



**ANACONDA**

**Quality Assurance Program**

**Vendor Compliance Manual**

**General Requirements**

**Version 5.1**

**January 2017**



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## 1 INTRODUCTION

The Vendor Compliance Manual has been developed to provide Vendors with Anaconda's minimum standards when supplying Articles to the Anaconda Group.

In addition to this document – **Vendor Compliance Manual – General Requirements**, there are a number of supplementary Vendor Compliance documents that MUST also be complied with:

- **Vendor Compliance Manual – Local Vendor non-Cross Dock Requirements**
- **Vendor Compliance Manual – Overseas Vendor Requirements**

You must ensure you comply with all relevant requirements contained within the Vendor Compliance Manual components.

## 2 OH&S, PUBLIC LIABILITY, WORKER'S COMPENSATION

The occupational health and safety procedures contained in this manual are necessary to ensure the safety of all employees of Anaconda.

A reminder to Vendors that a Vendor is responsible for all costs, loss, damage, claims and expenses incurred by Anaconda as a result of any failure by a Vendor to comply with the requirements outlined in this document, including but not limited to worker's compensation, occupational health and safety and public liability claims.

## 3 NATIONAL PACKAGING COVENANT

There are certain legislative packaging requirements that have been enacted in Australia. Anaconda has become a signatory to the National Packaging Covenant. Information on the National Packaging Covenant can be found at <http://www.environment.gov.au/settlements/waste/covenant/index.html>.

The Vendor agrees to supply Articles with packaging, and to be liable for all reasonable costs associated with packaging, in a manner that complies with the relevant legislation and the National Packaging Covenant.

## 4 ANACONDA'S RIGHTS AND REMEDIES

If Vendors do not comply with the standards detailed in this manual, including if the Articles do not meet quality standards on arrival at the point of delivery, Anaconda reserves the right to enforce any rights and remedies available to it in accordance with the Trading Terms.

## 5 REVIEW OF THE VENDOR COMPLIANCE MANUAL

Anaconda will ensure that a soft copy of the Vendor Compliance Manual is stored in a central location on the Anaconda website, accessible to Vendors. Any adjustments to the manual will result in an updated version saved to this location. Vendors can access the current version at the following location:

<http://www.anaconda.com.au/vendor-content.asp>

To obtain a password, or if you have any difficulties with access, contact Anaconda IT Helpdesk on (03) 9684 7274 or at [ithelpdesk@spotlight.com.au](mailto:ithelpdesk@spotlight.com.au)

## 6 DEFINITIONS AND ABBREVIATIONS

TERM	DEFINITION
<b>ADGC</b>	Australian Dangerous Goods Code
<b>Articles</b>	Products supplied by the Vendor to Anaconda and includes any accompanying instructions and information, packaging and any advertising or other materials supplied.
<b>Article Number</b>	Unique article identifier referenced in Purchase Orders. 8 or 11 digit code (generated by SAP)
<b>ASN</b>	Advance Shipment Notification
<b>Buyer</b>	The relevant Anaconda Buyer named in the Terms Schedule or any other person We advise is the current Buyer.
<b>Dangerous Goods</b>	Any Article classified dangerous under the Australian Code for Transport of Dangerous Goods – the Australian Dangerous Goods Code (ADGC)
<b>DIFOT</b>	Delivery In Full On Time.
<b>EAN</b>	European Article Number, which is a barcode that conforms to international bar code standards and is registered with international standards bodies.
<b>Edge Rule</b>	The Edge Rule details correct placement of EAN
<b>FIS</b>	Free Into Store - seller pays all costs including duties and taxes and delivers direct to buyer
<b>EXW</b>	Ex Works – Buyer pays all charges from factory
<b>FIW</b>	Free Into Warehouse – same conditions as Free Into Store
<b>FCA</b>	Free Carrier Agreement. The Vendor is responsible for all costs up to the point where the Articles are delivered to the specified overseas warehouse, including transportation and insurance costs.
<b>FOB</b>	Free On Board. The Vendor is responsible for all costs up to the point where the Articles are delivered to the port from which the vessel will depart, including transportation and insurance costs.
<b>HDPE</b>	High Density Polyethylene.
<b>Human Readable Interpretation</b>	Readable representation of the associated barcode – see section <a href="#">11.2</a>
<b>Ladder Orientation (LO)</b>	EAN orientation – see section <a href="#">11.1</a>
<b>MSDS</b>	Material Safety Data Sheet (for dangerous goods). MSDS is a form with data regarding the properties of a particular substance. MSDS information may include instructions for the safe use and potential hazards associated with a particular material or product.
<b>Packing List</b>	Detailed Container information, including description of goods, quantities, and packaging details.
<b>Picket Fence Orientation (PFO)</b>	EAN orientation – see section <a href="#">11.1</a>
<b>PO</b>	Purchase Order and has the same meaning as that in the Trading Terms
<b>POD</b>	Proof of Delivery
<b>POS</b>	Point of Sale.
<b>Quiet Zones</b>	Quiet zones – outlined in <a href="#">11.2</a>
<b>Shipping Mark</b>	Carton Packing Label – outlined in <a href="#">14.3</a>
<b>Spotlight DC</b>	Spotlight and Anaconda's Distribution Centre.

