

KOHL'S

Kohl's Defect Classification List - Hardlines

Defect Classification Lists for HARDLINES:

- Home
 - Décor
 - Cookware
 - Drinkware
 - Furniture
 - Kohl's Cares plush toys and hard cover books
 - Pet items
 - Serving ware
 - Tableware

Defect Classification Lists - Hardlines

TABLE OF CONTENTS	
Introduction	2
Finishing and Packaging	3
Labeling, Illustration and Instruction	3
Workmanship, Functionality, Safety	4
BBQ Tool Sets	5
BBQ Tool Sets (Cont'd)	6
Books (Kohl's Cares/Hardcover)	7
Candles	8
Candles (Cont'd)	9
Ceramic Products – Not For Food Use	10
Ceramic Products – For Food Use	11
Ceramic Products – For Food Use (Cont'd)	12
Glassware – Not For Food Use	13
Glassware – For Food Use	14
Glassware – For Food Use (Cont'd)	15
Metal Products	16
Metal Products (Cont'd)	17
Pet Items	18
Picture Frames	19
Soft Sculpture / Plush (Kohl's Cares)	20
Wooden Products	21
Wooden Products (Cont'd)	22
Revision Index	23

Defect Classification Lists - Hardlines**Introduction**

- Kohl's has Critical/Major/Minor Defect Classification Lists for Hardlines
- Defects are grouped according to:
 - Finishing/Packaging
 - Labeling/Illustration/Instruction
 - Appearance
 - Workmanship/Functionality/Safety

Critical Defect = Not Allowed

Defects that could result in hazardous or unsafe conditions for individuals using or maintaining the product as well as defects that contravene legal regulations

Major Defect

Functional defects reducing the usability or strength of the product as well as obvious visual defects that would reduce the sales value

Minor Defect

Defects that will not reduce the use of the product but may influence the sale

How to Use Defect Classification Lists (DCL):

1. Product Specific defect classification lists are to be used for defect identification
2. All defects identified are to be reported on the Final Random Inspection Report
3. No critical defect is allowed
4. **Non-Specific Product defect classification lists are to be referenced for:**
 - **All Finishing and Packaging defects**
 - **All Labeling, Illustration and Instruction defects**
 - **Any Workmanship, Functionality, Safety defects outside of those contained on the Product Specific list**

Defect Classification Lists - Hardlines

Non-Product Specific		Finishing and Packaging		
Defect Code	Defect Description	Critical	Major	Minor
P01	Broken/ Torn / Damaged/ Deformed		X	X
P02	Wet/Dampness		X	
P03	Creased/Wrinkled		X	X
P04	Scratch/Abrasion/Scuff marks		X	X
P05	Offensive Odor/Foreign Matter/Contamination		X	
P06	Poor Sealing/Gluing		X	
P07	Substandard Packaging-cannot protect product		X	
P08	Oversize or Undersize		X	X
P09	Incorrect Color/Printing		X	X
P10	Poor Printing-color shade, registration, etc		X	X
P11	Incorrect Quantity and / or Assortment		X	
P12	Packaging Warning-not conforming to safety standard (children-critical)	X	X	
P13	Packaging Warning - Missing (Child Suffocation Warning – Critical)	X	X	
P14	Incorrect/Missing Shipping Mark		X	
P15	Missing/Unscannable/Damaged Barcode		X	
P16	Not bagged, packed, folded, interleaved, oriented or assorted as specified.		X	X
P17	Any packaging not as specified, such as bag, box, box identification, and packing slip		X	
P18	Mold / Mildew	X		
Non-Product Specific		Labeling, Illustration and Instruction		
Defect Code	Defect Description	Critical	Major	Minor
L1	Incorrect/Missing Price Label/Hangtag, etc		X	X
L2	Incorrect/Misleading Product Description or Illustration- Does not match product, including photos		X	X
L3	Dimensions on packaging do not match assembled product		X	
L4	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		
L5	Incorrect/Missing/Illegible Instruction Sheet		X	X
L6	Impossible to assemble when following instructions		X	
L7	Illegible Marking		X	X
L8	Incorrect Label/Marking Placement		X	X
L9	Missing/Unscannable/Damaged Barcode		X	
L10	Any labeling incorrectly placed or not as specified, such as hangtags, bedding tag, warning label, or any other supplemental tag		X	

