

# KOHL'S

## Private & Exclusive Brands

### Hardlines / Product Inspection Procedure

for Domestic Import and Factory Direct Vendors / Suppliers

April 2025

Aroma/Candles, Home Decor/Bath Accessories, Electrical, Furniture/Outdoor Living,  
Toy and Child Appeal Items, Stationary and Related Supplies,  
Houseware (Serveware, Dinnerware, Flatware), Jewelry/Fashion Accessories/Luggage,  
Pet Products, KCK



QUALITY ASSURANCE &  
PRODUCT INTEGRITY  
@ KOHL'S

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INTRODUCTION	
<ul style="list-style-type: none"> <li>Kohl's Private &amp; 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.</li> </ul>	
<ul style="list-style-type: none"> <li>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 &amp; Fit KPI scorecard</li> </ul>	
<ul style="list-style-type: none"> <li>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.</li> </ul>	
<ul style="list-style-type: none"> <li>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.)</li> <li>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</li> </ul>	
<ul style="list-style-type: none"> <li>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.</li> </ul>	
<p align="center"><b><i>*No Vendor or Factory is exempt from 3rd party Inspections per Kohl's Purchase Order Terms and Conditions*</i></b></p>	
Payment of Service	
<ul style="list-style-type: none"> <li>Timely payment to 3rd party inspection company is the responsibility of the Vendor / Supplier</li> </ul>	
<ul style="list-style-type: none"> <li>Method of payment varies by company</li> </ul>	

RESPONSIBILITIES	
Kohl's Quality Assurance Team	
<ul style="list-style-type: none"> <li>Provides policy regarding what requires 3rd party final random inspection and frequency</li> <li>Receives and reviews a copy of all 3rd Party QA inspection reports from the 3rd Party Inspection Co via email</li> <li>Reviews and provides direction regarding all 'REJECT' ('Fail') inspection results within 24 hrs of inspection report receipt</li> <li>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)</li> <li>Answers all queries/questions related to 3rd Party QA product/production inspections conducted for Kohl's</li> </ul>	
Kohl's Production Teams	
<ul style="list-style-type: none"> <li>Directs any queries/questions related to 3rd Party QA product/production inspections (results, waivers, etc.) to <a href="mailto:Quality.Assurance@kohls.com">Quality.Assurance@kohls.com</a></li> </ul>	
Domestic Import and Factory Direct / Vendor, Overseas Vendor Agents, Factories	

<ul style="list-style-type: none"> <li>• Read and abide by Kohl's quality and business practice requirements as stated on <b>K-Link</b> (<a href="https://link.kohls.com">https://link.kohls.com</a>) &gt; <b>Resources</b> &gt; <b>Private and Exclusive Brands</b> &gt; <b>Quality Assurance</b></li> <li>• Reference available Minimum Construction Standards by product category. Ceramics, Cookware, Glassware and Furniture are available at link.kohls.com&gt; private &amp; exclusive brand &gt;global technical design&gt;home hardlines.</li> <li>• 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</li> <li>• Will not ship product/shipment/purchase order from a QA inspection without an 'ACCEPT' or 'OVERRIDE' Inspection Result</li> <li>• Send all queries/questions regarding 'REJECT' ('Fail') inspection results to <a href="mailto:Quality.Assurance@kohls.com">Quality.Assurance@kohls.com</a></li> <li>• Direct any queries/questions related to 3rd Party QA product/production inspections (results, waivers, etc.) to <a href="mailto:Quality.Assurance@kohls.com">Quality.Assurance@kohls.com</a></li> <li>• Send sealed defect samples to Kohl's if requested</li> <li>• <b>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</b></li> </ul>
<ul style="list-style-type: none"> <li>• <b>Product Inspection Package</b> - It is the responsibility of the Vendor to ensure the Factory has and provides the Inspector with the <b>Product Inspection Package</b> as specified &amp; contracted by Kohl's</li> </ul>
<ul style="list-style-type: none"> <li>• The <b>Product Inspection Package</b> should include all documentation shown below along with any other relevant approvals from Kohl's: <ul style="list-style-type: none"> <li>-PO/Packing List / Packing Instructions</li> <li>-Pre-Production Meeting report, Production Plan</li> <li>-Technical Specification / Measurement Page(s)</li> <li>-Approved Sample / Bill of Materials / Approved &amp; Actual Trims, Materials, Labels &amp; Packaging</li> <li>-Valid Passing/Accepted Material &amp; Full Product Test Reports &amp; GCC (General Conformity Certificate)</li> <li>-Sustainable content - valid certificate should be documented in the test report, product should be labeled and tagged/packaged accurately</li> </ul> </li> </ul>
<b>3rd Party Inspection Companies</b>
<ul style="list-style-type: none"> <li>• Conduct FRI (Final Random Inspection) when goods are 100% produced and at least 80% packed for shipping</li> <li>• <b>Manual process</b> - Kohl's Final Random Inspection (FRI) Template (manual) to be used and are posted on <b>K-Link</b> (<a href="https://link.kohls.com">https://link.kohls.com</a>) &gt; <b>Resources</b> &gt; <b>Private and Exclusive Brands</b> &gt; <b>Quality Assurance</b></li> </ul>

