

Sur la table

THE ART & SOUL OF COOKING

VENDOR ALLIANCE GUIDE- JANUARY 2011



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Vendors should check quarterly to find updates to the Vendor Alliance Guide. <http://www.surlatable.com> / Company Information

INTRODUCTION TO OUR VENDOR ALLIANCE GUIDE

Welcome to the community of Sur La Table Vendors. Sur La Table has chosen you as a vendor to uphold our Customer Guarantee by understanding and executing our rigorous standards. We are committed to offering high-quality, unique products at excellent value to our customers. Sur La Table can only achieve this goal with the cooperation and support of our suppliers. Our aim is to provide you with clear routing and packaging instructions to ensure a cost-effective and smooth flow of merchandise through our distribution center to our customers.

Suppliers must completely understand these requirements before accepting merchandise orders:

Quality and Safety: Suppliers must ensure the quality of all merchandise produced for Sur La Table. Products are to meet the Buyer's specifications and match approved production samples, and must comply with applicable federal and state regulations for health and safety.

Packaging, Marking and Labeling: All products must meet Sur La Table's minimum specifications as outlined in this Vendor Alliance Guide to ensure smooth and efficient processing at the distribution center.

Delivery and Freight Routing: Manufacturers must meet delivery dates specified upon the approved purchase order and select freight delivery as outlined in the Routing Guide. Late delivery will result in a penalty.

Any variation to these standards must be submitted to the purchasing department and approved by the Buyer in advance of shipment. Violations to requirements will result in direct charge backs to you to offset additional costs incurred to correctly package, label, or dispose of unsatisfactory products. We require that you read, understand and acknowledge our requirements by returning the enclosed Contact Sheet to the Sourcing Manager.

We value your commitment in providing Sur La Table's customers with excellent products and services. We look forward to strengthening our partnership through clear understanding of our requirements. Please contact us if you have any questions about the content of this manual.

Thank you,



Jack Schwefel - Chief Executive Officer, Sur La Table



TO SUR LA TABLE INC. (“SLT”) VENDORS: This Warranties and Representations/Indemnification Agreement must be signed and mailed or faxed back to the SLT Purchasing Department (206-613-6237) as promptly as possible. If you have any questions, please contact Kerin Seeger, VP/GMM for SLT at 206-613-6335.

VENDOR WARRANTIES AND REPRESENTATIONS/INDEMNIFICATION AGREEMENT

Vendor hereby warrants that all of the products, goods, items or articles (“Products”) to be provided to SLT by Vendor: **(a)** are merchantable and fit for their intended purpose and are free from defects in design, material, or workmanship; **(b)** are duly marked with all necessary patent, trademark, copyright or other markings and that SLT’s sale of such Product does not infringe or violate any patent, trademark ,copyright or other intellectual property right of any third party; and **(c)** comply with all laws , statutes, ordinances and regulations applicable to the retail sale of its Products through SLT retail stores, catalog and Web site.

Vendor agrees to defend, indemnify and hold SLT harmless at Vendor’s expense from and against any claims, charges, demands, actions, proceedings, suits, penalties, liabilities, attorney’s fees, costs, expenses (“Claim”) resulting from, arising out of, or in connection with, any actual or claimed: **(a)** personal injury (including death), property damage or loss of any nature whatsoever alleged to have occurred as a result of the use or sale of any of the Products; **(b)** any defect in material, workmanship or design of the Products; **(c)** violation of a third party’s intellectual property rights; or **(d)** violation of any public health and safety laws, including, without limitation, California’s Proposition 65 (California Health and Safety Code §25249.6 et seq.) alleged to have occurred as a result of SLT’s use or sale of any of the Products. If any Claim is brought against SLT, Vendor, upon notice from SLT, shall defend SLT at Vendor’s expense with legal counsel reasonably satisfactory to SLT. This defense and indemnification survives termination of the business relationship between Vendor and SLT.

All of Vendor’s Products supplied to SLT are compliant with California’s Proposition 65 (California Health and Safety Code Section 25249.6 et. seq) YES_____NO_____

DATE_____

VENDOR NAME_____ **(AUTHORIZED AGENT)**

NAME_____ **TITLE**_____

PURCHASE ORDER - GUIDELINES

The timely and accurate execution of Purchase Order is essential in achieving our goal of outstanding customer service and credibility. To achieve this goal:

SUR LA TABLE HAS THE RESPONSIBILITY TO:

- Communicate plans and forecast with the Vendor.
- Order Product in a timely manner.
- Maintain the correct vendor and product information, such as pricing, terms, lead time etc.
- Pay for merchandise based on the agreed terms.

VENDORS HAVE THE RESPONSIBILITY TO:

- Verify that all information contained in the purchase order is correct.
- Sign and fax back confirmation of order, pricing and ship dates.
- Communicate any discrepancies with Purchasing Department immediately.
- Communicate all changes to shipment dates through a revised copy of the purchase order.
- Ship accurately and completely in a timely manner based on original purchase order.

SUR LA TABLE PURCHASE ORDER CONTAINS THE FOLLOWING INFORMATION:

1. Purchase Order Number
2. Page number
3. Order Date
4. **Begin Ship Date (Do not ship prior to this date.)**
5. **Cancel Date (Order must be shipped by this date)**
6. **Ship via (Use Routing Guide)**
7. Payment Terms
8. Ship to Address
9. Vendor Style Number and Item Description
10. SLT SKU#
11. Cost per unit
12. Quantity (Quantity ordered)
13. Total Units
14. Amount (Total extended cost)
15. Authorized Signature
16. Required Vendor Signature

PURCHASE ORDER –GUIDELINES-CONT

EARLY/LATE FEE POLICY:

The Vendor is responsible for complying with the Purchase Order Terms, including “Ship” and “Cancel” dates. Purchase orders will be considered late based on the following guidelines:

Purchase Order “Cancel Date”	Order must be shipped by this date
Purchase Order “Begin Ship Date”	Order cannot ship before this date without approval from the Buyer or Planning Assistant

- Vendors must notify Sur La Table in advance if there will be a shipping delay. Failure to communicate a delay prior to the ship date will incur a 10% late charge taken off the invoice.
- Vendors that Ship before the ship date will incur a 10% ship early fee taken off the invoice, In addition the Invoice Payment will be paid on terms from original ship date.
- Vendors that ship after the cancel date will incur a 10% ship late fee taken off the invoice
- If there is a delay, and the shipment is going to be received after the cancel date, we reserve the right to cancel any or all of the items on the purchase order.

