

KOHL'S

Private & Exclusive Brands
Footwear Product Inspection Procedure
for Domestic Import and Factory Direct Vendors / Suppliers
February 2026



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INTRODUCTION

- Kohl's Private & Exclusive Brand 3rd Party product/production inspection program should not be considered a replacement for QA/QC inspections performed by Kohl's Vendor, Overseas Vendor Agent or Factory QA/QC teams.
 - 3rd party inspections are intended to supplement those inspections and validate that final production meets Kohl's quality expectations, requirements and specifications before shipping and to build quality performance data for Kohl's Quality & Fit KPI scorecard
 - Kohl's is committed to providing our customers with quality product, placing strong emphasis on assuring the consistency of product quality and believes this initiative benefits not only Kohl's, but also our Vendor / Vendor Agent and Factory Partners.
 - Kohl's reserves the right to add additional 3rd party product inspections as they deem necessary (e.g., failed inspection, previous quality concerns/issues, test, ecom, key styles, etc.)
 - Kohl's reserves the right to request to pull sealed samples directly from cartons ready to ship and be sent off to Kohl's approved 3rd party testing facility for additional testing as they deem necessary (ie: Low performer in Store Audit Process, Quality Concern, Failed testing, etc). This process can be found on K-Link under the Sealed Sample Inspection Process under Quality Assurance
 - Internal Pre-Production Meetings and inspections should always be conducted. Kohl's reserves the right to request these inspection reports for any given Kohl's product.
- *No Vendor or Factory is exempt from 3rd party Inspections per Kohl's Purchase Order Terms and Conditions****
- ### Payment of Service
- Timely payment to 3rd party inspection company is the responsibility of the Vendor / Supplier
 - Method of payment varies by company

RESPONSIBILITIES

Kohl's Quality Assurance Team

- Provides policy regarding what requires 3rd party final random inspection and frequency
- Receives and reviews a copy of all 3rd Party QA inspection reports from the 3rd Party via Inspectorio
- Reviews and provides direction regarding all 'REJECT' ('Fail') inspection results within 24 hrs of inspection report receipt
- Advises if defect samples are to be sent to Kohl's for review (# of samples and where and to who they should be sent to)
- Answers all queries/questions related to 3rd Party QA product/production inspections conducted for Kohl's

Kohl's Production Teams

- Directs any queries/questions related to 3rd Party QA product/production inspections (results, waivers, etc.) to Quality.Assurance@kohls.com

Domestic Import and Factory Direct / Vendor, Overseas Vendor Agents, Factories

- Read and abide by Kohl's quality and business practice requirements as stated on **K-Link (<https://link.kohls.com>) > Resources > Private and Exclusive Brands > Quality Assurance**
- Fully cooperate with 3rd Party Inspection Co in scheduling, accessibility of all product/shipment/purchase order information, materials, test reports and approvals needed to conduct the inspection
- Will not ship product/shipment/purchase order from a QA inspection without an 'ACCEPT' or 'OVERRIDE' Inspection Result
- Send all queries/questions to Quality.Assurance@kohls.com
- Send sealed defect samples to Kohl's if requested
- Vendor/factory needs to inspect following Kohl's AQL standard, inspection levels and sampling and defect classification for all internal inspections completed on Kohl's production

• **Product Inspection Package** - It is the responsibility of the Vendor to ensure the Factory has and provides the Inspector with the **Product Inspection Package** as specified & contracted by Kohl's

• The **Product Inspection Package** should include all documentation shown below along with any other relevant approvals from Kohl's:

-PO/Packing List / Packing Instructions

-Pre-Production Meeting report, Production Plan

-Technical Specification / Fit & Construction Approvals / Kohl's Current How to Measure Guide

-Approved Sample / Bill of Materials / Approved & Actual Trims, Materials, Labels & Packaging

-Valid Passing/Accepted Material & Full Product Test Reports & GCC (General Conformity Certificate)

-Sustainable content - valid certificate should be documented in the test report, product should be labeled and tagged/packaged accurately

3rd Party Inspection Companies

• Conduct FRI (Final Random Inspection) when goods are 100% produced and at least 80% packed for shipping

• **Inspectorio process** - Kohl's Footwear Inspectorio inspection workflows (First FRI, Re-FRI) are to be followed

• Reference inspection package documents (Kohl's approved), Kohl's minimum construction standards, defect classification lists and how to measure guide for all Kohl's inspections

• Take and include clear images / photos where required - product, documents / approvals, defects, cartons, etc.

