



Private & Exclusive Brands

Kohl's Global Defect Classification List for Hardlines

Defect Classification List for HARDLINES

Hardlines	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
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QUALITY ASSURANCE &
PRODUCT INTEGRITY
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Introduction

- The DCL is a general guideline and is subject to definition of what Kohl's considers a defect and/or defective
- How defects are classified (critical, major, minor) is contingent on the location and severity of the defect
- Kohl's uses Critical / Major / Minor defect classification for Hardlines

CRITICAL Not Allowed	Defects that may result in hazardous or unsafe conditions for individuals using or wearing the product and/or do not comply with mandatory regulations.
	<ul style="list-style-type: none"> • A critical defect can and should be identified during production monitoring / in-line inspection Most critical defects can be avoided if discussed and addressed at the pre-production meeting
	<ul style="list-style-type: none"> • If defects can be corrected / re-worked - the factory must 100% inspect and repair all defective items before mandatory 3rd Party re-inspection
	<ul style="list-style-type: none"> • If a defect cannot be corrected / re-worked - the entire shipment cannot be released and must be destroyed following Kohl's Private Brands Destruction Policy managed by Kohl's Factory Compliance
MAJOR 1 point	Functional defects that may reduce the use of the product OR obvious visual defects that would affect salability.
	<ul style="list-style-type: none"> • Defects which affect the appearance, performance or durability to such a degree: <ul style="list-style-type: none"> • A customer would not purchase the product if they saw the defect / evaluated at arm's length • The defect will result in dissatisfaction when first use or after first use • Product would not conform to the appropriate Performance Standards/Test Category if tested
	<ul style="list-style-type: none"> • A rejection based on these defects would require 100% inspection and correction by vendor/factory and 3rd party re-inspection before shipment
MINOR 0.5 points	<ul style="list-style-type: none"> • Defects that would not reduce the use of the product, but may influence salability.
	<ul style="list-style-type: none"> • A departure from Kohl's technical specification or quality standards that may affect the product's appearance or durability and possibly reduce its salability

- Defects are categorized according to

ASSEMBLY/CONSTRUCTION	ILLUSTRATION/INSTRUCTION	WORKMANSHIP
COLOR	PRODUCT LABELING	PACKAGING
MATERIALS	SAFETY	APPEARANCE
FINISHING	STAINING	FUNCTIONALITY

How to Use Defect Classification Lists (DCL):

1. Defect classification lists are to be used for defect identification during Product Inspections (In-Line/DUPRO, Pre-Final, Final)
2. 2.5 AQL Major & Minor **combined** defect AQL. General Level II inspection level.
3. If the same selling unit has multiple defects, all should be documented with the most serious defect counted
≥1 defects within a selling unit/garment/pack = 1 defect
4. No critical defect is allowed, the entire shipment should be rejected

HARDLINES - PACKAGING, FINISHING, PRODUCT LABELING, WORKMANSHIP & SAFETY							Location and Size Guidelines				
Defect Category ID	Defect Category	Defect ID	Defect Description	CRITICAL	MAJOR	MINOR	Front	Left	Right	Back	Bottom
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC01	Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC02	Mechanical functionality - if any (3 cycles)		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC03	Musical functionality - if any (3 cycles)		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC04	Air bubble* *Does not include wax adhesion/separation where wax pulls away from the jar due to variation in temperature – this is not considered a defect		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC05	Attached parts position		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC06	Broken wick		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC07	Burn marks		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC08	Circle hole for hanging not circular, without gouges or irregular shape		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC09	Contains any foreign metal object	X							
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC10	Crushed corner		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC11	Curled corner MAJOR		X		>1/8" (3mm)	>1/8" (3mm)	>1/4" (6mm)		
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC12	Curled corner MINOR			X	<1/8" (3mm)	<1/8" (3mm)	<1/8" (3mm)		
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC13	Damaged/deformation (Front, Left Side, Right Side)		X		MAJOR	MAJOR	MAJOR	MINOR	MINOR
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC14	Damaged/deformation (Back or Bottom Side)			X	MAJOR	MAJOR	MAJOR	MINOR	MINOR
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC15	Warpage		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC16	Dents		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC17	Does not function as intended/illustration/instruction		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC18	Excessive Loss Of Plush/Hair/Page		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC19	Eyes/Ears Mis-aligned		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC20	Folded page		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC21	Bumped corner			X					
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC22	Foreign matter trapped underneath the material		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC23	Frosting (chemical reaction, crystallized formations)		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC24	Gaps in the handle construction		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC25	Head/Limb or other not set firmly/positioned correctly		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC26	Hole/Torn		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC27	Knock over test (3) times each side with no breakage or chipping		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC28	Locking mechanism not as per approved sample		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC29	Loose assembly on head of brush		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC30	Loose bristle on brush	X							
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC31	Loose handle, knob, fitting (cookware)		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC32	Metal core in wick – visual check	X							
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC33	Misaligned front / back cover MAJOR (Front, Left, Right > 1/8" (3mm))		X		>1/8" (3mm)	>1/8" (3mm)	>1/8" (3mm)		
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC34	Misaligned front / back cover MINOR (Front, Left, Right < 1/8" (3mm))			X	<1/8" (3mm)	<1/8" (3mm)	<1/8" (3mm)		
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC35	Misaligned pages		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC36	Missing page		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC37	Over Stuffed/Under Stuffed		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC38	Poor cutting		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC39	Poor laminated / vanished cover		X						

