



# VENDOR INFORMATION POLICY & PROCEDURE GUIDE (PPG)

This PPG has been prepared to assist Vendors when trading with Harris Scarfe Australia Pty Ltd. This PPG

remains confidential and should not be used other than for the Vendor's internal purposes unless

authorisation is given by Harris Scarfe Australia Pty Ltd.

No part of this PPG may be reproduced or copied in any form or by any means, whether visual, mechanical, electronic or audio, without prior written permission from Harris Scarfe Australia Pty Ltd.

The PPG is subject to change without prior notice any changes will be forwarded to Vendors.

© Copyright 2004 & 2003 & 2007 & 2009&2011

<b>TABLE OF CONTENTS</b>		<b>PAGE</b>
<b>1.0</b>	<b>Introduction</b>	3
<b>2.0</b>	<b>Harris Scarfe Contacts</b>	3
2.1	Distribution centre Logistics/ Freight / Agreements	3
2.2	Merchandise / Agreements / Orders	3
<b>3.0</b>	<b>Commercial Trading Terms</b>	3
<b>4.0</b>	<b>Delivery Standards</b>	4
4.1	Delivery Terms	4
4.2	Electronic Data Interchange (EDI)	4
4.3	Catalogue, Promotional and Establishment Orders	5
4.4	Paperwork	5
4.5	Delivery Docket	5
4.6	Packing and Loading Standards	6
4.7	Correct Labeling	7
4.8	Pallet Transfer	7
4.9	DC / Store Inward Delivery Structure	8
4.10	Bookings and Delivery of Stock	9
4.11	Unloading of Vehicles at Distribution Centre	10
4.12	Penalties	11
4.13	Faulty Goods	12
4.14	Return Policy	12
4.15	Carriers	12
4.16	Occupational Health and Safety	13
4.17	Dangerous / Hazardous Goods	13
<b>5.0</b>	<b>Apparel Requirements</b>	13
5.1	Fashion Bags and Hangers	13
5.2	Hangers	13
5.3	Source of Supply/Contact Details for Hangers	14
5.4	Order Numbers and Quantities	17
5.5	Hanger Quantities	17
<b>6.0</b>	<b>Price Labeling Standards</b>	17
<b>7.0</b>	<b>Contacts and Addresses</b>	18
7.1	Head Office Contacts	18
7.2	Harris Scarfe Store Addresses	18

## 1.0 INTRODUCTION

Harris Scarfe Australia Pty Ltd look forward to working with you to maximise efficiency across the total supply chain for the benefit of our respective businesses and delivering the needs of our end customers - the retail shopper.

The following Terms and Conditions are the framework upon which Harris Scarfe Australia Pty Ltd (ABN 83 095 018 803) and its Vendors continue to build valuable and profitable partnerships. These Terms and Conditions are based on the premise that an electronic order will be provided by Harris Scarfe to the Vendor, and the Vendor providing a single, timely, accurate delivery against that purchase order.

These are the standard Trading Terms and Conditions of Harris Scarfe Australia Pty Ltd, which cannot be varied.

## 2.0 HARRIS SCARFE CONTACTS

The relevant Harris Scarfe Logistics and Buying personnel are available for any further information or clarification on the Distribution Centre, Direct to Store procedures.

### 2.1 Sunshine Distribution centre 2037

Distribution centre reception (03) 8326 8900, key contacts include

- Distribution Centre Manager
- Distribution Planning Manager

Northern Distribution centre 5001

Distribution centre reception (02) 9743 8955

- Distribution Centre Manager

### 2.2 Merchandise / Agreements / Purchase Orders

Melbourne buying office reception (03) 9863 2200, key contacts include

- General Manager Buying Apparel
- General Manager Buying Home

## 3.0 COMMERCIAL TRADING TERMS

### HARRIS SCARFE AUSTRALIA PTY LTD

Other than merchandise supplied under Made To Order, Vendor Refill, Customer Order Systems and Customer Direct Order Fulfillment, this PPG sets out the terms on which you supply Harris Scarfe with merchandise. By accepting a purchase order from Harris Scarfe you agree to the Terms and Conditions in this PPG and for future purchase orders, until such time Harris Scarfe advise you of a change in the terms of purchase.