PRICE CHANGE POLICIES

- Price Changes require 90 days Notice
- January is a Black out Month for price changes.
- If an item is slated for a specific Catalog, Vendor will honor product price for the entire active time period of that Catalog.

DROP SHIP GUIDELINES (APPLIES ONLY TO DROP SHIP VENDORS)

Vendors selected to drop ship product directly to our customers from your facility will adhere to the procedures below:

SUR LA TABLE WILL PROVIDE:

- Sales projections
- Customer contact name and number for problem resolution
- Individual orders, which will be faxed, emailed or ordered on a browser-based ordering system on a daily basis as customer orders are received. This will include the customer name and shipping address.
- Shipping requirements emailed to Vendor prior to 1st drop ship order

VENDOR MUST PROVIDE:

- Contact name and number for order placement
- Required lead times to produce and ship merchandise
- Product information, including weight and shipping carton measurements
- Confirmation of receipt of customer orders
- Notification of order delays due to production or stock shortages
- Timely shipment within required service level agreements
- Tracking information once order has shipped, via email or fax

SHIPPING REQUIREMENTS

- Vendors must use the required shipping methods
- In the event of delays caused by the Vendor, Vendor agrees to expedite shipments to customers to ensure that delivery times are met. Additional expenses incurred will be covered by the Vendor.
 - Sur La Table will negotiate compensation for shipping if inaccurate forecasting causes delays.

VENDOR RELATED DAMAGES AND DEFECTIVES:

In the event of Drop Ship orders returned to SLT due to Vendor damage or defect

- Vendor will arrange a Call Tag to customer and ship a replacement at Vendors expense.
- If a Drop ship is returned due to damages caused by Carrier, SLT will file a claim against that carrier.

GENERAL PACKAGING & PALLETIZING REQUIREMENTS:

It is important that product arrives intact, in salable condition, and palletized for safety and easy sorting. Packaging and palletizing are the responsibility of the vendor, but must be sufficient to protect shipment from damage caused by normal carrier transport stress, including stacking, shifting, settling, and drops or shocks consistent with parcel carrier sorting. While SLT will hold carriers accountable for damage to well-packaged goods in transit, SLT will hold vendors accountable for damage caused by poor packaging, poor palletizing, and for “concealed” damage, defined as product damage that does not include visible carton damage.

SLT PACKAGING REQUIREMENTS:

- Shipping Carton must weigh no more than 50lbs unless otherwise approved by Buyer
- Items must be Vendor Packaged for Individual sale
- Case and Inner quantities must be as approved by the buyer. Do not change inner or outer quantities without prior approval from the buyer
Inner and outer quantities must be consistent across each SKU#
- Ensure product is separated for easy sort
- Do not mix different SLT SKU'S in the same carton
- Do not mix items from different Purchase Orders with the same carton
- Food Vendors- Do not mix items with multiple expiration dates in same case
- Shipping cartons must provide enough protection to ensure product arrives in sellable condition. Fragile, perishable, and/or temperature sensitive product must be labeled and shipped accordingly. Consider void-fill, bagging, chemical desiccants, and other custom packaging options as required.
- Selling cartons (Shelf Display Packaging) are easily damaged if not packaged in a corrugated outer. Damaged selling boxes affect value perception and may be returned.

SLT PALLETIZING REQUIREMENTS:

- Use only intact 40X48" 4-way wood pallets when shipping product.
- Maximum gross weight of loaded Pallet 2000lbs
- Do not use Plastic, Metal or cardboard skids
- Stack products neatly and consistently to allow for easy box count at time of receipt.
- Combine like product. Do Not mix product on a pallet except to combine partial pallets
- Cartons should be sturdy enough to withstand stacking without crushing or collapse, and should not hang over pallet edge.
- Use edge protectors, toppers, straps, and/or sufficient shrink wrap to prevent shifting or collapse during shipments.
- Use security tape or other tamper evident device for high value items, such as Electrics, Knives and Cookware
- Skid must be wrapped and labeled to secure load, to provide tamper-evident, theft protection, to provide protection against moisture, to prevent rough handling, carrier disassembly, and skid stacking where appropriate.
- If merchandise is shipped in selling cartons, use Cardboard corners to protect the selling boxes during shipping.
- Bring skids up to height (at least 60" and up to 96" to guard against double stacking and carrier breakdown and restacking.

SLT PACKAGING RECOMMENDATION FOR CARTONS

Product that arrives in saleable condition benefits SLT and the Vendor. In the spirit of cooperation, Sur La Table offers the following packaging recommendations.

- Use quality corrugated fiber-board cartons. We recommend at least 200 lb. test
- For heavy or bulky items, such as furniture, we recommend 275 lb test bursting strength corrugated or better.
- Corrugated packaging with a minimum Edge Crush Strength of 32 pounds per square inch (ECT 32) or equivalent carton should be used for contents weighing less than 25 Lbs. For heavier loads, we suggest corrugated with a minimum ECT of 48 pounds per square inch or equivalent.
- Design package to avoid internal friction on all items and to guard against damage to vulnerable parts or surfaces, such as handles, wheels, spouts, finished surfaces, etc.
- Ensure that there is no unoccupied air space that may allow movement of merchandise within the carton, or cause settling and packaging collapse.
- Fragile merchandise will likely require additional packaging, such as void-fill, secured sleeves, bubble wrap, and/or foam sheeting to prohibit shifting and vibration during shipment.
- Wrap product as required to prevent damage such as tearing, scratching, scoring, chipping, and uncontained leaking.
- Orientation or special handling labels such as “this side up”, “fragile”, or “do not stack” must be used as appropriate.
- Use of FDA approved chemical desiccants is appropriate when necessary for humidity and odor control

LABELING REQUIREMENTS FOR ITEM, INNER PACK, OUTER PACK, AND SKID

All merchandise shipped to the Sur La Table Distribution Center or retail outlets must adhere to the following general labeling guidelines. Following these guidelines helps ensure that your merchandise is identified and processed as quickly and as accurately as possible.