HARDLINES - PACKAGING, FINISHING, PRODUCT LABELING, WORKMANSHIP & SAFETY							Location and Size Guidelines				
Defect Category ID	Defect Category	Defect ID	Defect Description	CRITICAL	MAJOR	MINOR	Front	Left	Right	Back	Bottom
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC40	Poor finishing inside the hanging hole (e.g. burr inside the hole)		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC41	Ridge at the joint of metal to wood		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC42	Rust/Corrosion on metal parts		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC43	Scratch/Crack/Chip - MAJOR		X		>1/8" (3mm)	>1/4" (6mm)	>1/4" (6mm)	>3/8" (9mm)	>3/8 (9mm)
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC44	Scratch/Crack/Chip - MINOR			X	<1/8" (3mm)	<1/4" (6mm)	<1/4" (6mm)	<3/8" (9mm)	<3/8 (9mm)
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC45	Splintered		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC46	Stability, such as sitting/standing		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC47	Thickness not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC48	Tongs not in alignment (= >1mm/ <1mm)		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC49	Uncut adjacent pages		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC50	Untrimmed flash/burr		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC51	Volume not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC52	Weight not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC53	Wick construction		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC54	Wick Length- min.1/4" & max 3" exposed wick length		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC55	Wrong sequence of pages		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC56	Depth not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC57	Dimensions- diameter, height not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC58	Dimensions-length, width, height not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC59	Dimensions-length, width, height, diameter not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC60	Fragrance/citronella oil not as specified		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC61	Control button does not function		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC62	Indicator light does not function		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC63	Any setting of switch & speed does not function		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC64	Intermittent contact of switch		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC65	Thermostat does not function		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC66	Heater does not function		X						
HL-ASC	HL-ASSEMBLY/CONSTRUCTION	ASC67	Thermal-fuse does not function	X							
HL-CLR	HL-COLOR	COL01	Color not as specified or uneven (e.g. color variation within a piece below grey scale 4-5)		X						
HL-CLR	HL-COLOR	COL02	Color shade on papers within a book		X						
HL-FAB	HL-FABRIC / MATERIAL	FAB01	Knot MAJOR if Front, Sides		X		>1/8" (3mm)	>1/4" (6mm)	>1/4" (6mm)	>3/8" (9mm)	>3/8 (9mm)
HL-FAB	HL-FABRIC / MATERIAL	FAB02	Knot MINOR			X	<1/8" (3mm)	<1/4" (6mm)			
HL-FAB	HL-FABRIC / MATERIAL	FAB03	Smell/Odor		X						
HL-FIN	HL-FINISHING	FIN01	Broken/Torn/Damaged/Deformed - MAJOR		X		>1/8" (3mm)	>1/4" (6mm)	>1/4" (6mm)	>3/8" (9mm)	>3/8 (9mm)
HL-FIN	HL-FINISHING	FIN02	Broken/Torn/Damaged/Deformed - MINOR			X	<1/8" (3mm)	<1/4" (6mm)	<1/4" (6mm)	<3/8" (9mm)	<3/8 (9mm)
HL-FIN	HL-FINISHING	FIN03	Finish/Plating/Stamping not as specified or uneven		X						
HL-FIN	HL-FINISHING	FIN04	Poor Sealing/Gluing		X						
HL-FIN	HL-FINISHING	FIN05	Scratch/Abrasion/Scuff Marks - MAJOR		X		>1/8" (3mm)	>1/4" (6mm)	>1/4" (6mm)	>3/8" (9mm)	>3/8 (9mm)
HL-FIN	HL-FINISHING	FIN06	Scratch/Abrasion/Scuff Marks - MINOR			X	<1/8" (3mm)	<1/4" (6mm)	<1/4" (6mm)	<3/8" (9mm)	<3/8 (9mm)
HL-FIN	HL-FINISHING	FIN07	Surface finish flaws-painting, spraying, wax splash, printing, stamping, sandholes, lacquer drips, rough surface, cloudy effect, polish marks, blisters, burrs, impurities		X						
HL-FIN	HL-FINISHING	FIN08	Untrimmed thread end, 1" or more		X						