• Conduct and report accurate and timely results of inspections performed

• If inspection results are 'REJECT' ('Fail'), take photos / images of samples with defects before sealing samples

Resources to Reference for Inspections

• Reference Kohl's **Minimum Construction Standards** by product category. These standards are available at <https://link.kohls.com> >Resources> Private and Exclusive brands> Footwear> Minimum construction standards

• Reference Kohl's **Product Safety Standards** which are available at <https://link.kohls.com> >Resources> Private and Exclusive brands> Performance testing> Hardlines.

• Reference Kohl's **Shipping and Packaging Requirements** which are available at <https://link.kohls.com> >Resources> Logistics> Shipment Preparation and Packaging> Shipping and Packaging requirements

3rd Party Final Product Inspection Policy				
Requirement	A Passing or Accepted final random inspection (FRI) completed by an approved 3rd party inspection service using Inspectorio for all Kohl's Private & Exclusive (Proprietary) brand base styles + fit + customer size range by X-Factory Dates (XF)			
Focus	Final Random Inspection (First FRI), to validate outgoing product quality of shipments that are 100% produced and at least 80% packed			
Conducted	Inspections should be booked and conducted by the style+color or style program and PO(s)/shipment presented for inspection using Inspectorio digital inspection platform (both supplier/vendor and factory require subscriptions)			
Inspection Booking	<p>PO Selection Vendor/Supplier is responsible for selecting or creating PO(s) for Inspections</p> <p>All inspections (3P & VSI) should be booked using Inspectorio</p> <p>Styles/PO Grouping Multiple PO's CAN BE inspected together that are the same: Brand Style + Size Range in multiple colors/washes, prints & fabrications that have the same X-Factory Dates</p>			
Inspection Requirements based on BASE Styles Total Ordered Units				
Production Type		< 20k Units	≥ 20K Units	Inspector
Bulk / Store Set / Ecomm / Slippers / Test Orders	Inspections Required Every Fiscal Season / 6 Months	1st & Largest XF	1st, Middle, Last XF + Any Month > 8K Total Units	Intertek SGS BV
*Test Orders	The initial test order must be inspected by a 3rd party inspection company if the product rolls out to a Bulk/Store order the largest PO/Shipment is required to be inspected			
Additional Shipments not inspected by a 3rd Party	Additional shipments / production runs not required for 3rd party final inspection are to be inspected internally following Kohl's AQL standard, inspection levels and sampling and defect classification			
New Vendor and/or Factory	<p>Mandatory TOP (Top of Production) inspections must be conducted for all new vendors and factories.</p> <ul style="list-style-type: none"> • New Vendors/Factories: TOP inspection via 3P on first production run of each style for the first 3 months. • New Factory already producing for Kohl's: VSI TOP inspections on the first production run of each style for the first 3 months. • The TOP inspection must be performed during the initial production run using the main colorway. • All inspections must be documented in Inspectorio. If Inspectorio onboarding is still in progress, documentation may be completed manually <p>Sample Size: Based on AQL 2.5 (approximately 1-2% of output per style) Inspection should be completed using Inspectorio > Workflow > 3P TOP FOOTWEAR or VSI TOP FOOTWEAR</p> <p>Inspection Criteria Product Label Check Workmanship Functionality / Safety Check Product Conformity</p> <p>Any questions contact the Quality.Assurance@Kohls.com</p>			

AQL Standard

• AQL is defined as the highest process average (mean) in percentage or ratio of product defects considered acceptable/allowed