Please contact the Sourcing Manager if you have any questions about these requirements. The Sourcing Manager must approve any variation to these standards in advance of the shipment. Vendor should require written confirmation to avoid confusion. **Violation of our requirements will result in direct charge backs to offset additional costs to package, label or disposal of unsatisfactory products.**

ITEM TICKETING LABELING REQUIREMENTS:

Please note: Orders of fewer than 100 units are not required to pre-ticket.

Contact Kim Gifford with contact name and address where tickets should be sent to at 206.613.6241 or kgifford@surlatable.com

- **Each selling item** for store orders must be labeled with a Sur La Table approved barcode price ticket. These barcode price ticket labels will have description, size, and color information specific to each product, as well as current price and a scannable barcode.
- Vendors may produce their own labels to Sur La Table standards (UPC128A FORMAT). Labels must be standard 1.2in X 1.1in white stock with removable adhesive, and must be approved and test scanned at Sur La Table offices. Contact Kim Gifford for approval.
- In some instances, a different size or type of price label may be more appropriate for specific product. Our Sourcing Manager will work with our Vendors to find and approve appropriate solutions for these types of products.
- Sur La Table will send barcode price ticket labels within 48 hours of receipt of order. Contact the appropriate Purchasing Assistant if you do not receive item barcode labels as expected.
- Tickets placement must conform to the guidelines listed below. Please contact Kim Gifford, if necessary, for instructions on how to pre-ticket delicate, unusual, or unpackaged product to prevent damage to the product, and to prevent the necessity of re-ticketing in our warehouse.
- Place ticket in a consistent and logical place on the merchandise packaging whenever possible. Do not cover important information including Vendor UPC, ISBN, Country of Origin, ingredients and expiration dates unless instructed by Sur La Table

ITEM TICKET LABELING REQUIREMENTS -continued

- Do not place Ticket on unsecured packaging, such as a slip-on sleeve or disposable protective wrap.
- Ticket on flat, non-textured surface.
- If ticket must be placed directly on product, do not ticket any surface that will not support the adhesive, such as non-stick surfaces, silicone, and certain polished wood and metal surfaces. (Curling or peeling tickets will have to be re-applied at the Distribution Center, resulting in charge-backs based on expended labor)
- Cookware, Electrics, Knives and Books- Do not cover Vendor UPC or ISBN- Place ticket next to Vendor UPC code.
- Glassware - On the bottom of the product. If Product has an uneven or concave bottom, place ticket on the side of the product
- Bottles and Jars- On the back of the product near the UPC
- Linens- On the poly bag for individually wrapped items or sets, or on hang tags attached to the product, or affixed to the cloth label
- Knives- On bottom of box. For unboxed knives, please place ticket on the sheath near the Vendor barcode.
- Table Top Items- (Plates, Bowls and Cups) Place ticket on the bottom of product. Do not cover vendor markings.

If product does not fall under one of these categories please contact Kim Gifford or Mike Sullivan for proper placement.

INNER CARTON MARKING REQUIREMENT

These guidelines cover labeling requirements for inner cartons or poly bags placed within an outer carton or “master”. Please ensure that each carton adheres to the following standard marking requirements.

Inner cartons must be clearly marked with the following information using a legible stamp, printing or adhesive label printed in English characters at least 1/8” (3 millimeters) high.

Label must contain the following Information:

- Sur La Table item number (**SLT SKU#**)
- Inner Quantity
- Color (if applicable)
- Size (if applicable)

Positioning Guide/Placement of Label

- Poly bags - Place the label on the front of the bag in the lower right-hand corner
- Cartons and boxes - Place the label in the lower right-hand corner of the box

SLT SKU
QTY
COLOR
SIZE

OUTER or “MASTER” CARTON /UCC 128 SHIPPING CARTON MARKING REQUIREMENTS

Master cartons (to be defined as the “outer” or shipping carton) are subject to additional labeling requirements to ensure fast and accurate check in. If Vendor has an approved (by SLT) UCC Label that is on the Master /Shipping cartons an additional Master Carton Label is not required.

Outer or “Master” cartons must be clearly marked with the following information using a legible stamp, printing or adhesive label printed in English characters at least 1/2” (2 centimeters) high. Do not mix product inside Master Carton. If Sur La Table is not ordering in Master Carton quantity contact Kim Gifford

Label must contain the following Information:

- Sur La Table item number (SLT SKU#)
- SLT PO Number
- Vendor Style Number
- Color/Size information (if applicable)
- Case Quantity
- Carton Number (1 of 10, for instance)

Positioning Guide/Placement of Label

Apply label to lower right hand corner of the longest natural side of carton located 1.25in from the bottom and 1.25 inches from the side. Labels must face out to be viewable on Pallet/Skid when shipping. Carton number, relative to boxes shipped on same shipment and same PO#. (“Box 1 of 72” for example)

SLT SKU#

P.O. #

VENDOR STYLE #



COLOR / SIZE

QUANTITY



SSCC-18/GS1-128 Carton Label

*Illustration not to scale
Actual Size = 4" x 6"

A	Ship From: Ship From Name Your Address City, State Postal Code	Ship To: Ship To Name Ship to Address City, State Postal Code	B
C	Ship to Postal Code (420) 85040 	Carrier: Roadway B/L Number: 123456 Number of Cartons: 1 of XX	D
E	Contents: PO Number: 1234560 UPC: 123456789012 SKU: 3242344324 Vendor Item #: 58841587 Carton Qty: 12 each		
F	<optional>	Mark For: location #	G
H	Serialized Shipping Container Barcode  (00) 0 0042273 000000113 1		

ZONE	CONTENT
A	Vendor's Ship From name and address (10 to 12 pt font)
B	Ship to Name and address (10 to 12 pt font)
C	Ship to Postal Code and barcode (10 to 16 pt font)
D	Shipment Information (Carrier, B/L #, Carrier Pro, Carton 1 of xx) (10 to 16 pt font)
E	Carton Contents: (PO #, Item #'s, Description, Carton pieces count) (10 to 16 pt font)
F	Any additional info needed
G	Mark for location code (i.e. the store # if applicable)
H	GS1 -128 (UCC-128) Serial Shipping Container Code (SSCC-18)