HARDLINES - PACKAGING, FINISHING, PRODUCT LABELING, WORKMANSHIP & SAFETY							Location and Size Guidelines				
Defect Category ID	Defect Category	Defect ID	Defect Description	CRITICAL	MAJOR	MINOR	Front	Left	Right	Back	Bottom
HL-LBG	HL-LABELING	LBG01	Any labeling incorrectly placed or not as specified		X						
HL-LBG	HL-LABELING	LBG02	Dimensions on packaging do not match assembled product		X						
HL-LBG	HL-LABELING	LBG03	Hangtag/Joker Tag: Incorrect/Missing/Damaged/Wrong position		X						
HL-LBG	HL-LABELING	LBG04	Illegible Marking		X						
HL-LBG	HL-LABELING	LBG05	Impossible to assemble when following instructions		X						
HL-LBG	HL-LABELING	LBG06	Incorrect/Does not match Product Description or Illustration does not match product, including photos		X						
HL-LBG	HL-LABELING	LBG07	Incorrect/Missing Legal Statement/Warning such as age grade, small parts warning, country of origin, etc to comply with toy safety standard or regulations. Also cautionary labeling, such as candles.	X							
HL-LBG	HL-LABELING	LBG08	Incorrect/Missing/Illegible Instruction Sheet		X						
HL-LBG	HL-LABELING	LBG09	Logo placement not centered and straight		X						
HL-LBG	HL-LABELING	LBG10	Missing, incorrect or misleading product or brand information, illustration or image on boxes/packaging		X						
HL-LBG	HL-LABELING	LBG11	Missing/Unscannable/Damaged Barcode		X						
HL-LBG	HL-LABELING	LBG12	Printings, decals should be permanent and the coloration could not be transferred or cause staining to other surface		X						
HL-LBG	HL-LABELING	LBG13	Missing required marking/warning, should be permanent could not be removable (e.g. microwave safe, dishwasher safe, etc.)		X						
HL-PKG	HL-PACKING DEFECT	PKG01	Not bagged, packed, folded, interleaved, oriented or assorted as specified		X						
HL-PKG	HL-PACKING DEFECT	PKG02	Offensive Odor/Foreign Matter/Contamination		X						
HL-PKG	HL-PACKING DEFECT	PKG03	Oversize product packaging		X						
HL-PKG	HL-PACKING DEFECT	PKG04	Packaging Warning - Missing	X							
HL-PKG	HL-PACKING DEFECT	PKG05	Packaging Warning - not conforming to safety standard	X							
HL-PKG	HL-PACKING DEFECT	PKG06	Poor Sealing/Gluing		X						
HL-PKG	HL-PACKING DEFECT	PKG07	Printing - incorrect color, incorrect or poor printing, registration, etc.		X						
HL-PKG	HL-PACKING DEFECT	PKG08	Size/ Style / Shape/Color/Material not as specified or as Described on packaging		X						
HL-PKG	HL-PACKING DEFECT	PKG09	Substandard Packaging-cannot protect product		X						
HL-PKG	HL-PACKING DEFECT	PKG10	Undersize product packaging		X						
HL-PKG	HL-PACKING DEFECT	PKG11	Any packaging not as specified		X						
HL-PKG	HL-PACKING DEFECT	PKG12	Broken/Torn/Damaged/Deformed/Scratch/Abrasion/Scuff Marks - MAJOR		X		>1/8" (3mm)	>1/4" (6mm)			
HL-PKG	HL-PACKING DEFECT	PKG13	Broken/Torn/Damaged/Deformed/Scratch/Abrasion/Scuff Marks - MINOR			X	<1/8" (3mm)	<1/4" (6mm)			
HL-PKG	HL-PACKING DEFECT	PKG14	Creased/Wrinkled		X						
HL-PKG	HL-PACKING DEFECT	PKG15	Incorrect Quantity and/or Assortment		X						
HL-PKG	HL-PACKING DEFECT	PKG16	Missing/Unscannable/Damaged Barcode		X						
HL-PKG	HL-PACKING DEFECT	PKG17	Packaging warning missing or not conforming to safety standards (critical for children-suffocation warning)	X							
HL-PKG	HL-PACKING DEFECT	PKG18	Packing: Incorrect Ratio		X						
HL-PKG	HL-PACKING DEFECT	PKG19	Packing: Incorrect Size		X						