'We' are Harris Scarfe Australia Pty Ltd ABN 83 095 018 803.

'We' and 'us' include our employees and agents.

'You' are the vendor of merchandise to us.

## **4.0 DELIVERY STANDARDS**

### **DELIVERY AND PACKAGING STANDARDS**

This section describes the terms to vendors of delivery of each purchase order to Harris Scarfe. It details timing of delivery, paperwork, packing and stacking method, labelling and price ticketing. All deliveries must comply with the following terms. Failure to comply will lead to rejection of stock from the distribution centre or a fine as stated in 'PENALTIES' section

#### **4.1 DELIVERY TERMS**

##### **Delivery Status Reporting**

Each vendor must keep the respective buyers, bookings, logistics and administration team updated with weekly delivery status report on all outstanding orders.

##### **Delivery**

Each delivery must be in full.

##### **Delivery Date**

Delivery into the Distribution Centre is as outlined by the due date on the purchase order. All bookings / deliveries after this date will not be accepted without approval from DC management.

#### **4.2 ELECTRONIC DATA INTERCHANGE (EDI)**

Detailed information on Electronic Data Interchange (EDI) is available on the Harris Scarfe website

<http://www.harrisscarfe.com.au/>

click on Vendors.

- Refer to section on EDI Information.

#### **4.3 CATALOGUE, PROMOTIONAL AND ESTABLISHMENT ORDERS**

A major component of the Harris Scarfe business is comprised of special events such as catalogue sale or other promotional advertisement sales.

It is imperative that our vendors deliver the catalogue orders as per the delivery dates. Any variation(s) or non-supply of merchandise costs Harris Scarfe both in losses or revenue and dissatisfied customers. If non-delivery of special event / catalogue stock is anticipated it must be advised to the appropriate Buyer four weeks prior to the order delivery date and failure to do so will result in penalty costs to the vendor. This is calculated as 5% of the purchase order value for electrical goods and 10% of the purchase order value for all other goods.

YOU MUST NOT ACCEPT ANY ORDER FROM HARRIS SCARFE UNLESS YOU HAVE THE ABILITY TO DELIVER THE MERCHANDISE BY THE DELIVERY DATE SPECIFIED.

#### **4.4 PAPERWORK**

For EDI / ASN compliant vendors, no delivery dockets are required with the purchase order delivery into the DC. The vendor carrier's connote and pallet transfer slip is required.

For non EDI / ASN vendors, a delivery docket is required with the purchase order delivery into the DC. The delivery docket must quote the purchase order number(s). For each order, the delivery docket must specify

quantity delivered for each SKU. For each order, the packing list must specify contents of each carton by colour and size, subtotal by size of each colour with a grand total at the end.

Vendors to provide the following documents for each shipment to the Distribution Centre.

- Consignment note to specify the number of cartons and pallets by purchase order and the total number of cartons and pallets in that delivery.
- Completed pallet transfer slip(s) to specify the number of pallets to be transferred to the Harris Scarfe pallet account.

#### **4.5 DELIVERY DOCKET**

The delivery docket must detail by item by store the quantities being delivered or be accompanied by packing lists for each store.

Failure to provide a delivery docket will result in the delivery being rejected without prior consultation with vendors, unless authorisation has been given by the Distribution Centre Manager for acceptance into Distribution centre.

For Direct to Store delivery, there must be a delivery docket for each store.

All tax invoices must be forwarded to Accounts Payable in the Adelaide Head Office. Tax Invoices must comply with the Australian Taxation Office (ATO) guidelines.

For Distribution Centre Non ASN deliveries and all Direct to Store deliveries a delivery docket is required to be separate from product to enable presentation to the Distribution centre and/or receiving dock prior to unloading.