PALLET/SKID LABELING REQUIREMENTS

Pallet labels must be applied to two sides of each skid containing the following information:

- Ship To Information, including Sur La Table name, Warehouse Address, Po Number, Shipping Pro Number and Warehouse
- Total Qty of Cartons per Pallet
- Pallet number (i.e Skid 1 of 12)
- BOL (Bill of Lading) number
- Pack List on Lead Pallet clearly identifiable at time of unloading

SAMPLE PALLET LABEL- Your Label does not need to be identical. This sample illustrates required information

To:
Sur La Table Distribution Center
901 E Northfield Dr.
Suite 200
Brownsburg, IN 46112
Attn: Receiving
Contains: SLT PO#135267 – 26 Cartons
SLT PO#135268 – 14 Cartons
40 Cartons Total
SKID #1 OF 12



PACKING LIST/PACK SLIP REQUIREMENTS

A detailed packing list must accompany each shipment. Include the packing list in a clear poly-shipping envelope on the outside of the lead carton or pallet marked "Pack List". The packing list must match the Sur La Table purchase order information and stock keeping unit (SKU) numbers and include the following minimum information:

- Do not combine PO's on one Pack slip. Each Po must have their own Pack slip
- Vendor Name and Address
- Sur La Table PO Number
- Sur La Table SKU Number
- Vendor Style Number
- SKU Description
- Total Qty by Vendor Style
- Total Carton count by Purchase Order
- MSDS (applies to vendors that ship food or hazardous materials)
- SKU Color/SIZE (if applicable)

In addition any merchandise meeting specific Occupational Safety Health Administrations must include a copy of relevant Material Safety Data Sheet (s) with pack list. (Note as general reference this MSDS requirement applies to any merchandise that is: liquid, expands under pressure, leaves a residue, combustible, or flammable and or otherwise defined by OSHA)

FAILURE TO COMPLY WITH THE PACK LIST REQUIREMENT OR PROVIDE A PACK LIST AT TIME OF DELIVERY WILL RESULT IN A \$100 NON COMPLIANCE CHARGE. FAILURE TO COMPLY WITH OSHA REQUIREMENTS AND MSDS INFORMATION WILL RESULT IN \$500 COMPLIANCE CHARGE + 5% OF THE PURCHASE ORDER VALUE.



BILL OF LADING REQUIREMENTS

The Bill of Lading (B/L) must be consigned to the Sur La Table “Ship To Address” listed on the purchase order. Per above retail and catalog purchase orders must be combined onto the same B/L for shipment to the same address when available for shipment within 1- 3 days of each other. The Vendor must list their unique X-digit vendor number (referenced on the purchase order in the Vendor Section) on the bill of lading and list the Sur La Table Purchase Order Number (s) in the carrier reference section of the bill of lading or parcel manifesting information:

* Please note: If shipping more than one Purchase order on same day use one BOL noting all the PO #'s on that shipment.

It is the Vendor’s responsibility to reference the accurate shipment weight, pieces, and description in compliance with the National Motor Freight Classification in effect at time of shipment. Sur La Table maintains a Freight All Kinds Tier Classification with our Less Than Truckload Carriers. In lieu of the vendor having the actual National Motor Freight Classification, the vendor should use the following Sur La Table Description:

“Freight All Kinds- Class 70; Household Utensils, Pots, Dishes, Books, Foodstuffs, and related Kitchen & Cooking Items”

Shipments processed with parcel carriers must be completed using package level detail (PLD) and include the Sur La Table purchase order number in the appropriate shipper or billing reference field (Reference field 1) which is transmitted with the PDL detail to Sur La Table.

Key Information

- Sur La table Ship to address
- Purchase Order # (s) listed in carrier reference section of the BOL or parcel manifest information
- Weight , pieces, carton count, and total pallet count by PO
- NMFC Classifications

PLEASE NOTE: Weight indicated on Bill of Lading should include pallet weight.

INVOICE REQUIREMENTS

The original invoice must be mailed or electronically transmitted (EDI) or emailed to Accountspayable@surlatable.com

PO Box 34626 Seattle, WA 98124-1626

- Payment for merchandise received will be made only through receipt of proper documents. Terms commence from the later of the date of invoice receipt or the receipt of goods.
- Include only one purchase order per invoice. Multiple PO's on an invoice will not be accepted.
- Split shipments on single invoice will result in violation charge backs.

- The invoice must include:
 1. Invoice number (number must be unique)
 2. Invoice Date
 3. Sur La Table Purchase Order Number
 4. Payment Terms, as indicated on the P.O.
 5. Cost, Extended Cost and Total Amount of Invoice
 6. Discount if applicable based on total merchandise cost
 7. Total number of cartons included on this invoice
 8. Total units shipped on invoice
 9. . Breakdown of Sur La Table item number, description, color & size
 - i. Number of units per style
 - ii. Unit Cost per style
 - iii. Total Cost per style
 - iv. Total Quantity of units shipped
 - v. Total Cost of invoice
 10. Ship-To Address as stated on the P.O.
 11. Name of Carrier and Pro Bill Number
 12. Tracking number (provided by carrier)
 13. Vendor Company name, mailing address and phone number
 14. Factor name and mailing address (if applicable)

INVOICE REQUIREMENTS -CONT

If an Invoice is payable to a Factor, the invoice must be stamped showing the appropriate Factor name and remit to address.

If there is a change to your remit to address, you must provide a separate signed letter requesting record update. We will only pay to the remit to name and address on your invoice.

Please note: No freight charges will be paid on any vendor invoice.

Vendor should be using Sur La Table freight companies and Sur La Table will pay approved freight invoices directly to freight companies.

Sur La Table will not pay Service Charges, Finance Charges or Late Fees.

Credits: Credit memos must include;

- Credit number
- Credit date
- Received from address
- RA number
- PO number (if applicable)
- Item number
- Quantity
- Cost
- Total credit amount

If credit not applied within 90 days, a monitory reimbursement will be taken from current invoice.