Defect Classification Lists - Hardlines




Non-Product Specific		Workmanship, Functionality, Safety		
Defect Code	Defect Description	Critical	Major	Minor
W1	Size/ Style / Shape/Color/Material not as specified or as Described on packaging		X	X
W2	Detachable Small Part (Critical – children’s product or product with play value only)	X	X	
W3	Sharp Point, Sharp Edge(Critical – children’s product or product with play value only)	X	X	
W4	Damaged/ deformation		X	X
W5	Wobble unit (uneven bottom or support >1/8" gap)		X	X
W6	Over Stuffed/Under Stuffed		X	X
W7	Open Seam		X	
W8	Hole/Torn Fabric/Paper		X	
W9	Excessive Loss Of Plush/Hair/Page		X	
W10	Broken/Missed Stitching		X	X
W11	Stitching Out of Alignment		X	X
W12	Eyes/Ears Mis-aligned		X	X
W13	Head/Limb or other not set firmly/positioned correctly		X	X
W14	~Mal-function, such as sitting/standing		X	X
W15	~Does not function as intended/illustration/instruction		X	
W16	Scratch/Crack/Chip		X	X
W17	Missing/Incorrect Components		X	X
W18	Untrimmed thread end, 1" or more		X	
W19	Contains any foreign metal object		X	
W20	Wet/Insect/Mold or any other contamination – wet/mold critical, insect is major	X	X	
W21	Stain/Dirt/Oil/Soil		X	X
W22	Rust/Corrosion on metal parts		X	
W23	Broken-critical, Cracks-major	X	X	
W24	Painting overspray/underspray / poor printing		X	X
W25	Untrimmed flash/burr		X	X

<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm’s length 		
Product Location/Orientation	Major Defect	Minor Defect
Front Side	>1/8" (3 mm)	<1/8" (3mm)
Lateral Side (Left & Right)	>1/4" (6 mm)	<1/4" (6 mm)
Back and Bottom Sides	>3/8"(9 mm)	<3/8" (9 mm)
<ul style="list-style-type: none"> Functionality <ul style="list-style-type: none"> The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly. 		

Defect Classification Lists - Hardlines

Product Specific		BBQ Tool Sets		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven (e.g. color variation within a piece below grey scale 4-5)		X	
A2	Finish not as specified or uneven lacquer, painting, spraying, printing, stamping, plating/polishing		X	X
A3	Surface finish flaws-rough surface or edge, impurities, blisters, burns, peeling, sharp edges, excluding those necessary for function		X	X
A4	Scratches/scuff marks (e.g. cross scratches where the handle narrows before the spatula, fork, brush, tongs begin) (see attached photo)		X	X
A5	Splintered		X	
A6	Broken/crack parts	X		
A7	Deformation/warpage		X	
A8	Knot		X	X
A9	Insect hole		X	
A10	Mildew/Black Spots – critical for mildew, major black spots	X	X	
A11	Burn marks (= >1mm/ <1mm)		X	X
A12	Gaps in the handle construction(= >1mm/ <1mm) (see attached photo)		X	X
A13	Circle hole for hanging not circular, without gouges or irregular shape		X	
A14	Ridge at the join of metal to wood (see attached photo)		X	
A15	Logo placement not centered and straight on the tool (= >1mm/ <1mm)		X	X
A16	Logo not completely burnt into the handle, as approved sample		X	
A17	Tongs not in alignment (= >1mm/ <1mm)		X	X
A18	Poor polishing inside the hanging hole (e.g. bur inside the hole)		X	
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Locking mechanism not as per approved sample		X	
C2	Loose bristle on brush		X	
C3	Loose assembly on head of brush		X	
M1	Dimensions-length, width, height not as specified		X	
F1	~Functionality test (3 cycles operation)		X	
S1	Non-functional sharp point/edges	X		

Defect Classification Lists - Hardlines

Product Specific	BBQ Tool Sets (Cont'd)	
<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm's length 		
Product Location/Orientation	Major Defect	Minor Defect
Front Side	>1/8" (3 mm)	<1/8" (3mm)
Lateral Side (Left & Right)	>1/4" (6 mm)	<1/4" (6 mm)
Back and Bottom Sides	>3/8"(9 mm)	<3/8" (9 mm)
<ul style="list-style-type: none"> Functionality: <ul style="list-style-type: none"> The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly Dimensional tolerances: <ul style="list-style-type: none"> -0" max. +5% max, if claimed 		
PHOTO ATTACHMENTS		
		