A delivery docket must accompany all non ASN deliveries. A connote must accompany every invoice and **MUST NOT BE ATTACHED TO CARTONS OR BAGS**. Merchandise will not be accepted with documentation attached to cartons or bags. The delivery docket and connote must be given at receiving office / dock upon arrival and must clearly show the number of items, e.g.: 1 pallet and 3 cartons

The delivery docket must show the following

- Purchase order number
- Model / item no. and quantity on each line item
- Breakdown of item quantities per store per purchase order

#### **4.6 PACKING AND LOADING STANDARDS**

##### **Processes**

The following packaging and loading standards are designed to:

- Maximise the occupational health and safety of all staff involved in the supply chain
- Aid efficient materials handling at all stages of the supply chain
- Contribute to a reduction in the volume of industrial waste created by transit packaging
- Protect merchandise during transit and handling

##### **Carton Standards Must Comply with Australian Standards**

##### **CARTON QUALITY**

Deliveries must be made in new cartons preferably manufactured from recycled products. Second hand cartons create a potential health hazard for staff handling the carton and for the contents of the carton. HARRIS SCARFE DISTRIBUTION CENTRE AND / OR STORES WILL NOT ACCCEPT DELIVERIES IN SECOND HAND CARTONS.

##### **CARTON STRENGTH**

All outer cartons must be of sufficient strength to support and protect the merchandise whilst in the supply chain (from point of manufacture to point of sale). Sufficient packing material must be used to protect the merchandise during transit. All deliveries in damaged cartons will be rejected at the distribution centre and / or stores.

#### **STRAPPING AND STAPLES**

Metal or plastic strapping and large metal staples are not acceptable, in any form, on deliveries to the distribution centre and / or stores. A delivery received with metal or plastic strapping or metal staples will be rejected at point of delivery.

#### **CARTON SIZE AND WEIGHT**

All carton measurements must be designed to efficient, safe and stable stacking and handling. Carton width and length must be a multiple of the width and length of a standard pallet. Unless a carton only contains a single unit, deliveries in cartons will be rejected if they exceed the MAXIMUM limits:

- Maximum carton weight 16kgs, minimum carton weight .1 kgs.
- Maximum carton dimensions
  - Length 800 mm
  - Height 600 mm
  - Width 500 mm
- Minimum carton dimensions
  - Length 140 mm
  - Height 5 mm
  - Width 90 mm

Packing of Cartons for Harris Scarfe's Cross Dock DC.s

It is each supplier's responsibility to pack cross dock orders into as few conveyable cartons as possible. Loose products and small inners for a single destination store should be packed into larger cartons where possible. These large cartons should then be labelled with the appropriate single SCM containing the SSCC that has been created by the scan packing of all items that are in the carton.

All mixed cartons must be clearly marked "mixed carton" to assist stores on receipt from the Cross Dock DC

#### **4.7 Correct Labelling**

##### **Carton Labelling**

**Any single product outer cartons or inner cartons should have appropriate labelling of their contents i.e. product code, description and quantity. This is as per normal commercial practice and is required to assist our stores in processing the goods.**

##### **Carton SSCC Labels**

Vendors must apply a SSCC label to all cartons / packages delivered to Harris Scarfe Distribution Centre. Any merchandise delivered to Harris Scarfe Distribution Centre without a SSCC label on all the packages / cartons will be rejected. The vendor will be responsible for any additional cost incurred by Harris Scarfe to sort through such deliveries. Harris Scarfe will charge the vendor for those costs incurred. The only exception is suppliers utilising Store Ready Pallet SSCC's.

SSCC labels are not required for delivery direct to Harris Scarfe stores at this time.

**For more detailed information on SSCC label standards refer the SSCC label specifications for cartons and hanging fashion bags available on <http://www.harrisscarfe.com.au/>, click on Vendors.**

**Refer to the link: [SSCC Label Standards and also Supplier SSCC Labeling Guidelines, under EDI Information and Supply Chain.](#)**

## Placement of Carton SSCC Labels

The label must be placed on one of the longest sides of each carton except for “Flat Pack” cartons where it must be placed on the top right side of the carton.

The right hand end of the SSCC barcode must be no less than 19mm from the vertical edge of the carton.

The bottom of the SSCC barcode must be no less than 32mm from the base of the carton.

For further information and more detailed guidance, go to <http://www.harrisscarfe.com.au/>, click on Vendors.

Refer as above.