SAMPLE REQUIREMENTS

A Merchant may request a sample for consideration for future purchase or for store consideration. It is required by Sur La Table, that when your product has been chosen for inclusion in our assortment, that the Vendor furnish us with multiple samples as outlined below. All samples are considered a cost of doing business and should be furnished and sent to Sur La Table at the Vendor's expense. We do not pay for samples unless approved by the Merchant . Samples are not returned unless otherwise agreed upon by the Merchant

PROTO SAMPLE: The first sample of a newly developed item.

PHOTO SAMPLE: We require 4 samples of each. Samples are not interchangeable. Each type serves a specific purpose and is used by various departments.

One sample is used to test for Quality Assurance, one sample is used for Photography, one sample for Visual Display, one sample is to be used for Training/Product knowledge for our Call Center.

Sample Item must have the correct Colors, Size and Trims and Packaging as actual item.

SAMPLES- SHIP TO:

Merchandise Sample
Department Sur La Table
5701 Sixth Avenue South, Suite 486 Seattle, WA 98108

QUALITY ASSURANCE PROGRAM

THE SUR LA TABLE CUSTOMER GUARANTEE

Every product sold by Sur La Table offers a 100% satisfaction guarantee. Customers can return products for any reason.

PRODUCT SAFETY AND LIABILITY:

Your products must meet all federal and state product safety statutes and regulations, including those that fall under the Federal Trade Commission Act and the Consumer Protection Safety Act. As stated in the purchase order agreement, vendors must procure and maintain adequate product liability insurance naming Sur La Table as an additional insured.

REJECTED MERCHANDISE PROCEDURE:

Any goods that fail inspection at time of receipt due to inferior quality, incorrect product, damages in transit due to packaging, or incorrect packaging or labeling will be subject to a vendor charge back. This may include a total replacement or credit for defective merchandise. We will charge you for the direct cost of labor incurred for 100% inspections

In the event of a Merchandise Return Sur La Table will call the Vendor for an RA# or Voice Authorization. Vendor must respond within 48 hours. Vendors are required to pay for the returned freight and send replacement merchandise if needed at their expense.

If Defective/Rejected merchandise is found in our stores for issues such as incorrect spelling, wrong color ordered, defective etc, Vendor will be contacted and merchandise will be destroyed in store and credit taken.



PRODUCT REQUIREMENTS: GADGETS

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.

PRODUCT MARKING

- Country of origin labels must be visible from the outside of the selling unit. Either place a sticker on the outside of the selling unit or ensure that the label can be seen through a clear plastic bag.
- Do not affix manufacturing branding stickers to individual items.

PACKAGING SPECIFICATIONS

- Must be packaged sufficiently to prevent injury during normal handling.

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to Suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.



PRODUCT REQUIREMENTS: KNIVES

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.

PRODUCT MARKING

- Country of origin labels must be visible from the outside of the selling unit. Either place a sticker on the outside of the selling unit or ensure that the label can be seen through a clear plastic bag.
- Do not affix manufacturing branding stickers to individual items.

PACKAGING SPECIFICATIONS

- Must be packaged sufficiently to prevent injury during normal handling.

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.



PRODUCT REQUIREMENTS: GLASSWARE

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.

PRODUCT MARKING

- Country of origin labels must be visible from the outside of the selling unit. Either place a sticker on the outside of the selling unit or ensure that the label can be seen through a clear plastic bag.
- Do not affix manufacturing branding stickers to individual items.

PACKAGING SPECIFICATIONS

- Mark the master cartons with the statements “**GLASS, FRAGILE**” if appropriate.

SPECIAL REQUIREMENTS

- All merchandise must meet the strictest lead requirements to be sold in the United States. Currently extractable lead must not exceed 0.1 parts per million in lab tests.
- Exterior decorations containing lead or cadmium must not be present above 20mm from the rim.

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to Suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.



PRODUCT REQUIREMENTS: CERAMICS

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.
- Glaze color and consistency of coverage must meet Buyer's specifications

PRODUCT MARKING

- Clearly mark each item with a sticker or permanent stamp indicating country of origin.
- Permanently mark each item with the approved back Stamp. Include one of the following:

Sur La Table in an approved font/type face, or the official logo initials may be used if the piece is too small to accommodate the entire name.

The name of the manufacturer upon Buyer approval if the product is not our design.

Oven safe/microwave safe/dishwasher safe.

SPECIAL REQUIREMENTS

- All Merchandise must meet the most strict lead requirements to be sold in the United States; currently extractable lead must not exceed 0.1 parts per million in lab tests.
- Exterior decorations containing lead or cadmium must not be present above 20mm from the rim.

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to Suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.



PRODUCT REQUIREMENTS: LINENS

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.

PRODUCT MARKING

- Each item must have a sewn label indicating country of origin, fiber content, care instructions and Vendor's RN Number: "xxxxx."
- Country of Origin Labels must be visible from the outside of the selling unit. Either place a sticker on the outside of the selling unit or ensure that the label can be seen through a clear plastic bag.
- Fiber content must be stated on the front of the label or indicate that "Fiber Content Is On The Reverse Side."
- Care instructions must be stated on the front of the label or indicate to "See Reverse For Care Instructions. Must be written in English. Using only international care symbols is not acceptable.

PACKAGING SPECIFICATIONS

- All master cases must be marked "DO NOT OPEN WITH A SHARP INSTRUMENT" Symbol instructions are acceptable.
- If necessary, take additional precautions to protect product from moisture damage, such as use of Poly Bags, chemical dessicants, or other means

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to Suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge, or returned merchandise at the Vendor's expense.



PRODUCT REQUIREMENTS: ELECTRICS

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.
- Products must adhere to the Underwriters Laboratory certification for safety standards.

PRODUCT MARKING

- Clearly mark each item with a sticker or permanent stamp indicating country of origin.

PACKAGING SPECIFICATIONS

- Each master case should have 2 centimeter cushion material between the inner case and master case.
- Each master case must withstand a 2 meter drop test on all corners with no product damage.

LABELING

- Mark the master cartons with the statements **“FRAGILE”** and **“THIS SIDE UP”** if necessary.

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.