Resources to Reference for Inspections
<ul style="list-style-type: none"> <li>• Reference Kohl's <b>Product Safety Standards</b> which are available at <a href="https://link.kohls.com">https://link.kohls.com</a> &gt;Resources&gt; Private and Exclusive brands&gt; Performance testing&gt; Hardlines</li> <li>• Reference Kohl's <b>Shipping and Packaging Requirements</b> which are available at <a href="https://link.kohls.com">https://link.kohls.com</a> &gt;Resources&gt; Logistics&gt; Shipment Preparation and Packaging&gt; Shipping and Packaging requirements</li> </ul>

3rd Party Final Product Inspection Policy					
Requirement	A passing or accepted final random inspection (FRI) completed at the production facility before shipping by an approved 3rd party inspection service for all Kohl's proprietary brand styles / items / programs every 3-6 months based on Kohl's production / order type and initial result				
Focus	Final Random Inspection (First FRI), to validate outgoing product quality of shipments that are 100% produced and <b>at least</b> 80% packed				
Conducted	Inspections should be completed by the style / item, order type (direct import - Kohl's, domestic - Vendor) and packing method presented for inspection				
PO / Shipment Selection	Vendor/factory is responsible for selecting PO(s) for inspection				
Style / Order Grouping	Styles / items or Orders may be grouped / combined in 1 inspection if...	Same Kohl's brand + same base style fit & size range			
		Same Kohl's brand + multiple items / sets / sizes as part of a program			
		>1 PO of the same style(s) / item(s) with the same ship / Start Factory / X-Factory date			
Production Type	Inspection Shipment		Frequency	Total Final Inspections Every 6 months	Inspector
New / E-Comm Exclusive / *Test Orders	1st / Test Order	Largest / Bulk / Store Set	6 months	2	Intertek SGS BV
Replenishment	1st or Largest		3 months	2	
*For test order inspect the initial test order, if rolled out inspect largest/bulk/store set order					
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 (2.5 Major / 4.0 Minor) standard, inspection levels and sampling and defect classification				

AQL Standard	
<ul style="list-style-type: none"> <li>• AQL is defined as the highest process average (mean) in percentage or ratio of product defects considered acceptable/allowed</li> </ul>	
<ul style="list-style-type: none"> <li>• Kohl's AQL (2.5 Major / 4.0 Minor) standard, inspection levels and sampling and defect classification</li> </ul>	
<ul style="list-style-type: none"> <li>• 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</li> </ul>	