## **Store Ready Pallet SSCC's**

**Suppliers who regularly receive orders of sufficient volume per store should have the ability to pack using store ready pallet SSCC's.**

### **Guidelines are-**

- Contents of the pallet must be for one purchase order only.
- Contents of the pallet must be for one end destination store only.
- Scanned contents of the single pallet SSCC must match what is physically on the pallet exactly.
- Individual carton SSCC's should not be used on store ready pallets.
- Suppliers/scan packers must provide a separate label: “DC Note: Store Ready Pallet SSCC Do Not Break Down”. Prefer A4 size for this label.
- Store ready pallet can consist of one product or multiple products (if on the one order and for the one store).
- Max height Store ready pallet = 1.8 M, preferred minimum height is 1.2 M high.
- Pallet to be stable and regular and well wrapped and capped for our stores.
- Suppliers should have the flexibility to pack orders using store ready pallets where suitable and pack using carton SSCC's where the volume doesn't warrant a store ready pallet.
- When suppliers book the order into the DC for delivery they should notate how many store ready pallets are on the order (refer separate revised DC booking format).

For further information and more detailed guidance, go to <http://www.harrisscarfe.com.au/>, click on Vendors.

Refer to the link: Store Ready Pallet Guidelines Cross Dock

## **Departmental Labelling**

All suppliers are to label all loose cartons with the appropriate departmental label sticker. Where suppliers are supplying store ready pallets then only the pallet needs to be labelled with the departmental sticker. The departmental sticker should not be used where the carton is the actual retail selling unit.

For further information refer - <http://www.harrisscarfe.com.au/>, click on Vendors.

Refer to the link: HS Departmental Labelling Requirements.

## **Weight Labelling**

To improve the safety of team members in the handling of merchandise, the following labelling standards should be used where practical by suppliers delivering merchandise to Harris Scarfe.

The aim is to minimise weight related workplace injuries and improve workplace safety by making people aware of how to handle heavy or bulky packages.

Where suppliers are utilising similar but different labelling standards e.g. International weight labelling standards, then this may be accepted if approved by the Harris Scarfe Buyer.

Weight Classification	Text	Symbol
<b>Bulky*</b>	<b>Caution: Bulky</b> <ul style="list-style-type: none"> <li>Consider two person lift or mechanical aid</li> </ul>	
<b>17 – 35 kgs</b>	<b>Caution: Bulky</b> <ul style="list-style-type: none"> <li>17 – 35 kgs</li> <li>Consider two person lift or mechanical aid</li> </ul>	
<b>36 – 50 kgs</b>	<b>Caution: Bulky</b> <ul style="list-style-type: none"> <li>36 – 50 kgs</li> <li>Team lift or mechanical aid required</li> </ul>	
<b>51 + kgs</b>	<b>Caution: Bulky</b> <ul style="list-style-type: none"> <li>51 + kgs</li> <li>Team lift or mechanical aid required</li> </ul>	

Note that the **Bulky icon** will apply to all items measuring 0.13 cubic meters or greater in size and weighing less than 17kgs. Where products are bulky but weigh 17kgs or more, the appropriate **Heavy weight icons** should be used in place of the Bulky icon.

The size of the labels varies according to the size of the merchandise .Suggested sizes are –

50 x 45 MM

80 x 70 MM

110x 95 MM

Refer to <http://www.harrisscarfe.com.au/>

\_, click on Vendors.

Refer to Weight Labelling Icons link.

#### **4.8 PALLET TRANSFER**

On delivery of the purchase order to the Distribution Centre, a DC Pallet Transfer Docket (PTD) will be actioned by Harris Scarfe.

Harris Scarfe preferred pallet vendors are CHEP and LOSCAM.

- A pallet docket will allow the vendor to transfer pallets CHEP/LOSCAM pallets only, at the effective date shown on the docket to Harris Scarfe
- There is a maximum period of three months after the authorised transfer date for vendor to action the transfer. Any vendor who fails to transfer the pallets within three (3) months must contact the Distribution Centre Manager for approval to have the transfer actioned. However all costs incurred by Harris Scarfe will be passed on to the vendor
- The effective transfer date will be one 30 days after initial receipt by Harris Scarfe
- It is the responsibility of the vendor to ensure that their carrier complies with these guidelines
- If a transfer docket is not provided or incorrect a MD (missing docket form) is supplied internally and issued to the driver for future reference.
- It is the vendors carriers responsibility to provide the CHEP or LOSCAM Pallet Docket on delivery of goods to the distribution centres
- NO pallets will be exchanged at the distribution centres
- On a purchase order for a direct to store delivery to a Harris Scarfe store, a pallet WILL BE EXCHANGED at the time of delivery

#### **PLAIN / NON-HIRE PALLETS**

These will only be accepted at Harris Scarfe's absolute discretion where the pallets meet Australian Standards, are safe to handle and are non returnable.