PRODUCT REQUIREMENTS: SOAPS, LOTIONS

If product requires protection from Freezing, contact our Traffic Department to make arrangements prior to shipping

PRODUCT QUALITY

- Merchandise must adhere to the approved quality guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.
- Product must adhere to the health standards established by the United States MSDS.
- Product shelf life must meet the minimum of six months for seasonal items and one year for ongoing items.

PRODUCT MARKING

- Clearly mark each item with a sticker or permanent stamp indicating country of origin.
- Product labels must be in English and meet the United States MSDS requirements.

PACKAGING SPECIFICATIONS

- Individually poly bag; oil, perfumes and other liquids water-tight.
- Individually shrink-wrap soaps with plastic and box into the selling unit.
- Wrap all glass items in 1/8 inch cushion foam padding or bubble wrap for mail-order shipments.
- Insert a corrugated pad between products and the top of the master case to protect against cutting.
- If necessary, take additional precautions to protect product from moisture damage, such as; use of poly bags, chemical desiccants, or other means

LABELING

- All master cases must be marked with: "DO NOT OPEN WITH A SHARP INSTRUMENT" and "THIS SIDE UP."

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.



PRODUCT REQUIREMENTS: COOKWARE

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.

PRODUCT MARKING

- Clearly mark each item with a sticker or permanent stamp indicating country of origin.

PACKAGING SPECIFICATIONS

- Place copper items in a moisture-repellent bag before packing into the inner carton.
- Pack “display-boxed” cookware into brown corrugated 200 pound test protective master cartons.
- If necessary, take additional precautions to protect product from moisture damage, such as use of chemical desiccants, or other means

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to Suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor’s expense.



PRODUCT REQUIREMENTS: FOOD

PRODUCT QUALITY

- Merchandise must adhere to the approved quality guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.
- Product must adhere to the health standards established by the United States FDA.
- **Vendor must notify Merchant of Product Temperature guidelines.**
- Product shelf life must meet the minimum of **6 months** for seasonal items and one year for ongoing items from shipping date.

PRODUCT MARKING

- Clearly mark each item with a sticker or permanent stamp indicating country of origin.
- Food product labels must be in English and meet the United States FDA requirements. Labels must include the correct product identity, quantity, ingredients, name and address of manufacturer or distributor. Guidelines are specified at the United States FDA Food Labeling Web site: <http://vm.cfsan.fda.gov/label.html>

PACKAGING SPECIFICATIONS

- Individually poly bag; oil, vinegar and other liquids. Poly bags are to be sealed water-tight.
- Wrap all glass items in 1/8 inch cushion foam padding or bubble wrap for mail-order shipments.
- Insert a corrugated pad between food and the top of the master case to protect against cutting.
- Each master case should have 2 centimeter cushion material between the inner case and the master case.

LABELING

- All master cases must be marked with: **“DO NOT OPEN WITH A SHARP INSTRUMENT”** and **“THIS SIDE UP.”**

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to Suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.



Sur la table

PRODUCT REQUIREMENTS: FURNITURE

PRODUCT QUALITY

- Merchandise must adhere to the approved design guidelines from the Buyer.
- Product quality, decoration and physical characteristics must match the approved sample.

PRODUCT MARKING

- Clearly mark each item with a sticker or permanent stamp indicating country of origin.
- Upholstered furniture must be labeled with the following; description of cushion material, California Registry Number, manufacturer's certification statement, flammability statement, and the name and address of the manufacturer.

PACKAGING SPECIFICATIONS

- Master Case/Packaging must be sufficient to protect product from damage during shipment. Sur La Table recommends;
- Corrugated be made of at least 275 pound test bursting strength.
- Provide 3 to 4 inch Styrofoam, polyethylene or fiberboard corner pads for inner protection.
- Wrap all finished surfaces with fiberboard, paper-covered wadding or 1/8 inch cushion foam.
- "Knocked down" furniture must be wrapped as above and strapped securely to prevent movement.
- Table legs must be wrapped, boxed as a set of four and secured to the underside of the table top.
- Tape or attach hardware to merchandise. Tape must not come in contact with finished surfaces of product.

LABELING

- Mark the master cartons with the statements: "**FURNITURE, FRAGILE**" and "**THIS SIDE UP.**"

CHARGE BACK POLICY

Purchases by Sur La Table are expected to comply with all the above requirements. Suppliers must understand, and be willing to conform to, all product requirements when accepting purchase order commitments. The Buyer must approve any variation to these standards in advance of the shipment. Violations to the above standards will result in direct charge backs to Suppliers to offset additional cost to package, label or dispose of unsatisfactory products. Product quality and packaging violations may result in charges, replacement merchandise at no charge or returned merchandise at the Vendor's expense.

Routing Guide Instructions

SUR LA TABLE ROUTING INSTRUCTIONS –JANUARY 2011

VENDOR KEY CHECK LIST-SHIPMENTS TO BROWNSBURG, IN

Below are a summary of our key requirements for your quick reference and the applicable sections of our Vendor Policy. Failure to comply with these “key requirements” will result in a non-compliance charge back to off set the additional expense of addressing the non-compliance area. Questions regarding any of these key requirements should be directed to the Distribution Center contact list.

Prepaid Shipments

If Prepaid Freight is part of your discount program use your Carrier of choice. Carrier must contact Sur La Table to make appointment 48 hours before delivery. Contact Alan Baldwin 317-858-5519.

Collect Shipments

Shipments routed freight **Collect** via Sur La Table carriers have standard appointments and procedures for handling deliveries and scheduling appointments and will be handled accordingly by Sur La Table. Failure to use our Carrier will result in chargeback’s for additional incurred costs.

Shipment over 5000lbs and 8 pallets:

If total shipment weight is 5000lbs or greater you must fill out a Routing request form



routing request
form.pdf

Shipment Freight Class 125 or greater:

If Actual Freight Class is 125 or greater you must fill out a routing request form.