Ridge	Scratched	
		
Gaps		

Defect Classification Lists - Hardlines

Product Specific		Books (Kohl's Cares/Hardcover)		
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
WB01	Missing page		X	
WB02	Finish not as specified or uneven		X	
WB03	Wrong sequence of pages		X	
WB04	Poor cutting		X	
WB05	Folded page		X	
WB06	Folder / bumped corner		X	X
WB07	Crushed corner		X	
WB08	Misaligned magazines		X	X
WB09	Color shade on papers within a book		X	
WB10	Foreign matter trapped underneath the wrapping paper		X	X
WB11	Poor laminated / vanished cover		X	X
WB12	Lamination on cover peeled off		X	
WB13	Poorly printed page		X	X
WB14	Uncut adjacent pages		X	
WB15	Slanted printing		X	
WB16	Curled corner		X	X
WB17	Misaligned front / back cover		X	X

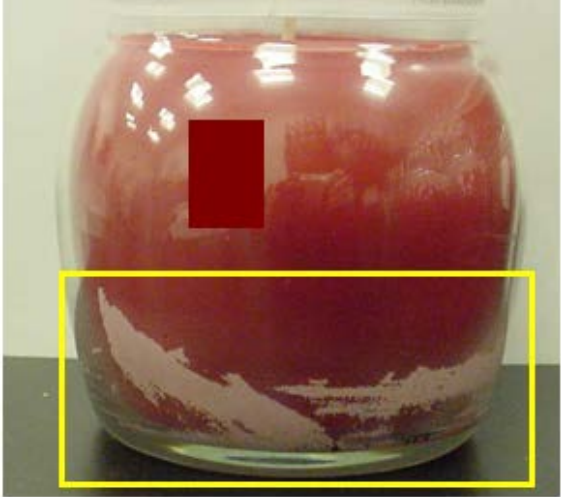


- General guideline for determining major or minor defects at arm's length**

Product Location/Orientation	Major Defect	Minor Defect
Front / Back Side	>1/8" (3 mm)	<1/8" (3mm)
Inner Page	>1/4" (6 mm)	<1/4" (6 mm)

Defect Classification Lists - Hardlines

Product Specific		Candles		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven shading, deviation, migration		X	X
A2	Surface finish flaws-painting, spraying, wax splash, printing, stamping, impurities		X	X
A3	Foreign matter/contamination		X	X
A4	Dent / chip / damage / deformation / dirt mark/ air bubble* (candle or lid) <i>*Does not include wax adhesion/separation where wax pulls away from the jar due to variation in temperature – this is not considered a defect (see photos)</i>		X	X
A5	Broken wick		X	
A6	Odor		X	X
A7	Wet		X	X
A8	Frosting (chemical reaction, crystallized formations) (see photo)		X	X
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Wick Length- min.1/4" & max 3" exposed wick length		X	
C2	Wick construction		X	X
M1	Dimensions- diameter, height not as specified		X	
M2	Weight not as specified		X	
M3	Fragrance/citronella oil not as specified		X	X
F1	Ability to stand as intended	X		
S1	Small parts-are they adhered securely		X	
S2	Metal core in wick – visual check	X		
<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm's length 				
Product Location/Orientation		Major Defect	Minor Defect	
Circumference of Side (where wax is visible, not covered by label)		≥1 in ² (≥6.45 cm ²)	<1 in ² (<6.45 cm ²)	
Top Inside		≥1/2 in ² (≥3.22 cm ²)	<1/2 in ² (≥3.22 cm ²)	
<ul style="list-style-type: none"> Dimensional tolerances: <ul style="list-style-type: none"> - 0" max, + 5% max Weight tolerances: <ul style="list-style-type: none"> - 0% max, +5% max, if claimed 				

Defect Classification Lists - Hardlines

Product Specific	Candles (Cont'd)
PHOTO ATTACHMENTS	
	
Frosting – Major Defect	Wax Adhesion/Separation – Caused by temperature variance – No Defect
	