• Kohl's AQL standard for Workmanship is 2.5 (Major & Minor combined)

• AQL standard along with General Inspection Level and Lot Size (presented quantity) determines the range of the number of product defects considered acceptable/allowed when inspecting a random statistical sampling

Defect Classification

• Kohl's Defect Classification Lists are posted on K-Link (<https://link.kohls.com>) > Resources > Private and Exclusive Brands > Quality Assurance

• Kohl's DCLs are to be used for evaluating and classifying defects for all inspections for Kohl's production

Critical	Defects that may result in hazardous or unsafe conditions for individuals using or wearing the product and/or do not comply with mandatory regulations.
Major	Functional defects that may reduce the use, wear, fit or comfort of the product OR obvious visual defects that would affect salability.
Minor	Defects that would not reduce the use, wear, fit or comfort of the product, but may influence salability.
Note:	The DCL is a general guideline and is subject to definition of what Kohl's considers a defect and/or defective

Inspection Sampling Plan & Defect Allowance

Packing & Packaging

- A general **Packing & Packaging overview** and compliance and condition **check** is required.
- **Document** the number of cartons, carton number and actual cartons that are pulled to meet the workmanship inspection sampling plan
- **3 cartons** per style / item, PO type (store/B&M, ecom) and pack type (solid, assortment) **pulled for workmanship inspection** should be reviewed

Packing Check:

- **Carton** - Confirm carton is in good condition (ie: not damaged, wet, crushed, torn, odor, etc)
- **Packing** - Confirm items are packed according to PO / Packing list / Instructions
- **Anti-Mold / Anti Moisture** - Document all anti-mold/anti-moisture products placed or used in the carton
- **Hanger** (where applicable) - Confirm items are packed according to PO / Packing list / Instructions
- **Polybags** (where applicable) - Confirm polybag is sealed according to packing instructions, in good condition and includes proper warnings
- **Product Ticketing / Tags** - Confirm all products include proper ticketing and hangtags and complete a barcode scan to verify accuracy
- **Product Packaging (shoe box)** - Confirm packaging is in good condition (ie: not damaged, wet, crushed, torn, odor, etc) and anti-mold sticker is present

Workmanship

If the same selling unit has multiple workmanship defects, all should be documented but:

- 1 or more defects within a sample counts as 1 defective sample/unit, noting the most serious defect 1st

- The inspection plan for **WORKMANSHIP** is based on
 - ANSI/ASQC Z1.4 (MIL-STD-105E) Normal Single Sampling Plan
 - General Inspection Level II
 - AQL 2.5 Major & Minor Combined (Major = 1 pt., Minor = .5 pt)
 - Lot Size (shipment quantity)

Visual / Workmanship / Construction Check:

ASSEMBLY/CONSTRUCTION	FABRIC / MATERIALS	PRODUCT LABELING
COLOR	FINISHING	SAFETY
EMBROIDERY	PRINTING / EMBOSSING	SEAMS
STAINING	STITCHING	TRIMS
LOT SIZE	SAMPLE (Pull) SIZE	Accept / Reject on AQL 2.5
91 – 150	20	1.5 / 2
151 – 280	32	2.5 / 3
281 – 500	50	3.5 / 4
501 – 1,200	80	5.5 / 6
1,201 – 3,200	125	7.5 / 8
3,201 – 10,000	200	10.5 / 11
10,001 – 35,000	315	14.5 / 15
35,001 – 150,000	500	21.5 / 22
150,001 – 500,000	500	21.5 / 22
500,001 – over	500	21.5 / 22

Function / Safety Check

Function / Safety Check:

- 3 random samples should be checked for function and safety
- Functionality check of trims including zippers, elastic, buckles, Snaps, etc.
- Includes 3 complete cycles to validate function

Booking 3rd Party Final Inspections

- There are 2 methods of conducting 3rd party final inspections.
- Inspectorio should be the main platform used, Manual inspections would be a back-up to Inspectorio - should discuss with Kohl's PI to complete Manual Inspection

1. Inspectorio - Inspection is booked and conducted using and following Kohl's Inspectorio inspection workflow on the mobile app

2. Manual - Inspection conducted using Kohl's inspection report template

- For both methods, Kohl's IRF (inspection request form) is to be filled out and submitted to the 3rd Party Service Provider at least **2 weeks or 10 business days** prior to the proposed inspection date.