Shipments less than 250lbs and 15 cartons:

Ship UPS 3rd Party Bill. If you do not have the UPS # please contact your merchant, Kim Gifford or SLT Traffic Department. SLT PO# (s) must be referenced in the UPS reference Field One. ** Please note V8R096 is no longer Valid

Shipments greater than 250LBS but less than 5000lbs or 8 pallets or freight class 110 or less: See Carrier Routing instructions

SUR LA TABLE ROUTING INSTRUCTIONS

SHIPMENT SCHEDULING AND ROUTING –FREIGHT COLLECT

Unless specifically noted otherwise, the Vendor **MUST** follow the instructions and guidelines contained herein for all “**Freight Collect**” or “**Third Party Billed**” purchase order shipments to Sur La Table. It is the Vendors responsibility to contact the Carrier as indicate on page 38 for pick up. The Vendor will receive a charge back for all excessive freight charges for noncompliance with these “Routing Instructions.” Shipments routed freight **Collect** via Sur La Table carriers have standard appointments and procedures for handling deliveries and scheduling appointments and will be handled accordingly by Sur La Table.

GENERAL ROUTING INSTRUCTIONS-FREIGHT COLLECT

Two days prior to the Sur La Table “**Ship Date**” listed on the purchase order the Vendor must complete the following 4 step routing process below:

STEP 1

Multiple Purchase Orders from the same Vendor/origin to the same Sur La Table destination, ready for shipment within **one to two business days** of each other, should be combined as one shipment by the vendor onto one bill of lading to the carrier and completion of the routing process below. (**Note:** The same Purchase Order number, or same SKU should be palletized or loaded to eliminate excessive sorting of purchase order or SKU; Purchase Orders for Catalog and Retail must be combined onto the same bill of lading shipping within 1-2 days of each based above instructions.) PO#(s) must be referenced on the BOL or in Reference field #1 for UPS shipments. Failure to do this will result in a charge back of \$25.

STEP 2

Complete a Routing Request Form for shipments when:

- Actual Freight Class is 125 or greater.
- Total shipment weight is 5000 lbs. or more.
- Total pallets equal to 8 Pallets or more.

Otherwise continue to Step 3

STEP 3

If you are shipping any items on a specific Sur La Table Promotion in Process, or requiring expedited transportation including air freight, 3 Day, 2nd Day, or Next Day, contact the Traffic Manager at 317-858-5509. These shipments must be approved in advance by the VP of Merchandising otherwise all expedite costs will be charged back to Vendor.

STEP 4

For all **Freight Collect** Purchase Orders use the following **CARRIER ROUTING INSTRUCTIONS** on page 37. Select the correct carrier.

SHIPMENT SCHEDULING AND ROUTING -PREPAID FREIGHT (Vendor discount program) Use your carrier of choice. Your Carrier must contact 317-858-5519 a couple of days prior to make delivery appointment

Pre-paid Shipments: Appointments are required for all deliveries to the Brownsburg, IN facility that are **Pre-paid** with the exception of parcel type deliveries with Federal Express, United Parcel Service, or DHL. The Vendor's carriers must contact Sur La Table Traffic Receiving Appointment Desk at 317- 858-5519 at least 2 business days prior to the intended delivery date to request a delivery appointment day and time.

Collect Shipments: Shipments routed freight **Collect** via Sur La Table carriers have standard appointments and procedures for handling deliveries and scheduling appointments and will be handled accordingly by Sur La Table. The Vendor will be responsible for any additional costs related to noncompliance with this requirement

CARRIER ROUTING INSTRUCTIONS –SUR LA TABLE REVISED JANUARY 2011

SHIP FROM STATE: To The Brownsburg IN DC	SHIPMENT WEIGHT LESS THAN 250 LBS. And LESS THAN 15 CARTONS	SHIPMENT WEIGHT GREATER THAN 250 LBS BUT LESS THAN 5000 LBS Or 8 Pallets or less or Freight Class 110 or less	SHIPMENT WEIGHT GREATER THAN 5000 LBS OR Greater than 8 Pallets OR NMFC CLASS 125 OR GREATER
AL ,AR ,CO, CT, FL, GA, IL, KS, KY, MA ,ME, MI, MO, MT, NC, NH, NY, RI, SC, UT, VT	United Parcel Service*	Estes Express** Tel: 877 268 4555 Web: www.estes-express.com	Send Routing Request Form and Contact Sur La Table Transportation InboundTrans@SurLaTable.com Tel: (317)858-5535 Fax: (317)858-5530
AZ, CA, ID, NV, OR, WA	United Parcel Service*	UPS FREIGHT ** TEL 800 333 7400 Web: www@lfl.upsfreight.com	Same as Above
IA, LA MS, ND, NE, NM, OK, SD, TN, TX, WY	United Parcel Service*	Old Dominion** Tel: 800-235-5569 Web: www.odfl.com	Same as Above
DC, DE, IN, MD, OH, NJ, OH, PA, VA, WV	United Parcel Service*	VITRAN EXPRESS** Tel: 800-245-1244 Web: www.vitranexpress.com	Same as Above
MN, WI	United Parcel Service*	NM, TRANSFER** TEL 800 245 1244 Web: www.nmtransfer.com	Same as Above
Canada, Mexico	Not Applicable	Not Applicable	Contact Sur La Table Transportation at above email and telephone

NOTES/REFERENCE MARKS:

*** Sur La Table UPS Account Number. If you do not have SLT UPS# contact Traffic Coordinator, Kim Gifford or your Merchant.** Reference PO#(s) in the UPS Reference Field One

** Sur La Table PO#(s) must be referenced on the Bill of Lading (BOL)

- Shipments requiring special handling including; hazardous materials, frozen, perishables, fragile, or special loading and handling must be handled directly via the Traffic Coordinator 317-858-5535 and e-mail InboundTrans@SurLaTable.com.
- International shipments contact Telephone Number 206-613-6256
- In the event of problems with the assigned carrier (late or missed pickups, poor service, etc.), the Sur La Table Traffic Coordinator 317-858-5535 needs to be contacted immediately for assistance.

SUR LA TABLE ROUTING INSTRUCTIONS

OTHER SHIPPING/BILL OF LADING(BOL) REQUIREMENTS :

It is the Vendor's responsibility to properly load, block, and brace shipments for reasonable carrier handling and transit. (Note: The same purchase order number or same SKU should be palletized or loaded together onto the trailer to eliminate excessive sorting of purchase order or SKU.). Packaging and loading must conform to the National Motor Freight Classification packaging and loading requirements as the ISTA 3A packaging specifications for parcel.