Air bubbles/pockets – Major Defect	

Defect Classification Lists - Hardlines

Product Specific		Ceramic Products – Not For Food Use		
		Containers, Decorative Products		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven		X	X
A2	Finish not as specified or uneven glazing, painting, spraying, printing, stamping, decoration		X	X
A3	Surface finish flaws-sandholes, rough surface or edge, impurities, blisters, burrs (Depending upon location/severity: cause injury-critical, rough-major, small rough-minor)	X	X	X
A4	Scratches/scuff marks		X	X
A5	Broken-critical, Cracks-major	X	X	
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position		X	X
C2	Stability – uneven bottom or support > 1/8" gap		X	X
C3	~Durability – joints, screws, movable parts (3 cycles)		X	
C4	Fit of parts		X	X
C5	Missing/incorrect component		X	X
C6	Loose handle, knob, fitting (cookware)		X	X
M1	Dimensions-length, width, height, diameter not as specified		X	
M2	Depth not as specified		X	X
M3	Thickness not as specified		X	X
M4	Weight not as specified		X	X
M5	Volume capability not as specified		X	
F1	~Functionality test (3 cycles)		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	
F3	~Musical functionality - if any (3 cycles)		X	
F4	~Mechanical functionality - if any (3 cycles)		X	
S1	If product is not suitable for food use, but could be construed for food use, is it properly labeled?	X		
<ul style="list-style-type: none"> • General guideline for determining major or minor defects at arm's length 				
Product Location/Orientation		Major Defect	Minor Defect	
Front Side		>1/8" (3 mm)	<1/8" (3mm)	
Lateral Side (Left & Right)		>1/4" (6 mm)	<1/4" (6 mm)	
Back and Bottom Sides		>3/8"(9 mm)	<3/8" (9 mm)	
<ul style="list-style-type: none"> • Functionality: <ul style="list-style-type: none"> ○ The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly • Dimensional tolerances: <ul style="list-style-type: none"> ○ -0" max. +5% max, if claimed • Capacity tolerances: <ul style="list-style-type: none"> ○ -0% max, +5% max of the nominal volume, if claimed 				

Defect Classification Lists - Hardlines

Product Specific		Ceramic Products – For Food Use		
		Food Containers, Decorative Products		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven		X	X
A2	Finish not as specified or uneven glazing, painting, spraying, printing, stamping, decoration		X	X
A3	Surface finish flaws-sandholes, rough surface or edge, impurities, blisters, burrs (Depending upon location/severity: cause injury-critical, rough-major, small rough-minor)	X	X	X
A4	Scratches/scuff marks		X	X
A5	Broken/Cracks - Critical for food containers, cookware & decorative products	X	X	
A6	Contaminant (insect/dead body of insect, mold/mildew, hair, severely dirt, etc.)	X		
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position		X	X
C2	Stability – uneven bottom or support > 1/8" gap		X	X
C3	~Durability – joints, screws, movable parts (3 cycles)		X	
C4	Fit of parts		X	X
C5	Missing/incorrect component		X	X
C6	Loose handle, knob, fitting (cookware)		X	X
C7	Extraordinary smell/odor	X		
C8	Printings, decals should be permanent and the coloration could not be transferred or cause staining to other surface	X		
M1	Dimensions-length, width, height, diameter not as specified		X	
M2	Depth not as specified		X	X
M3	Thickness not as specified		X	X
M4	Weight not as specified		X	X
M5	Volume capability not as specified		X	
F1	~Functionality test (3 cycles)		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	
F3	~Mechanical functionality - if any (3 cycles)		X	
S1	Missing required marking/warning (e.g. microwave safe, dishwasher safe, etc.)	X		
S2	Required marking should be permanent could not be removable	X		

Defect Classification Lists - Hardlines

Product Specific	Ceramic Products – For Food Use (Cont'd)	
	Food Containers, Decorative Products	
<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm's length 		
Product Location/Orientation	Major Defect	Minor Defect
Front Side	>1/8" (3 mm)	<1/8" (3mm)
Lateral Side (Left & Right)	>1/4" (6 mm)	<1/4" (6 mm)
Back and Bottom Sides	>3/8" (9 mm)	<3/8" (9 mm)
<ul style="list-style-type: none"> Functionality: <ul style="list-style-type: none"> The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly 		
<ul style="list-style-type: none"> Dimensional tolerances: <ul style="list-style-type: none"> -0" max. +5% max, if claimed 		
<ul style="list-style-type: none"> Capacity tolerances: <ul style="list-style-type: none"> -0% max, +5% max of the nominal volume, if claimed 		