<b>Specifications and Standards</b>	All particulars, drawings, samples or other description (if any), set out in a Purchase Order or given to You by a Buyer, all applicable laws, rules, regulations and standards (including, without limitation, those relating to Article labelling, packaging, testing and safety and trade practices) in the country in which the Articles are to be sold by Anaconda and any applicable standards as set out in the Vendor Compliance Manual.
<b>Support Group</b>	Anaconda's support group is located at 111 Cecil Street, South Melbourne, Victoria 3205, Australia
<b>Trading Terms</b>	Anaconda's current applicable trading terms
<b>Vendor</b>	Vendor means the vendor named on the front page of the Trading Terms

## 7 TRADING TERMS

If there is any inconsistency between this Vendor Compliance Manual and the Trading Terms, the Trading Terms prevail.

## 8 VENDOR ASSURANCE PROCESS

Purchase orders will be subject to regular review. An inability to meet Anaconda's standards will result in Anaconda initiating improvement notices/plans and/or penalties.

Anaconda will be measuring:

- Delivery In Full on Time (DIFOT);
- Article accuracy;
- Packing standard performance;

Each Vendor will be contacted separately when Anaconda are conducting an audit.

## 9 QUALITY ASSURANCE

### 9.1 Product Certification Requirements

Anaconda purchases all Articles from the Vendor in good faith. Where testing, safety or any certification is required by any Specifications and Standards in any country where Articles are sold by Anaconda, the Vendor must provide the Buyer with all applicable certificates of compliance and test reports with Specifications and Standards prior to Articles being shipped or at such other times as agreed in writing by the Buyer. The Vendor is responsible for payment of all costs associated with obtaining such certificates and test reports.

If the Vendor does not provide the necessary certificates and test reports within seven (7) days of receipt of the Anaconda Purchase Order or request, Anaconda may elect to arrange for testing and/or certificates at the Vendor's cost.

### 9.2 Samples

Samples, including production samples, may be required by Anaconda prior to shipment. This will be advised by the Buyer. The Vendor is responsible for the cost of provision of samples, unless otherwise agreed with the Buyer.

### 9.3 Approval of EANs

The Vendor is responsible for the accuracy and scannability of all barcodes. Any errors regarding this will incur a fine.

## 10 COMPLIANCE WITH MANDATORY STANDARDS

### 10.1 Australia

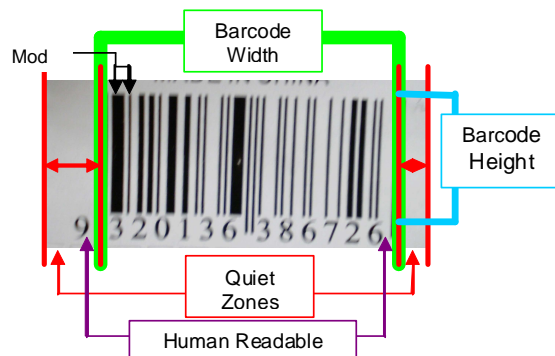
In Australia, there are mandatory safety standards and information standards and bans that apply to specific goods under the Australian Consumer Law. It is illegal to supply a good that does not comply with a mandatory standard or ban. A Vendor who fails to comply with a mandatory standard or ban may be found guilty of a criminal offence with fines up to \$220,000 for an individual and \$1.1 million for a company. A list of the mandatory standards and bans and information about key requirements can be found at [www.productsafety.gov.au](http://www.productsafety.gov.au). Vendors must ensure that goods supplied in Australia comply with all applicable mandatory standards and bans under the Australian Consumer Law.