#### **PALLET HEIGHT**

Standard pallet TI-HI for the Distribution centre and / or Stores is up to 1.8 metres in height. All pallets should be packed with heavy cartons on the bottom and no cartons over 16kg stacked over 1.6M high.

PALLET HEIGHTS ARE SET TO MEET SAFE HANDLING REQUIREMENTS AND ANY COSTS INCURRED BY HARRIS SCARFE TO REPACK FAULTY PALLETS DELIVERED TO HARRIS SCARFE BY A VENDOR OR THEIR CARRIER WILL BE PASSED ON TO THE VENDOR.

#### **PALLET WRAPPING**

All palletised merchandise will be secured and stabilised with shrink / stretch wrapping that is wrapped to the pallet. Packaging must be robust and taut, fully protecting the cartons and sell packs. All forms of packaging assembled using tape and / or glue must be sealed to withstand the rigours of manual picking and automated movement and transfer. Pallets must have all boards affixed in the standard positions. The pallet boards underneath are crucial to maintaining OH&S Standards when warehousing the merchandise within the Distribution centre.

Deliveries by vendors' carriers who top load and / or split order delivery will be rejected at the point of receipt at the distribution centre and / or Stores for non-compliance with the Harris Scarfe order terms and conditions. ALL deliveries must be in original packaging / pallet / consignment as original distributed by the Vendor.

#### **OVER ONE CUBIC METRE (1m<sup>3</sup>) CONSIGNMENTS**

Other than furniture and hanging fashions, any delivery for a single store order greater than one cubic metre in volume or 10 cartons must be palletised, capable of being mechanically loaded and or / unloaded. Where more than one order is packed on a pallet up to 1.8 metres high, each order must be placed on separate pallets up to 1.8 metres high.

#### **4.9 DISTRIBUTION CENTRE INWARD DELIVERY STRUCTURE**

All purchase order deliveries into the distribution centre must fall within a delivery time window booking. Vendors or their carriers are required to make a delivery time window booking prior to attempting the delivery. Vehicles that arrive without a delivery time window booking will be rejected, until a booking is lodged.

All orders placed for Delivery to the Distribution Centre must be delivered to the Distribution Centre and not delivered direct to Harris Scarfe stores without the written approval of Harris Scarfe.

##### **DISTRIBUTION CENTRE DELIVERY DETAILS**

Harris Scarfe Distribution Centre 2037  
Warehouse No. 4  
10 – 16 Judge Street  
SUNSHINE  
Victoria 3020

Reception: +61 3 8326 8900  
Receiving: +61 3 8326 8903  
Facsimile: +61 3 8326 8999

Harris Scarfe Distribution Centre 5001  
Block L Regents Park Estate  
391 Park Road  
Regents Park NSW 2143

Phone: (02) 9743 8955  
Fax: (02) 9743 7066

Only authorised vendor's orders will be accepted at Distribution centres. Unauthorised vendors who attempt to deliver to Distribution centre will be rejected.

#### **4.10 BOOKINGS & DELIVERY OF STOCK**

##### **STORE DELIVERY DETAILS**

Non-authorised vendors will deliver stock direct to stores as per store listing.

##### **DIRECT TO STORE DELIVERIES**

Receipt of merchandise by Harris Scarfe retail stores must be delivered between the hours of 8:00am to 4:00pm Monday to Friday and is subject to change as decided by the Harris Scarfe Store Manager.

Advance arrangements must be made with the relevant Store Manager for any deliveries outside these hours.

##### **DELIVERY BOOKINGS VIA EMAIL – Distribution Centre ONLY**

Distribution Centre deliveries are required to be booked in prior to delivery. The booking office will take bookings via email only.