A. The Vendor must seal the truckload shipment and record the seal number onto the carrier Bill of Lading prior to signing. Sealing of trailers does not apply to parcel or less than truckload carriers such as Estes-Express, PJAX, and Old Dominion

B. Cartons loaded on pallets must be tie-high securely (stacking pattern) to the pallet and must not extend over the edge of the pallet used. Case labels must be facing out, heavy ply stretch or film wrapping and strapping must be used to encase or fully secure the cartons to the pallet. Vendors must clearly mark any fragile or special handling requirements of pallets such as “**do not stack, glass, fragile**”. Edge or corner protectors must be used as applicable to secure and protect the pallet load in compliance with NMFC AND ISTA packaging requirements. * **NO DOUBLE STACKING OF PALLETS UNLESS AUTHORIZED BY TRAFFIC MANAGER**

UPS - Parcel Shipping Material and Use Information:

<http://www.ups.com/content/us/en/resources/prepare/materials/insulation.html>

UPS - Example Parcel Over boxing & Use Information:

http://www.ups.com/content/us/en/resources/prepare/materials/over_box.html

International Safe Transit Association:

<http://www.ista.org/index.htm>

National Motor Freight Packaging:

<http://www.smc3.com>

FAILURE TO COMPLY WITH ANY OF THESE REQUIREMENTS WILL RESULT IN A MINIMUM CHARGE BACK OF \$25 PLUS \$0.20 PER UNIT RELATED TO EXCESSIVE SORTING (ON CLEARLY MARKED CASE, INNER, OR PALLET MARKINGS, TICKETING OF SKU NUMBER, OR REPACKAGING FOR RE SHIPMENT TO STORES AND CUSTOMERS PLUS ANY RELATED LABEL OR PACKAGING SUPPLIES (MINIMUM PACKAGING SUPPLIES FOR INSERTS, BUBBLE WRAP, FOAM, PEANUTS WILL BE BASED ON \$1.50 PER UNIT).

VENDOR ALLIANCE COMPLAINT CHARGEBACKS

- All merchandise will be subject to our packaging and marking requirements. Any merchandise not conforming to our minimum standards will be candidates for a Vendor charge back or a return to Vendor.
- See back of manual for specific charges for violations.
- Vendor debit memos will be generated by the Compliance Department at the DC for all violations of packaging and marking requirements. Also, they will charge back for internal damage and vendor-related quality problems. Sur La Table will provide photographs or documentation whenever possible. All Compliance claims are verified by the Receiving Manager
- Debit memos will be sent to the Buyers for approval. Upon approval, copies will be sent to the Accounting Department for processing. All negotiations regarding charge backs must be addressed with the Buyers.
- Approved charge backs will be deducted from the next Vendor invoice payment.
- Charges will be assessed as follows: The minimum penalty is **\$100.00**.
- Contact the buyer or the Compliance Department at 317-858-5535 directly with any questions or disputes of the charge backs.
- All Compliance Disputes must occur within 6 months of the claim.

Sur La Table

Debit #

Vendor #

Vendor Fax/E-mail

P.O. #

Merchant/Dept:

Vendor Name

Delivery Carrier

Delivery Date

Delivery Pro

	Violation (Circle)		Charge Back Amount
1	Routing & FOB Terms/Carrier		Freight Difference
2	Pallet/Skid Requirements		\$100
3	Package Markings, Pack List, Bill of Lading		\$100
4	Packaging Quality, Ticketing, Reshipment		\$100 + \$0.20 Per Unit Minimum; +\$1.50 per unit where new/additional packaging added

QTY	P.O.#/Sur La Table SKU/Description	Short/Damage(S/D)	Other Info/Description	Extended Amount
			Total Debit	\$0.00

Reason for Violation Charge:

Associate Initials/#

Brownsburg Receiving Supervisor-Approval/Date: _____ / _____

Other Back-Up/Information (X)

<input type="checkbox"/>	Picture
<input type="checkbox"/>	Delivery Receipt
<input type="checkbox"/>	Pack List
<input type="checkbox"/>	Other List:

KEY CONTACT AREA CONTACT E-MAIL /TELEPHONE

Shipping & Routing Traffic Coordinator: inboundtrans@surlatable.com 317-858-5535

Receiving Appointment : Alan.baldwin@Surlatable.com 317-858-5519

Traffic Manager: Mark.beard@surlatable.com 317-858-5509

Vendor Compliance/Traffic Coordinator: Rebecca.winkle@surlatable.com 317-858-5535

Packaging & Markings: kgifford@surlatable.com 206-613-6241

Ticketing Supervisor: Mike.sullivan@surlatable.com 317-858-5514

Corporate Office Main Line: 206-613-6000

Distribution Center Main Line: 317 -858-5501

Director of Operations: 317-858-5503

Merchandising for Buyer Contact: 206-613-6000

SHIP TO ADDRESS:

Sur La Table
Eagle Point
901 East Northfield Drive Suite 200
Brownsburg, IN 46112
317-858-5519

REMIT TO ADDRESS:

Sur La Table Accounts Payable
Department PO Box 34626
Seattle, WA 98 124-1626

CORPORATE HEADQUARTERS

5701 Sixth Avenue South,
Suite 486
Seattle, WA 98108
206-613-6001

Website: www.surlatable.com

SUR LA TABLE

VENDOR GUIDELINES MANUAL

RETURN CONTACT SHEET AND ACKNOWLEDGEMENT FORM

Instructions: Once you have completely reviewed the Sur La Table Vendor Guide, please fax back this sheet, completed and signed below to:

Merchandising Department
Fax: (206)-613-6237

In order to proceed with your product in the catalog production or store assortment schedule, we must have this signed sheet back for our files.

Thank you.

We have received the Sur La Table Vendor Guidelines Packet, and agree to comply with the described terms and conditions.

Vendor Name _____

Vendor Executive Representative _____ Date _____

Vendor Sales Representative _____ Date _____

Vendor Accounting Representative _____ Date _____

Vendor Shipping Representative _____ Date _____