## 11 BARCODES

### 11.1 EAN Barcode requirements

Anaconda requests Vendors to adhere to the GS1 standard EAN Barcode standards. For further detail, refer to [www.gs1au.org](http://www.gs1au.org)

### 11.2 EANs



### 11.3 Standard EAN Placement Guidelines for POS Scanning

Consistency of EAN placement is a critical component to successful scanning. Manual scanning variations in EAN placement makes it difficult for the scanning operator to predict where the EAN is located.

#### 11.3.1 Colour of Scannable EAN

Anaconda's colour combination is a black EAN on a white background.

#### 11.3.2 EAN Adhesive

EANs that are applied directly to the Article should use an adhesive that is strong enough to adhere to the Article for an extended shelf life, but which also allows the EAN to be removed without the use of solvents or abrasives.

### 11.4 Avoid Scanning Obstacles

Anything that will obscure or damage an EAN will reduce scanning performance and should be avoided.

For example:

- Never position the barcode on the item in an area with inadequate space. Do not let the other graphics encroach on the space for the EAN.
- Never place EANs (including Quiet Zones) on perforations, die cuts, seams, ridges, edges, tight curves, folds, flaps, overlaps, and rough textures.



- Never put staples through an EAN or its Quiet Zones.
- Never place an EAN under a package flap.

#### 11.4.1 Avoid Truncated Symbols

Truncation of an EAN is the reduction of the height of an EAN relative to its length/width. Truncation is not acceptable because it destroys the ability of an EAN to be scanned properly at the POS.

## 12 INDIVIDUAL ARTICLE LABELING

### 12.1 Costs

The Vendor is responsible for all labelling and ticketing costs.

### 12.2 Individual Article Labelling

Every individual Article must have an Anaconda approved label that corresponds to the design and colour of the Article.

The total size of the label should be a minimum of 2cm x 4cm.

The font for individual Article labels should be ARIAL and the detail and size is as follows:

<b>Description</b> (incl. colour or size (where applicable))	As per the purchase order column "DESCRIPTION" Size: 10 BOLD
<b>Article Number</b>	As per the purchase order column "ARTICLE NUMBER" Size: 10
<b>Country of Origin</b>	As per the purchase order column "COUNTRY OF ORIGIN" ("Made In.....") Size: 8
<b>EAN Label</b>	As per the purchase order column "EAN" Size: 3.5cm Width (quiet zones inclusive) x 2.2cm Height Left Quiet Zone .36cm and Right Quiet Zone .23cm
<b>EAN number</b>	As per the purchase order column "EAN NUMBER" Size: 8

Other information may be requested at Anaconda's discretion

If a price label is required **please refer to the Sales Confirmation for pricing:**

<b>\$Reg AU.</b>	As per the Sales Confirmation Size: 14
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**Sample:**

**DESCRIPTION**  
 SIZE  
 COLOR

MADE IN .....  
 Article No.

  
 EAN NUMBER

\$Reg. AU

**Example:**

**ALUMINIUM BOTTLE**  
 100ML BLK

MADE IN CHINA  
 900125670011

  
 9320136455644

**\$15.95 AU Reg.**

Except as required by section 12.4, NO other labelling is required nor permitted on the individual Article

**12.3 Language of Label**

All labels must be in English.

**12.4 Compliance**

Vendors must ensure that:

- Articles comply with all Specifications and Standards; and
- All claims made on Articles, including country of origin, comply with all laws, regulations, standards and requirements of the country in which the Articles will be sold.

**12.5 Country of Origin**

All Articles must specify the Country of Origin, that is, the country where the goods were manufactured.

**12.6 Warning and Safety Labels**

If an Article requires a warning and/or safety label in accordance with any applicable law, rule, regulation, or standard in the country to which the Article is to be supplied and/or sold, the Vendor must ensure that the Article has such labels.

**12.7 Pre-Pricing of Articles**

Where requested by Anaconda, Articles are to be pre-priced by the Vendor.

Pre-priced Articles must be labelled with a sticker in accordance with sections 12.2

The Vendor is responsible for ensuring that all information, including agreed regular prices, is correct. Any errors regarding this will incur a fine.

## 13 APPAREL

### 13.1 Floor Ready stock

Vendors are required to supply all apparel (unless otherwise advised) with hangers. To ensure integrity and consistency for Anaconda, all hangers **MUST** be purchased from TIC.

