If an approval is not obtained by the 3rd submission, a request must be submitted through the Color Review Process where it will be reviewed by Walmart Product Development.
5. Pass Production Color Standard submits:
Test Lab issues a passing Production Color Standard report which will be sent to supplier and/or Walmart PDS.
6. Test Lab retains new Production Color Standard and Shade Bands.
 - *In lieu of annual renewal a Supplier may request to have Production Color Standard reset due to unforeseen changes in production. However, request must be submitted through the Color Review Process where it will be reviewed by Walmart Product Development.*

Production Color Shade Band Renewal Process

1. After Production Color Standard Renewal is completed, the Supplier should also submit to CTL separate swatches for Shade Band renewal.
2. Supplier completes TRF with all required fields and submits TRF along with Shade Band Renewal submits. Submit minimum seven swatches (7" x 7" minimum for solids, for prints/yarn dyes submit 7"x 7" minimum size swatches or a swatch that represents all colors, whichever is larger).

Attach these swatches to the Shade Band Template (See Figure 2).

3. Test Lab evaluates the Shade Band submits back to the previously approved shade band and the previously approved Product Color Standard.
4. Failed Shade Band submits: Supplier resubmits improved Shade Band swatches. If an approval is not obtained by the 3rd submission, a request must be submitted through the Color Review Process where it will be reviewed by Walmart Product Development.
5. Pass Shade Band submits:
Test Lab issues a passing Shade Band report which will be sent to supplier and/or Walmart PDS.
6. Test Lab retains new Shade Band and Shade Bands.

**In lieu of annual renewal a Supplier may request to have Shade Band reset due to unforeseen changes in production. However, request must be submitted through the Color Review Process where it will be reviewed by Walmart Product Development.*

Consumer Testing Laboratories
Production Color Standard


+

Supplier _____

Color Name _____

Item Description _____

Test Type _____



Lab Number ARSL _____

Logout Date _____

Figure 1

WALMART STORES / SAM'S CLUB
SAMPLE PRESENTATION FORM

Submission Date

1. Use this form for all sample swatches (including yarn skeins & color windows).
2. Submissions must meet all minimum measurement requirements.
3. Swatches must be labeled with a maximum of 3 characters (i.e. A12, XYZ, or 386)
Label the swatch and the application.

Pattern Name	<input type="text"/>
Background Color Name/Walmart Color #	<input type="text"/>
Prominent Print Color(s) Names/Walmart Color #'s	<input type="text"/>
Additional Comments & Colors	<input type="text"/>
Style #	<input type="text"/>

<div style="border: 1px solid black; padding: 20px; text-align: center;"><div style="border: 1px solid black; width: 80%; margin: 0 auto; padding: 10px;"><p>4" x 4" required – Lab Dips (10.16 cm x 10.16 cm)</p></div><p>6"x6" (15.24 cm x 15.24 cm) required / Full Pattern Repeat Required Print, Yarn-Dye, Wash Down, Shade Band</p></div>	<input type="text" value="Swatch #"/>
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PRINT

05/08/07

Figure 2