EDI Accredited vendors must have an ASN in HS systems before a booking window will be given.

The Bookings email addresses are

[bookingsunshinedc@harrisscarfe.com.au](mailto:bookingsunshinedc@harrisscarfe.com.au)

[bookingsnortherndc@austpac.com.au](mailto:bookingsnortherndc@austpac.com.au)

Bookings must be made at least 24 hours in advance of delivery date.

### **Delivery of stock**

At the point of delivery all connotes and delivery dockets must be presented to the receiving office at Distribution centres and must not be attached to cartons / pallets.

All merchandise must be palletised as follows:

- Cartons must be secured on the pallet and must fit within the pallet boundaries
- The maximum height of the pallet is 1.8 m including the pallet height
- All cartons must be labelled according to our label standards and a minimum of six (6) cartons must be positioned with the SSCC label facing the outside of the pallet
- There must be one order per pallet
- There must be one store per order number per pallet volume permitting
- All pallets must be shrink wrapped to the pallet.
- Clear shrink wrap of pallets is preferred

### **4.11 UNLOADING OF VEHICLES AT DISTRIBUTION CENTRE**

Harris Scarfe prefers vehicles / trucks delivering to distribution centre to be SIDE LOADED. ALL DRIVERS MUST WEAR A HI VISIBILITY SAFETY VEST, SIGN THE VISITOR'S BOOK UPON ARRIVAL AND DEPARTURE, AND FOLLOW AND OBEY THE SITE TRAFFIC MANAGEMENT PLAN WHILE ON THE HARRIS SCARFE SITE.

### **PART OF MULTIPLE DELIVERIES – MINIMUM DELIVERIES**

Split deliveries will be rejected at the point of receipt into the Distribution centres / Stores. In extreme circumstances, subject to prior authorisation by the Distribution Centre Manager, split deliveries may be accepted. The balance of the order must be delivered into the distribution centre / Stores prior to the due date.

### **REASONS FOR REJECTION OF DELIVERIES**

A delivery will be rejected at the point of receipt at the distribution centre and / or stores for any of the following reasons:

- No purchase order number, incorrect purchase order number or store destination quoted on the delivery docket / connote / SSCC label
- No delivery docket (Non ASN suppliers only)
- The delivery is attempted outside the booking window.
- Duplicate delivery or cancelled purchase order. Late purchase orders are automatically cancelled
- Significant damage to outer cartons / bags and / or packaging
- Packaging, pallet, loading or pallet TI-HI specifications not met. Receiving personnel are at anytime authorised to reject any pallets deemed unsafe
- Non compliance with Dangerous Goods Code of Practice, i.e. the non-supply of Materials Safety Data Specification (MSDS) sheet and Emergency Procedure Guide (EPG)
- The delivery is made to the incorrect delivery address
- The merchandise is not as ordered and no written permission from Harris Scarfe for variation to the purchase order

- The merchandise does not conform to the standards outlined in the Harris Scarfe PPG
- The merchandise does not conform to the standards outlined in the Harris Scarfe purchase order terms and conditions of the commercial trading terms of the supply of merchandise
- Multiple purchase orders on the same pallet with no segregation
- Where there is no vendor distribution centre Cross Dock Rebate agreement in place
- No delivery booking emailed and booking not confirmed
- Delivery arriving outside of the booked / assigned timeslot
- Delivery dockets attached to cartons
- More than 10 loose cartons not palletised
- A delivery received with metal or plastic strapping or metal staples will be rejected at point of delivery.
- Delivering more pallets than booked without prior notice.
- Delivery drivers not delivering in a courteous and professional manner- Any discourtesy or abusive behaviour may be grounds for rejection of the delivery without notice.

When the distribution centres and / or store reject a delivery, no prior consultation with, or advice to the vendor will be given. The connote will not be signed. The controls or returns will be the joint responsibility of the carrier and vendor, removing Harris Scarfe from involvement. All distribution, freight, storage and rework costs for rejected deliveries are the responsibility of the vendor

**4.12 PENALTIES**

Deliveries that do not comply with the standards are subject to rejection and / or penalties. Where an Ullage Agreement exists between Harris Scarfe and the vendor, penalties listed in the agreement take precedence.