All Anaconda specific detail is outlined in the attached TIC Anaconda Apparel Suppliers Manual - ***Anaconda Supplier Manual special September 2014***

Contact TiC Group for current prices.

### 13.2 Security Tags

Sew in security tags are required for all **Exclusive private brand** ranges with retail price of \$29.99 and above, unless otherwise exempted by the Buyer.

The sew-in security label is an extra label the vendor is required to add to the garment.

The garments will have one main label and care label, and in addition the security label must be sewn onto garment next to care label.

The ***Placement and Application instruction*** document, attached, provides information on the sew-in security labels.

The sew-in label must be ordered via the Website link:  
<http://www.adtsecurity.com.au/contact/anaconda-order-form>

The sew in label required is 101PS11 C - White sew-in label, with one side printed "Remove Before Wearing or Washing"

Orders can be shipped from Hong Kong or China to suit vendors' requirements.

Once the order is submitted on the website, the sew-in company will contact and confirm order and country to be shipped from.

### 13.3 Poly Bags

Poly bag requirements are as follows, unless otherwise advised by the Buyer:

- All ratio packs require a poly bag per ratio pack
- All solid packs require a poly bag per single garment

## 14 PACKAGING STANDARDS - CARTONS

Pack quantities are to be consistent with the order to avoid repackaging. The packing list is to match container contents and be packed according to the above standard. Failure to do so will result in a penalty to recover extra costs incurred during the unpack.

### 14.1 Packaging

Anaconda's carton thickness should be a minimum of double (.5cm) or triple wall (.75cm) corrugated cardboard of sufficient strength to protect the Article while in transit and withstand weight of up to 16 kilos.

The carton should be sufficiently secured using adhesive tape.

The use of carton strapping (metal or plastic) is **not permitted**.

#### 14.1.1 Liquids or Breakables

When the Article is liquid or breakable, the cartons must have “**fragile**” labels which do not obstruct the Carton Packing Label or warning label.

### 14.2 Packing Methodology

Anaconda's methods of packing are;

- Pack by PDQ/Ratio Pack
- Pack by Solid Article Number

The packing method used, and the details of Carton quantities and Pack sizes will be agreed by the Buyer and Vendor and documented in the Sales Confirmation, as well as detailed as a note in the PO.

**Pack sizes must remain consistent across an order**

#### 14.2.1 Pack by PDQ/Ratio Pack

The PDQ or ratio pack must have its article number included as part of the shipping mark .Refer to Shipping Mark examples Section [13.3](#)

The PDQ or ratio pack must NOT be split. Packing requirements should be as per Buyer's instruction.

Each PDQ must be packed in its entirety in its own carton and there must only be 1 PDQ per carton.

Any articles that are a part of a PDQ, but are being shipped separately – i.e. additional stock that is not being sent as part of the PDQ – MUST be solid packed – i.e. 1 article per carton

PDQ stands must be of suitable standard for display and effectively hold the weight of the product.

#### 14.2.2 Pack by Solid Cartons

Any back up stock must be packed by Solids (1 article per carton)

### 14.3 Shipping Mark

Every carton must have a Shipping Mark with accurate details of the contents.

The Shipping Mark must include the following information:

- Anaconda's Purchase Order number;
- Article number;
- EAN;
- Design/Description;
- Colour;
- Total of Units (Inner and Outer Carton);
- Gross Weight;
- Net Weight;
- Cubic Measurement;
- Carton Number – e.g. 1 of 5 or 2 of 5;
- SSCC label (where applicable);
- WHEN PACKING LIQUID OR GLASSWARE THE CARTON MUST BE LABELLED AS **FRAGILE**

The Shipping Mark must be an accurate reflection of the contents in the carton and completed in **full**.

These carton markings must be placed on both ends of the carton/package **BUT NOT ON THE TOP OR BOTTOM**

*Figure - Shipping Mark – PDQ/Ratio Packs and Solid Cartons*

<b>Anaconda Stores Pty Ltd</b>	
<b>Order No.</b>	
<b>Article No.</b>	
<b>Description:</b>	
<b>Colour:</b>	
<b>Size:</b>	
<b>Inner Qty:</b>	
<b>Outer Qty:</b>	
<b>Barcode</b>	
<b>Gross Weight</b>	
<b>Net Weight</b>	
<b>Cubic</b>	
<b>Box No.</b>	_____ <b>of</b> _____
<b>Made in</b>	

## 14.4 Inner Carton Markings

**If there are Inner Cartons, each inner must contain its own inner carton marking, which must include:**

- Article Number;
- EAN;
- Description of the product;
- Quantity.