Kohl's IRF via Email

- Following directions on the form, vendor/factory fills out the Kohl's IRF (inspection request form) and sends to 3rd party inspection office, copy / cc: quality.assurance@kohls.com

- An Inspectorio indicator is included on the Kohl's IRF to identify if First FRI inspection is to be conducted using Inspectorio mobile app and to provide the 4 digit Inspectorio booking # / ID. Best practice is to create the Inspectorio booking prior to filling out the IRF

- Kohl's IRF and 3rd Party Contact List can be found on K-Link (<http://link.kohls.com>): *Resources > Private & Exclusive Brands > Quality Assurance*

- Any revisions to the inspection (date, shipment quantity, styles, etc.) or cancellations must be communicated directly to the Inspection service >24 hours prior to the inspection date

Kohl's Inspectorio Booking via Inspectorio

- Vendor is to follow the Visual Process Guide posted on K-Link



Purchase Orders & Inspection Bookings | Footwear - 3rd Party Inspection



1. Creates Measurement Chart
Only for critical and primary points of measurement

Checks inspection booking accuracy

Completes inspection booking scheduling

2. Creates or selects POs

Confirms inspection booking

Assigns booking to Inspector

3. Creates Inspection Booking
Edits PO data (if needed), selects Inspection Agency and enters inspection & shipping information

Booking is released to Inspector's mobile device to conduct the inspection

KOHL'S Questions | email quality.assurance@kohls.com

Click on Live Chat or Need Help? for Inspectorio Support



Inspection Results

<i>Vendor/Factory is required to have an inspection report of ACCEPT (Pass) or OVERRIDE status in order to ship.</i>			PASS (Accept)	ACCEPT AS IS (Override)	FAIL (Reject)
FIRST FRI	First Final Random Inspection		<p>Ship on PASS</p> <p>Manual:</p> <p>3rd Party Inspection Co sends report via email to supplier & quality. assurance@kohls.com</p> <hr style="border-top: 1px dashed black;"/> <p>Inspectorio: Reports will be marked as PASS on the platform</p> <p>No further Action. Goods are Approved to ship</p>	<p>Report results are FAIL</p> <p>Manual:</p> <p>Proof of documentation has to be provided to Kohls QA/PI team for review and consideration.</p> <p>Factory may SHIP AS IS (Override) after Kohl's QA/PI team confirmation.</p> <hr style="border-top: 1px dashed black;"/> <p>Inspectorio: CAPA to be completed by Vendor or Factory CAPA to be entered in Inspectorio platform (in English) by Vendor / Factory Kohl's enters Comments in CAPA GENERAL CHATBOX Kohl's marks CAPA as Approve</p> <p>Factory may SHIP AS IS (Override) after Kohl's QA/PI team confirmation.</p>	<p>Report results are FAIL</p> <p>Manual:</p> <p>Factory needs to do internal sort, inspection, and rework</p> <p>Vendor/Factory is to schedule a 3rd Party Re-FRI</p> <hr style="border-top: 1px dashed black;"/> <p>Inspectorio: CAPA is to be completed (in English) by Vendor / Factory Kohl's marks CAPA as Re-Inspect, Accept (Override) or Reject</p> <p>Vendor / Factory schedules RE-FRI</p> <p>Kohl's may opt to cancel shipment after 1st Re-Inspection</p>
RE-FRI	Re-Final Random Inspection 1st Re-Inspection	FIRST FRI is Fail / Reject			
• Kohl's QA will reply to all failed / reject inspections within 24 hours of receipt					
• Kohl's holds the right to enforce a penalty for shipped products with a missing or failed final random inspection					
• Based on the failure, Kohl's QA/PI will include Kohl's Technical Design, Production, Sourcing teams as applicable for visibility to all					
Failed inspections are not approved to ship until Kohl's QA provides approval					
If Inspections fail for:					
Workmanship	<ul style="list-style-type: none"> Factory needs to sort, inspect, and rework and schedule 3rd party Re-FRI as soon as goods are ready Kohl's QA will request samples and/or photos/images as needed 				
Visual	<ul style="list-style-type: none"> Visual defects such as color, Kohl's QA will need to review with Kohl's Production to determine if customer acceptable Kohl's QA will request samples and/or photos/images as needed 				
Safety	<ul style="list-style-type: none"> Inspection automatically fails, production is not allowed to ship if a safety or performance issue is identified, such as: <ul style="list-style-type: none"> Sharp points Functional or decorative parts not secure (for Children's product only) Mold Factory needs to conduct 100% inspection, determine quantity of shipment impacted and if goods can be corrected/reworked, sorted out or remade If production shipment is not cancelled, 3rd party Re-FRI is required and all remaining shipments would require 3rd party First FRI Kohl's QA will request samples and/or photos/images as needed 				
Manual	<ul style="list-style-type: none"> No Testing, Failed and/or Expired Whole Product Testing - Kohl's QA/PI will notify Production product is not allowed to ship until Kohl's QA/PI confirms or receives notification that passing or accept as-is testing has been completed, Kohl's QA will reply with final inspection result 				