Defect Classification	
<ul style="list-style-type: none"> <li>• Kohl's Defect Classification Lists are posted on K-Link (<a href="https://link.kohls.com">https://link.kohls.com</a>) &gt; Resources &gt; Private and Exclusive Brands &gt; Quality Assurance</li> <li>• Kohl's DCLs are to be used for evaluating and classifying defects for all inspections for Kohl's production</li> </ul>	
<b>Critical</b>	Defects that may result in hazardous or unsafe conditions for individuals using the product and/or do not comply with mandatory regulations.
<b>Major</b>	Functional defects that may reduce the use of the product OR obvious visual defects that would affect salability.
<b>Minor</b>	Defects that would not reduce the use of the product, but may influence salability.
<b>Note:</b>	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	
<ul style="list-style-type: none"> <li>• A general <b>Packing &amp; Packaging overview</b> and compliance and condition <b>check</b> is required.</li> <li>• <b>Document</b> the number of cartons, carton number and actual cartons that are pulled to meet the workmanship inspection sampling plan</li> <li>• <b>3 cartons</b> per style / item, PO type (store/B&amp;M, ecom) and pack type <b>pulled for workmanship inspection</b> should be reviewed</li> </ul>	
Packing Check:	
<ul style="list-style-type: none"> <li>• <b>Carton</b> - Confirm carton is in good condition (ie: not damaged, wet, crushed, torn, odor, etc)</li> <li>• <b>Packing</b> - Confirm items are packed according to PO / Packing list / Instructions</li> <li>• <b>Anti-Mold / Anti Moisture</b> - Document all anti-mold/anti-moisture products placed or used in the carton</li> <li>• <b>Polybags</b> (<i>where applicable</i>) - Confirm polybag is sealed according to packing instructions, in good condition and includes proper warnings</li> <li>• <b>Product Ticketing / Tags</b> - Confirm all products include proper ticketing and hangtags and complete a barcode scan to verify accuracy (For KCK products, <b>no need to scan 50500 Barcode</b>)</li> </ul>	
Workmanship	
<p>If the same selling unit has multiple workmanship defects, all should be documented but:</p> <ul style="list-style-type: none"> <li>• 1 or more defects within a sample counts as 1 defective sample/unit, noting the most serious defect 1st</li> </ul>	

- 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 & 4.0 Minor (Major = 1 pt., Minor = 1 pt.)
- Lot Size (shipment quantity)

#### Visual / Workmanship / Construction Check:

ASSEMBLY / CONSTRUCTION	FINISHING		PRINTING	
COLOR	SIZE		PRODUCT LABELING	
SHAPE	SHARP POINTS/EDGES		SAFETY	
MATERIAL	SMALL PARTS		RUST/CORROSION	
STAINING	TRIMS / COMPONENTS		CRACKS/CHIPS/BROKEN PARTS	
LOT SIZE	SAMPLE (Pull) SIZE	Major Accept / Reject on AQL 2.5	Minor Accept / Reject on AQL 4.0	
	91 – 150	20	1 / 2	2 / 3
	151 – 280	32	2 / 3	3 / 4
	281 – 500	50	3 / 4	5 / 6
	501 – 1,200	80	5 / 6	7 / 8
	1,201 – 3,200	125	7 / 8	10 / 11
	3,201 – 10,000	200	10 / 11	14 / 15
	10,001 – 35,000	315	14 / 15	21 / 22
	35,001 – 150,000+	500	21 / 22	21 / 22

#### Function / Safety Check

##### Function / Safety Check:

- 3 random samples should be checked for function and safety
- Includes 3 complete cycles to validate function

#### KCK Function / Safety Check

##### Function / Safety Check:

- 3 random samples should be checked for function and safety
- Includes 3 complete cycles to validate function

#### Measurement

• **Minimum Construction Standards are available for furniture, ceramics and glassware.** Any product that has a sticker/label/tag/packaging that claims a finished size, that is the dimension(s) that should be measured against. For those products that do not have a claimed finished size, the findings would be reported as data. This guide is available at [link.kohls.com](http://link.kohls.com) >private brands>global technical design>home>how to measure guide & minimum construction standards.