*Figure – Inner Carton Marking*

Article No.
90021384
EAN
8888310206396
ALUMINUM BOTTLE
Qty 6

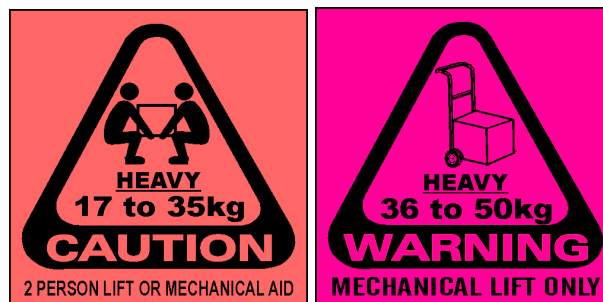
## 14.5 Weight of Carton

### 14.5.1 A carton is not to exceed 16 kilograms.

**Prior approval must be obtained from the Anaconda Buyer** to deliver any cartons weighing over 16 kgs. It is the Vendor's responsibility to obtain approval in writing. If approval is given, and an individual Article exceeds 16 kilograms, it **must** be packed singularly per box.

Any carton that has been approved over 16kgs must be clearly marked with the Anaconda standard marking icon.

Once approval has been given, the Anaconda standard marking icons are:



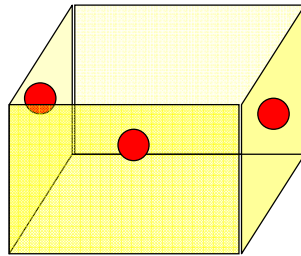
### Heavy Weight Icons

Handling items within the category 17 – 35 kg – Proceed with caution. The use of a two person lift is required.

Handling items within the category 36 – 50 kg – Warning Mechanical Lift required.

- There must be at least 3 of the Heavy Weight Icons on the carton (but **NOT** on the top or bottom of the carton);

- The icons must be put in obvious places on the carton so that they can be seen easily, for example:



#### **14.5.2 Vendor adherence to OH&S requirements.**

A reminder to Vendors that a Vendor is responsible for all costs, loss, damage, claims and expenses incurred by Anaconda as a result of any failure by a Vendor to comply with the requirements outlined in this document, including but not limited to worker's compensation, occupational health and safety and public liability claims.

#### **14.6 Numbering Cartons**

For local orders, each carton must be numbered sequentially according to the total amount of cartons per store per **PURCHASE ORDER**. The Packing List will reflect the carton number and descriptions.

For overseas orders, each carton must be numbered sequentially according to the total amount of cartons per **PURCHASE ORDER**. The Packing List will reflect the carton number and descriptions.

#### **14.7 Placement of Labels**

Anaconda's placement of the Shipping Mark is on opposite ends of a carton. The carton packing labels are **never** to be placed on the top or bottom of a carton.

#### **14.8 Labels on cartons – where the shipping carton is also the selling carton**

The labels on Articles that are shipped in only the packaging in which they will be sold must be removable without damage. Do not use permanent label adhesive because this may cause damage to the selling carton on removal.

Under no circumstances should labels be placed over the EANs or serial numbers.

#### **14.9 Non-conformance to packing standard**

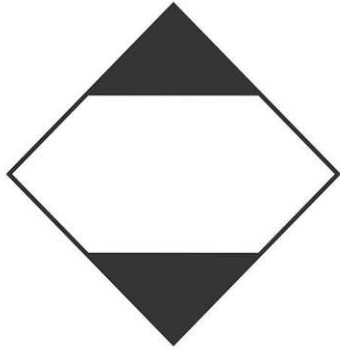
**It is at all times the requirement of the Vendor to adhere to Anaconda packing standards. Failure to comply with those standards may lead to a claim against the Vendor.**

## 15 DANGEROUS GOODS

Dangerous Articles must be packed separately and packaged and labelled in accordance with the Australian Code for Transport of Dangerous Goods. Note: for any Article that is classified dangerous under the Australian Code for Transport of Dangerous Goods – the Australian Dangerous Goods Code (ADGC) must be provided to the Buyer with the initial product information details.

All dangerous Articles require material safety data sheets (MSDS) and the cargo **MUST** be placarded.

Example of Dangerous Goods label:



Size 100mm X100mm

Each carton must also have an information label – details outlined below.