HARDLINES - PACKAGING, FINISHING, PRODUCT LABELING, WORKMANSHIP & SAFETY							Location and Size Guidelines				
Defect Category ID	Defect Category	Defect ID	Defect Description	CRITICAL	MAJOR	MINOR	Front	Left	Right	Back	Bottom
HL-PKG	HL-PACKING DEFECT	PKG20	Packing: Mixed Color Shade Lot		X						
HL-PKG	HL-PACKING DEFECT	PKG21	Polybag: Incorrect Quality / Size / Damaged / Improper seal / Missing suffocation warning		X						
HL-PRT	HL-PRINTING	PRT01	Poorly printed page		X						
HL-PRT	HL-PRINTING	PRT02	Slanted printing		X						
HL-SAF	HL-SAFETY	SAF01	Durability – joints, screws, movable parts (3 cycles)		X						
HL-SAF	HL-SAFETY	SAF02	Broken/Crack (Glass, Candles, Ceramic, Cookware)	X							
HL-SAF	HL-SAFETY	SAF03	Chipped candle lid/jar	X							
HL-SAF	HL-SAFETY	SAF04	Detachable Small Part	X							
HL-SAF	HL-SAFETY	SAF05	Non-functional sharp point/edges	X							
HL-SAF	HL-SAFETY	SAF06	Sharp Point, Sharp Edge	X							
HL-SAF	HL-SAFETY	SAF07	Small parts are not adhered securely	X							
HL-SAF	HL-SAFETY	SAF08	Wet/Insect/Mold/Mildew or any other contamination – wet/mold critical	X							
HL-SAF	HL-SAFETY	SAF09	Hazardous Finger Entrapment	X							
HL-SAF	HL-SAFETY	SAF10	Product smoke / overheat	X							
HL-SAF	HL-SAFETY	SAF11	Plastic housing melt during operation	X							
HL-SAF	HL-SAFETY	SAF12	Insulation damaged and copper wire exposed	X							
HL-SAF	HL-SAFETY	SAF13	Extra metal object inside housing (may cause short circuit)	X							
HL-SAF	HL-SAFETY	SAF14	Power cord strain relief check failure	X							
HL-SAF	HL-SAFETY	SAF15	Power consumption is out of specification	X							
HL-SAF	HL-SAFETY	SAF16	Switch / button intermittent contact		X						
HL-SAF	HL-SAFETY	SAF17	Fixing screw stripped		X						
HL-SAF	HL-SAFETY	SAF18	Screw head damaged		X						
HL-STN	HL-STAINING	STN01	Stain/Dirt/Oil/Soil (MAJOR - Front, Left, Right)		X						
HL-STN	HL-STAINING	STN02	Stain/Dirt/Oil/Soil (MINOR - Back, Bottom)			X					
HL-STI	HL-STITCHING	STI01	Open Seam		X						
HL-STI	HL-STITCHING	STI02	Broken/Missed Stitching		X						
HL-STI	HL-STITCHING	STI03	Stitching Out of Alignment		X						

Revision Index

Date	Revision:	Updated By:
03/03/2025	Consolidation of all product specific tabs into one overall DCL	Kevin, Isaac