Defect Classification Lists - Hardlines

Product Specific		Glassware – Not For Food Use		
		Containers, Decorative Products		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color / Clarity / Opacity not as specified or uneven		X	X
A2	Finish not as specified or uneven painting, spraying, printing, stamping, engraving, sandblasting, decoration		X	X
A3	Surface finish flaws- rough surface or edge, impurities, blisters, burrs, waves, air bubbles (Depending upon location/severity: cause injury-critical, rough-major, small rough-minor)	X	X	X
A4	Scratches/scuff marks		X	X
A5	Broken-critical, Cracks-major	X	X	
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position		X	X
C2	Stability – uneven bottom or support >1/8" gap		X	X
C3	~Durability-joints, screws, movable parts (3 cycles)		X	
C4	Fit of parts		X	X
C5	Missing/incorrect component		X	X
M1	Dimensions-length, width, height not as specified		X	
M2	Depth not as specified		X	X
M3	Thickness not as specified		X	X
M4	Weight not as specified		X	X
M5	Volume capability not as specified		X	
F1	~Functionality test (3cycles)		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	
F3	~Musical functionality-if any (3 cycles)		X	
F4	~Mechanical functionality-if any (3 cycles)		X	
S1	If product is not suitable for food use, but could be construed for food use, is it properly labeled?	X		
<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm's length 				
Product Location/Orientation		Major Defect	Minor Defect	
Front Side		>1/8" (3 mm)	<1/8" (3mm)	
Lateral Side (Left & Right)		>1/4" (6 mm)	<1/4" (6 mm)	
Back and Bottom Sides		>3/8"(9 mm)	<3/8" (9 mm)	
<ul style="list-style-type: none"> Functionality: <ul style="list-style-type: none"> The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly Dimensional tolerances: <ul style="list-style-type: none"> -0" max. +5% max, if claimed Capacity tolerances: <ul style="list-style-type: none"> -0% max, +5% max of the nominal volume, if claimed 				

Defect Classification Lists - Hardlines

Product Specific		Glassware – For Food Use		
		Food Containers, Decorative Products		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven		X	X
A2	Finish not as specified or uneven glazing, painting, spraying, printing, stamping, decoration		X	X
A3	Surface finish flaws-sandholes, rough surface or edge, impurities, blisters, burrs (Depending upon location/severity: cause injury-critical, rough-major, small rough-minor)	X	X	X
A4	Scratches/scuff marks		X	X
A5	Broken/Cracks - Critical for food containers, cookware & decorative products	X	X	
A6	Contaminant (insect/dead body of insect, mold/mildew, hair, severely dirt, etc.)	X		
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position		X	X
C2	Stability – uneven bottom or support > 1/8" gap		X	X
C3	~Durability – joints, screws, movable parts (3 cycles)		X	
C4	Fit of parts		X	X
C5	Missing/incorrect component		X	X
C6	Loose handle, knob, fitting (cookware)		X	X
C7	Extraordinary smell/odor	X		
C8	Printings, decals should be permanent and the coloration could not be transferred or cause staining to other surface	X		
M1	Dimensions-length, width, height, diameter not as specified		X	
M2	Depth not as specified		X	X
M3	Thickness not as specified		X	X
M4	Weight not as specified		X	X
M5	Volume capability not as specified		X	
F1	~Functionality test (3 cycles)		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	
F3	~Mechanical functionality - if any (3 cycles)		X	
S1	Missing required marking/warning (e.g. microwave safe, dishwasher safe, etc.)	X		
S2	Required marking should be permanent could not be removable	X		

Defect Classification Lists - Hardlines

Product Specific	Glassware – For Food Use (Cont'd)	
	Food Containers, Decorative Products	
<ul style="list-style-type: none"> • General guideline for determining major or minor defects at arm's length 		
Product Location/Orientation	Major Defect	Minor Defect
Front Side	>1/8" (3 mm)	<1/8" (3mm)
Lateral Side (Left & Right)	>1/4" (6 mm)	<1/4" (6 mm)
Back and Bottom Sides	>3/8"(9 mm)	<3/8" (9 mm)
<ul style="list-style-type: none"> • Functionality: <ul style="list-style-type: none"> ○ The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly 		
<ul style="list-style-type: none"> • Dimensional tolerances: <ul style="list-style-type: none"> ○ -0" max. +5% max, if claimed 		
<ul style="list-style-type: none"> • Capacity tolerances: <ul style="list-style-type: none"> ○ -0% max, +5% max of the nominal volume, if claimed 		