### 15.1 Dangerous/Hazardous Goods requirements:

1. MSDS forms must be sent with all Dangerous Goods.
2. A separate invoice for Dangerous Goods must be sent, with 2 copies – one copy on the carton, the other with the MSDS form.
3. Boxes must be labeled with the correct Hazardous Class sticker.
4. The following detail must be provided on **a label** per carton:

- Proper product shipping name
- UN Number
- Class
- Packaging Group
- Weight (g/ml)
- Quantity

Proper product shipping name:  
UN NO:  
Class :  
Packaging Group:  
Quantity : ..... G/ML X .....number of Items

Size : 103mm x150mm

5. Different Classes of Dangerous Goods must NOT be mixed in one box.
6. Dangerous Goods should be sent on a separate pallet to non-dangerous goods, NOT mixed.
7. When booking any Dangerous Goods in for delivery with Spotlight, please ensure you advise the Spotlight administrator that Dangerous Goods are being delivered.
8. Hazardous Goods with UN1.4 cannot be shipped to NZ and Singapore



## 16 DELIVERIES

### 16.1.1 Consignment Notes

Every delivery made to a store or the DC must have a **consignment note**. We will not accept a run sheet as proof of delivery (it will not be adequate if proof is required at a later time).

Consignment notes **must** include **ALL** of the following:

- your business/company name and address;
- the name and address of the store being delivered to;
- the Anaconda Purchase Order number;
- the number of cartons on the delivery;
- the number of pallets on the delivery; and
- the Invoice no.

It is imperative you comply with the above and ensure that your carriers are aware that the above details are required by Anaconda and comply with the above requirements. If consignment notes do not contain ALL of the information outlined above, they will not meet our proof of delivery standards.

### 16.1.2 Rejection of Deliveries

In addition to any other remedy available to Anaconda, Anaconda may reject any Articles, which do not comply with the Trading Terms, this Vendor Compliance Manual or with the Purchase Order.

If Vendors' deliveries do not comply with the standards or requirements detailed in this Vendor Compliance Manual (including, but not limited to, labelling, packing and delivery standards); if pallets are unstable – e.g. unsafely stacked, poorly wrapped or broken; or if the Articles do not meet Anaconda's quality standards on arrival at the point of delivery:

- deliveries may be rejected at the time of booking in a delivery;
- consignments may be rejected in full or part thereof and/or returned to the Vendor at the Vendor's expense;
- non ordered Articles or quantities may result in the entire delivery being rejected and returned at the Vendor's expense; and/or
- all or part of a purchase order may be cancelled.

All returns will be communicated to the Vendor by the Anaconda Store Manager or Support Group. The Vendor must supply a credit number (GRA – Goods Return Authority number) to the relevant Anaconda team member.

**It is vital that any purchase orders of Articles for a promotion, or new Store orders, that cannot be fulfilled IN TOTAL by the due date MUST BE communicated to the Buyer within 24 hours of receipt of the purchase order or as otherwise agreed with the Buyer.**

### 16.1.3 Return of Articles and Collection

If Articles are to be returned to the Vendor for any reason, the Vendor must ensure that the collection of Articles is completed within 10 working days from the initial notification, unless agreed otherwise by the Anaconda store manager. If the Articles are still in Anaconda's possession after 10 working days, Anaconda reserves the right to send the Articles through Anaconda's carrier, at the expense of the Vendor, to the Vendor or destroy/dispose of the Articles, without liability to the Vendor.

## 17 VERSION CONTROL

Version	Date	Author	Changes
5.1	25/01/17	Melanie Allen	Section 12.2: Individual article labelling updated
5	5/8/15	Emily van Schaaik	Updated Section 15 and 15.1 added Updated Section 14.3 (clarified Gross and Net weight in shipping mark requirements)
4	13/5/15	Emily van Schaaik	Section 14.2.1: updated PDQ details
3	1/10/14	Emily van Schaaik	Section 5: updated Vendor link to VCM modules Section 9.3: Approval of EANs – updated Section 12.2: Individual article labelling updated Section 12.7: Pre-pricing of articles – updated Section 13.1: Updated TiC manual Section 13.2 Security tags – additional detail added Attachments added to pdf
2.1	29/07/2014	Emily van Schaaik	Section 13.1: Updated the Apparel Suppliers Manual Section 13.2: Included Security Tag detail
2	30/04/2014	Emily van Schaaik	Version control
1.1	5/8/2103	Emily van Schaaik	Apparel Section added – awaiting detail.