- Only critical and primary points of measure, as indicated on the POM page, are evaluated during FRI measurement audits

If the same selling unit has multiple out of tolerance points of measure, all should be documented but:

- 1 or more out of tolerance POMs within a sample counts as 1 defective sample/unit

• The inspection plan for **MEASUREMENT** is based on

- Custom Sampling (custom inspection level S3/S4)
- AQL 2.5 Major only
- All out of tolerance POMs count as major

LOT SIZE	SAMPLE (Pull) SIZE	Accept / Reject on AQL 2.5
91 – 150	13	1 / 2
151 – 280	13	1 / 2
281 – 500	20	1 / 2
501 – 1,200	20	1 / 2
1,201 – 3,200	32	2 / 3
3,201 – 10,000	32	2 / 3
10,001 – 35,000	32	2 / 3
35,001 – 150,000	50	3 / 4
150,001 – 500,000	80	5 / 6
500,001 – over	80	5 / 6



<b>Booking 3rd Party Final Inspections</b>	
Inspection conducted using Kohl's inspection report template	
<ul style="list-style-type: none"> <li>• Kohl's IRF (inspection request form) is to be filled out and submitted to the 3rd Party Service Provider at least <b>2 weeks or 10 business days</b> prior to the proposed inspection date.</li> </ul>	
<b>Kohl's IRF via Email</b>	
<ul style="list-style-type: none"> <li>• 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: <a href="mailto:quality.assurance@kohls.com">quality.assurance@kohls.com</a></li> </ul>	
<ul style="list-style-type: none"> <li>• Kohl's IRF and 3rd Party Contact List can be found on K-Link (<a href="http://link.kohls.com">http://link.kohls.com</a>): <i>Resources &gt; Private &amp; Exclusive Brands &gt; Quality Assurance</i></li> </ul>	

Inspection Results					
Vendor/Factory is required to have an inspection report of <b>ACCEPT (Pass)</b> or <b>OVERRIDE</b> status <i>in order to ship</i> .			PASS (Accept)	ACCEPT AS IS (Override)	FAIL (Reject)
FIRST FRI	First Final Random Inspection		Ship on <b>PASS</b>	Report results are <b>FAIL</b>	Report results are <b>FAIL</b>
RE-FRI	Re-Final Random Inspection 1st Re-Inspection	FIRST FRI is <b>Fail / Reject</b>	3rd Party Inspection Co sends report via email to supplier & quality. assurance@kohls.com	Proof of documentation has to be provided to Kohls QA/PI team for review and consideration.  Factory may <b>SHIP AS IS</b> (Override) after Kohl's QA/PI team confirmation.	Factory needs to do internal sort, inspection, and rework  Vendor/Factory is to schedule a 3rd Party Re-FRI
• 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:					
Measurement	• Kohl's may need to review out of tolerance samples • Kohl's QA will request samples and/or photos/images as needed				
Workmanship	• 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	• 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	• 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"><li>• Sharp points</li><li>• Functional or decorative parts not secure (for Children's product only)</li><li>• Mold</li></ul> • 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				
Product Testing / Compliance	• <b>No Testing, Failed and/or Expired Whole Product Testing</b> - Kohl's QA/PI will notify Production that the 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				
3rd Party Re-Inspection is not required					
Packing / Packaging	• <b>Fail / Reject</b> result should <b>only</b> be for <b>poor carton or product conditions</b> (damp/wet, odor, damaged, etc.) and/or mixed color/finish shade lots packed together that were not approved by Kohl's and/or out of tolerance of approved shade bands • <b>3rd Party re-inspection may be required on a case by case basis</b> and proof of correction may be requested as needed • <b>Important:</b> It is the supplier's responsibility to pack and ship goods to Kohl's DCs following Kohl's Logisitics 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](mailto: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.

Revision	Date	Description of Change(s)
4/1/2025		Document creation