Defect Classification Lists - Hardlines

Product Specific		Metal Products		
		Decorative Indoor and Outdoor Products, Cookware, Furniture		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven		X	X
A2	Finish/Plating/Stamping not as specified or uneven		X	
A3	Surface finish flaws-sandholes, lacquer drips, rough surface, cloudy effect, polish marks, impurities		X	X
A4	Scratches/scuff marks		X	X
A5	Cracks – critical for cookware and furniture	X	X	
A6	Rust – critical for cookware	X	X	
A7	Dents		X	X
A8	Broken/cracked parts – critical for cookware and furniture	X	X	
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position		X	X
C2	Stability – tilt resistant at 8° incline without tipping, if applicable		X	
C3	Durability- joints, screws, movable parts (3 cycles)		X	
C4	Fit of parts		X	X
C5	Wobble unit (uneven bottom or support >1/8"gap)		X	X
C6	Missing/incorrect component		X	X
C7	Loose handle, knob, fitting (cookware)		X	X
M1	Dimensions-length, width, height not as specified		X	
M2	Depth not as specified		X	X
M3	Thickness not as specified		X	X
M4	Weight not as specified		X	X
M5	Missing part/part not as specified, critical – furniture, cookware		X	
M6	Volume capacity, if applicable		X	
F1	~Functionality test (3 cycles)		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	
F3	Knock over test-knock over (3) times each side with no breakage or chipping (transportation test – in carton)		X	
S1	If product is not suitable for food use, but could be construed for food use, is it properly labeled?	X		

Defect Classification Lists - Hardlines

Product Specific	Metal Products (Cont'd)	
	Decorative Indoor and Outdoor Products, Cookware, Furniture	
<ul style="list-style-type: none"> • General guideline for determining major or minor defects at arm's length 		
Product Location/Orientation	Major Defect	Minor Defect
Front Side	>1/8" (3 mm)	<1/8" (3mm)
Lateral Side (Left & Right)	>1/4" (6 mm)	<1/4" (6 mm)
Back and Bottom Sides	>3/8" (9 mm)	<3/8" (9 mm)
<ul style="list-style-type: none"> • Functionality: <ul style="list-style-type: none"> ○ The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly 		
<ul style="list-style-type: none"> • Dimensional tolerances: <ul style="list-style-type: none"> ○ -0" max. +5% max, if claimed 		
<ul style="list-style-type: none"> • Capacity tolerances: <ul style="list-style-type: none"> ○ -0% max, +5% max of the nominal volume, if claimed 		

Defect Classification Lists - Hardlines

Product Specific		Pet Items		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven-shading, deviation, migration		X	X
A2	Finish not as specified or uneven		X	X
A3	Surface finish flaws-painting, spraying, printing, stamping, embroidery		X	X
A4	Shape not as specified, deformed or uneven		X	X
A5	Soil, oil spots or stains		X	X
A6	Broken/ cracked parts		X	
A7	Wood knot		X	X
A8	Worm hole on wood part		X	
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position		X	X
C2	Durability-skipped, loose or broken stitching, open seam, holes		X	X
C3	Stuffing uneven		X	X
C4	Open chain, with gap on ring, will lead to detachment during normal use		X	
C5	Loose or missing parts		X	
M1	Dimensions-length, width, height not as specified		X	
M2	Weight not as specified		X	X
F1	~Functionality test (3 cycles), including claimed or intending use function, such as zipper, velcro, buckle, lock function check, height or length adjustment mechanical function check, music function check, etc.		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	X
S1	All safety issues; small parts, sharp points or edges, foreign metal object, wet, insect, mold or other outside contamination	X		
<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm's length 				
Product Location/Orientation		Major Defect	Minor Defect	
Front Side		>1/8" (3 mm)	<1/8" (3mm)	
Lateral Side (Left & Right)		>1/4" (6 mm)	<1/4" (6 mm)	
Back and Bottom Sides		>3/8"(9 mm)	<3/8" (9 mm)	
<ul style="list-style-type: none"> Functionality: <ul style="list-style-type: none"> The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly Dimensional tolerances: <ul style="list-style-type: none"> -0" max. +5% max, if claimed 				