Product Testing / Compliance 3rd Party Re-Inspection is not required	Inspectorio	<ul style="list-style-type: none"> • If No Test Reports are provided <ul style="list-style-type: none"> • FAIL is triggered, passing or accept as is report should be uploaded to the Inspectorio CAPA for Kohl's QA/PI review and approval • Failed or Expired test reports are provided <ul style="list-style-type: none"> • Pictures of first 3 pages of test report(s) showing the Overall Rating are required, enter test report #, report date and failure in description • FAIL is triggered, passing or accept as is report(s) must be uploaded to the Inspectorio CAPA for Kohl's QA/PI review and approval
Packing / Packaging	<ul style="list-style-type: none"> • Fail / Reject result should only be for poor carton or product conditions (damp/wet, odor, damaged, etc.) • 3rd Party re-inspection may be required on a case by case basis and proof of correction may be requested as needed • Important: It is the supplier's responsibility to pack and ship goods to Kohl's DCs following Kohl's Logisitcs requirements or you may be subjected to vendor chargeback(s) from Kohl's Vendor Compliance 	

Appendix

Policies

Cancellation Policy

Cancellation of inspection must be communicated in advance of schedule date, as per Inspection Service policy.

- **Not doing so may result in a penalty fee.**

On the scheduled inspection date and time, if the inspector finds the required quantity of the shipment is not completed and packed (**FRI: <80%**) – the inspection will be **aborted**.

- The Vendor will be charged the man-day rate and out of pocket expenses.
- Vendor is required to reschedule the inspection.

Kohl's Bribery / Attempted Bribery Policy

Kohl's Department Stores has a Zero Tolerance policy regarding the bribery or attempted bribery of any Kohl's third party Factory Compliance Monitor (Social Compliance or C-TPAT) or Quality Assurance Inspector. If a facility attempts any form of bribe or perceived offer, the facility will immediately be made Not Authorized (NA) to produce for Kohl's (including National Branded goods).

If the reported/alleged bribery/attempted bribery incident requires further Kohl's investigation, the facility will remain in NA status during the investigation. This will ensure that our risk does not increase during the period of the investigation. Upon completion of our investigation, notification of the results (confirmed vs. not confirmed) will be sent to the appropriate parties. If the bribery or attempted bribery is confirmed, the factory will remain in the NA status.