Vendors will receive a courtesy call / e-mail for deliveries with first non-compliances. This will highlight the non-compliance and the action for future deliveries.

**Penalties will be imposed for each non compliant purchase order. The penalty will be deducted off the payment to the vendor**

Occurrence of non compliance	Charge level
First	\$250 AUD
Second	\$500 AUD
Third and thereafter	\$1000 AUD

- Where non-compliances exist in previous deliveries, new deliveries with non-compliances will be charged at the next level
- The number of non-compliance within a purchase order also determines the charge level E.G a purchase order delivered with the 1<sup>st</sup> occurrence of non compliance but has a second non compliance will be charged at the \$500 AUD level, a purchase order with 3 non compliances in its 1<sup>st</sup> delivery will be charged at the \$1000 AUD level
- Any orders that require additional handling by the Distribution Centre E.G re-ticketing, sorting, etc, are subject to additional charges to the vendor. The charge is \$55 AUD per hour per person, plus material costs.
- Persistent non-compliances will result in rejection and / or cancellation of purchase order.
- Late Deliveries will result in a fine incurred of \$50 AUD for the first day and \$100 AUD every day thereafter.
- Any order received with metal/plastic clips or strapping will be rejected immediately at vendors cost.
- Penalties can be avoided by following the standards, together with a comprehensive contents check to ensure accuracy and consistency, prior to delivery to the distribution Centre.
- Deliveries in three (3) consecutive occasions that comply with the standards as set out in the PPG will return the charge level to the FIRST level.

**4.13 FAULTY GOODS**

Manufacturing faults

Returns from stores and / or customers with manufacturing faults will be returned to the vendors. Authorization from the vendor will NOT be required on the product deemed to have a MANUFACTURING FAULT. The cost incurred will be charged to vendor including:

- The cost of the merchandise
- Cost of processing, see non-compliance chart below

Reason code	Description
HS 01	Re-ticketing
HS 02	Ticketing
HS 19	Non supply of invoices/packing lists (as per Vendor guidelines)
HS 20	Incorrect size / marking of cartons (as per vendor guidelines)
HS 29	Order sorting cost

All non-compliance will result in a charge of \$55 AUD per hour inclusive of GST, with the exception of ticketing, which will be charged at \$0.50 AUD per unit.

**4.14 RETURN POLICY**

Returns – Departure from Order Conditions

Harris Scarfe reserves the rights upon inspection of immediate return of merchandise.

Merchandise Returned On A Claim – But Rejected By The Vendor

Where the merchandise is returned to Harris Scarfe it will be held for a period of fourteen (14) business days. The vendor will be notified to make arrangements to collect the merchandise. Failure to collect the merchandise will result in Harris Scarfe disposing of such merchandise to recover the costs of storage and administration. Such costs may be deducted from any amounts otherwise due and owing to the vendor.

Other returns to Vendors

Where the reason for the return of merchandise to the vendor does not involve a departure from the purchase order terms & conditions, such as the ‘sale or return’ of merchandise, or other negotiated returns, the return will be negotiated with the vendor. The method of transportation and payment conditions will be established during these negotiations.

**4.15 CARRIERS**

It is the vendor’s responsibility to ensure that their inward and outward delivery carriers understand and abide by the Harris Scarfe PPG when dealing with the vendor’s returns. All carriers must abide by the receiving department instructions whilst on a Harris Scarfe site.

**4.16 OCCUPATIONAL HEALTH AND SAFETY**

Vendors and their carrier are to ensure compliance at all times with the distribution centre occupational health and safety policy and in accordance with state and national legislation, regulations and codes of practice.

**4.17 DANGEROUS / HAZARDOUS GOODS**

Vendors and their carriers are to ensure compliance at all times with the relevant legislation, regulation and codes of practice relating to the marking, loading, unloading, transportation, materials handling and storage of defined dangerous/hazardous merchandise. This also includes the affixing of appropriate signage, labels and symbols to all products, as required.

Copies of the standards and regulations are available from the appropriate government bodies while copies of the retail industry code of practice are available from the Australian Retailers Association.