Defect Classification Lists - Hardlines

Product Specific		Picture Frames		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven		X	X
A2	Finish/plating/decoration not as specified or uneven lacquer, painting, spraying, printing		X	X
A3	Surface finish flaws-rough surface or edge, impurities, sandholes, blisters, air bubbles, waves, sharp edges, excluding		X	X
A4	Scratches /scuff marks		X	X
A5	Splintered		X	X
A6	Broken/crack parts		X	X
A7	Deformation/warpage		X	X
A8	Knot		X	X
A9	Insect hole		X	X
A10	Wrong graphic		X	X
A11	Crease /wrinkle		X	X
A12	Wet		X	X
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position – hinges		X	X
C2	Durability-joints, screws, nails, staples, glue, movable parts		X	X
M1	Dimensions-length, width, height not as specified		X	
M2	Thickness not as specified or uneven		X	X
F1	~Functionality test (3 cycles)		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	X
S1	Screws, nails, staples-exposed points, rusted or not secured properly (Exposed points – critical)	X	X	
<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm's length 				
Product Location/Orientation		Major Defect	Minor Defect	
Front Side		>1/8" (3 mm)	<1/8" (3mm)	
Lateral Side (Left & Right)		>1/4" (6 mm)	<1/4" (6 mm)	
Back and Bottom Sides		>3/8"(9 mm)	<3/8" (9 mm)	
<ul style="list-style-type: none"> Functionality: <ul style="list-style-type: none"> The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly 				

Defect Classification Lists - Hardlines

Product Specific		Soft Sculpture / Plush (Kohl's Cares)		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven		X	X
A2	Finish/plating/decoration not as specified or uneven lacquer, painting, spraying, printing		X	X
A3	Surface finish flaws-rough surface or edge, impurities, sandholes, blisters, air bubbles, waves, sharp edges, excluding		X	X
A4	Scratches /scuff marks		X	X
A5	Splintered		X	X
A6	Broken/crack parts		X	X
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position (eyes/ears, head/limb alignment)		X	X
C2	Durability-skipped, loose or broken stitching, open seam, holes		X	
C3	Stuffing - over, under or uneven		X	X
C4	Inner bag – construction, plastic pellet, polystyrene foam and other fillings (KCK only)	X		
C5	Mal-function, such as sitting/standing posture		X	X
C6	Missing/incorrect component		X	X
C7	Open seam (Critical - ¼" or more, Major - under ¼")	X	X	
M1	Dimensions-length, width, height not as specified		X	
M2	Weight not as specified		X	X
F1	~Functionality test (3 cycles)		X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	X
S1	All safety issues; small parts, sharp points or edges, foreign metal object, wet, insect, mold or other outside contamination, head/limb or other part not set securely	X		
<ul style="list-style-type: none"> General guideline for determining major or minor defects at arm's length 				
Product Location/Orientation		Major Defect	Minor Defect	
Front Side		>1/8" (3 mm)	<1/8" (3mm)	
Lateral Side (Left & Right)		>1/4" (6 mm)	<1/4" (6 mm)	
Back and Bottom Sides		>3/8"(9 mm)	<3/8" (9 mm)	
<ul style="list-style-type: none"> Functionality: <ul style="list-style-type: none"> The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly 				