The Vendor/Agent is responsible for the following:

1. Communicate Kohl's bribery policy to facility management and all applicable employees producing Kohl's private goods, exclusive branded products, or where Kohl's is the importer of record.
2. Do not offer envelopes of any form to Kohl's third party Factory Compliance Monitor(s) or Quality Assurance Inspector(s)
3. Do not offer cash or any type of gift that could be mistaken for an attempt at bribery. There is no minimum value applied to any offer of benefit; intent is the determining factor regardless of value.
4. Liable for all associated costs, including loss of sales if a facility is made Not Authorized due to bribery or attempted bribery
5. Producing evidence that can fully repudiate any allegations made

To report bribery incidents or for questions about this policy: factory.compliance@kohls.com

Code of Ethics

All 3rd party Inspection services must be provided in a professional, independent and impartial manner and in full compliance with Kohl's approved methods.

Auditors/Inspectors are trained on ethical issues upon employment and on a continual basis. They will provide documentation describing the anti-bribery policy to Vendor and factory management at the opening of each meeting. This documentation includes a letter listing senior management contacts, which is signed by the Vendor and/or factory.

Pre-Production Meeting / Sample Pilot Run

Pre-production meetings facilitate alignment in expectations between Kohl's and our Vendor and Factory Partners. These meetings lead to improved overall production process for the factory, thereby impacting all future styles produced with this factory and Vendor.

It is the Vendor's responsibility to ensure this meeting is scheduled for every new and repeat style in their factory(s)

Required Items

- Approved sample, clearly tagged or marked with Kohl's approval
- Kohl's Approved Technical Specification including any critical points of attention and/or Fit Comments
- Bill of Materials (BOM) including Materials & Trims, Labels, Packaging, Tracking Labels and any other items included
- Development Material & Whole Product Test Reports, Waiver's from Kohl's (if applicable)
- Factory's Production Plan
- Any other applicable approvals

Required Attendees

- Vendor VP of Manufacturing
- Vendor QA and/or QC
- Vendor In-Line Inspector
- Vendor Technician
- Vendor Product Manager
- Factory Manager/Production Manager
- Factory QA Manager
- Factory Sample Room Technician
- Production Floor Cutting Supervisor
- Production Floor Stitching Supervisor
- Production Floor Finishing Supervisor
- Production Floor Packing Supervisor
- Factory Engineer/Mechanic

The Vendor/Factory should use their own meeting template to evaluate and review the style or program

- All attendees must be indicated on the report as well as the meeting date.
- Kohl's reserves the right to request the Pre-Production Meeting report on any Kohl's style or program.

Minimum Discussion Points

- Overall review of the approved sample or program
- Is the 'Fit Approved' technical specification available
- Has all construction direction on the technical specification been reviewed
- Have the materials/fabric arrived and passed inspection(s). Review the report against the order to confirm.
- Have all approved trims, labels, thread, etc arrived. Detail out what is needed and whether they have arrived and have been confirmed as approved.

• Is all machinery, including fusing & electric or pneumatic snap equipment, necessary to produce the product available and in working order

• Should a preferred supplier be contacted to assist with any machine settings

• Review the status of lab testing and what may be pending

• Review shade band or dye lots, as well as ensure that they were approved by Kohl's, as applicable

Sample / Pilot Run

• A sample or pilot lot is recommended for all programs as part of the normal production procedure.

• A sample or pilot lot is simply the beginning of production using all approved materials.

• It's an opportunity to review the first completed units or top of production

• Factory QA personnel performing this inspection must have the authority to revise or correct any production method causing a potential quality issue.

• Any significant quality issue should be sorted and corrected (if applicable)

• The root cause of the quality issue should be identified and corrected before production proceeds

Revision Date Description of Change(s)

10/31/2022 Document creation

3/202/2023 Removed POM 220 Inside Length from POM for now, will revisit with TD

5/2/2023 UPdated inspection policy to follow new inspection frequency

2/6/2026 Updated inspection policy to follow reference guide, removed anything related to measurement

2/2026 Revised inspection TOP policy to align with reference guides