Defect Classification Lists - Hardlines

Product Specific		Wooden Products		
		Food Containers, Decorative Indoor and Outdoor Products, Furniture		
Appearance - Visible at Arm's Length				
Defect Code	Defect Description	Critical	Major	Minor
A1	Color not as specified or uneven		X	X
A2	Finish not as specified or uneven lacquer, painting, spraying, printing, stamping, plating/polishing		X	X
A3	Surface finish flaws-rough surface or edge, impurities, blisters, burns, peeling, sharp edges, excluding those necessary for function		X	X
A4	Scratches/scuff marks		X	X
A5	Splintered – critical for food containers and furniture, major or minor dependent upon size/item for decorative product	X	X	X
A6	Broken-critical, Cracks-critical for food containers and furniture, major for decorative product	X	X	
A7	Deformation/warping, Critical for furniture and food containers, major/minor for decorative products	X	X	X
A8	Knot		X	X
A9	Insect hole		X	X
A10	Mildew/Black Spots – Food Containers & furniture	X		
Workmanship, Functionality, Safety				
Defect Code	Defect Description	Critical	Major	Minor
C1	Attached parts position		X	X
C2	Stability – tilt resistant at 8° incline without tipping, if applicable		X	
C3	Durability- joints, screws, movable parts (3 cycles)		X	
C4	Fit of parts		X	X
C5	Wobble unit (uneven bottom or support >1/8"gap)		X	X
C6	Missing/incorrect component, Critical – furniture only	X	X	X
M1	Dimensions-length, width, height not as specified		X	
M2	Depth not as specified		X	X
M3	Thickness not as specified		X	X
M4	Weight not as specified		X	X
M5	Part not as specified		X	
M6	Volume capacity not as specified		X	
F1	~Functionality test (3 cycles) Critical – furniture only	X	X	
F2	~Assembly test-ease/ability to assemble, fit of parts (1 cycle)		X	
F3	Knock over test-knock over (3) times each side with no breakage or chipping (transportation test – in carton)		X	
S1	If product is not suitable for food use, but could be construed for food use, is it properly labeled?	X		

Defect Classification Lists - Hardlines

Product Specific	Wooden Products (Cont'd)	
	Food Containers, Decorative Indoor and Outdoor Products, Furniture	
<ul style="list-style-type: none"> • General guideline for determining major or minor defects at arm's length 		
Product Location/Orientation	Major Defect	Minor Defect
Front Side	>1/8" (3 mm)	<1/8" (3mm)
Lateral Side (Left & Right)	>1/4" (6 mm)	<1/4" (6 mm)
Back and Bottom Sides	>3/8"(9 mm)	<3/8" (9 mm)
<ul style="list-style-type: none"> • Functionality: <ul style="list-style-type: none"> ○ The product should be intact and function as intended when subject to 3 cycles of continuous operation and/or assembly/disassembly 		
<ul style="list-style-type: none"> • Dimensional tolerances: <ul style="list-style-type: none"> ○ -0" max. +5% max, if claimed 		
<ul style="list-style-type: none"> • Capacity tolerances: <ul style="list-style-type: none"> ○ -0% max, +5% max of the nominal volume, if claimed 		

Defect Classification Lists - Hardlines

Revision Index		
Date	Product Type	Revision
03/13/2018	All	Combined product types under Hardlines
04/06/2016	Candles	Appearance A4 – added <i>*Does not include wax adhesion/separation where wax pulls away from the jar due to variation in temperature – this is not considered a defect</i> A8 – added Frosting (chemical reaction, crystallized formations) Updated guidelines for determining major and minor defects Added Photo Attachments for examples
10/10/15	Pet Items	Added
01/03/13	Non-Product Specific	Finishing & Packaging P12 – added critical for children’s product W20 – added critical/major clarification
	Wooden Products	Appearance A5, A6, A7 – added critical, clarity by product type A10 – added furniture Workmanship, Functionality, Safety C6, F1 – added critical for furniture only
	Soft Sculpture/Plush	Appearance A6 – changed to critical
	Metal Products	Appearance A8 – added critical for cookware, furniture Workmanship, Functionality, Safety M5 – added critical for cookware, furniture
	Ceramic Products–Food Containers, Cookware and Decorative Products (intended for food use)	Appearance A5 – changed to critical only
	Glassware–Food Containers, Cookware and Decorative Products (intended for food use)	Appearance A5 – changed to critical only
	BBQ Tool Sets	Appearance A5 – major only A6 – changed to critical A10 – added critical
09/28/11	Soft Sculpture/Plush	Workmanship, Functionality, Safety C7 – Open seam (Critical - ¼” or more, Major - under ¼”)
6/05/08	BBQ Tool Sets	Added
4/19/07	Ceramic Products Glassware (intended for food use)	Revised to include glassware and ceramics – for food use
7/8/05	Cookware (metal/glass/ceramic) and Glass Food Container	Capacity tolerance Revised to be consistent with test protocols
	Food Containers (ceramic/metal/wooden)	Capacity tolerance No current capacity tolerances
	Candles	Dimensional tolerance Only test protocol with a dimensional tolerance
5/19/05	Candles	Revised candle tolerances to -0” for dimension and weight