Vendors must notify Harris Scarfe of all on-range items classified as 'Dangerous Goods; and copies of dangerous goods classification for relevant product ranged by Harris Scarfe must be submitted to the appropriate buyer for forwarding to the distribution centre. This information is required by Harris Scarfe to determine the statutory and / or special requirements for Harris Scarfe stores and the Harris Scarfe visual merchandising department regarding the display and/or sale of the goods. This must be adhered to in relation to poisonous goods and goods unsafe for children.

## **5.0 APPAREL REQUIREMENTS**

**Fashion bag inbound deliveries-refer section 4.10 Delivery Bookings for Booking requirements**

### **5.1 FASHION BAGS AND HANGERS**

- Bags of hanging fashions must not to exceed 16kgs in weight and the bag must allow garments to hang to their full length to avoid crushing.
- Bags must not contain more than 10 adult size garments. Bags of heavier garments should contain less and are governed by the weight restrictions referred to in the previous paragraph. Bags of smaller garments may contain more than 10, but the precise quantity must be agreed upon with the Distribution Centre Manager or the National Supply Chain Manager.
- All bags must be labeled as per the label standards (refer Section 4.7 Correct Labeling – SSCC Labels).

### **5.2. HANGERS**

All Harris Scarfe hangers and size clips are supplied by The TIC Group for both overseas and local merchandise.

Key features of the range are:

- A full range of ancillary hangers (lingerie, fashion accessories) to provide a standardised presentation across all departments.
- A uniform hanger range readily available in Australia and South East Asia.

The TIC Group will provide Harris Scarfe vendors with an 'Apparel Vendors Manual' outlining all styles and prices available.

### **5.3 SOURCE OF SUPPLY AND CONTACT DETAILS FOR HANGERS**

- Australia: Lead Times – Merchandise is dispatched within 48hours from receipt of order/details.


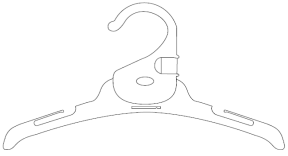


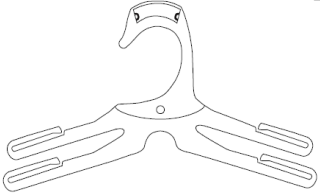
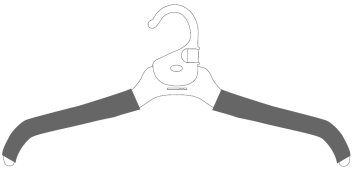
Address	214-228 Blackshaws Road, Altona North, VIC 3025
Telephone	03 9393 3777
Fax	03 9393 3778
Email	<a href="mailto:hanger@thrc.com.au">hanger@thrc.com.au</a>

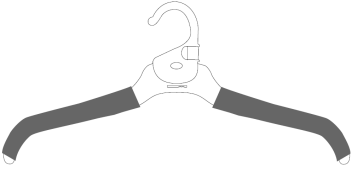
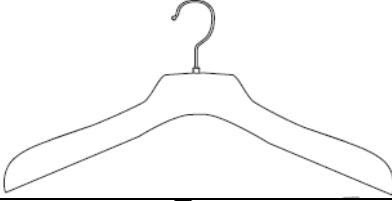
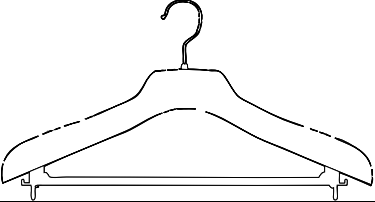
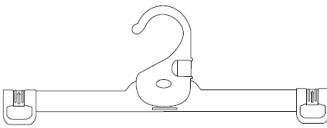
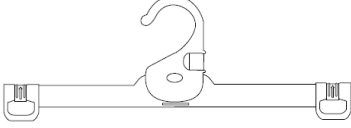


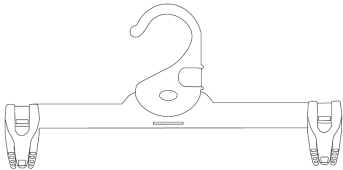
- Overseas: Following receipt of all order/details, lead time for dispatch is 7 working days.

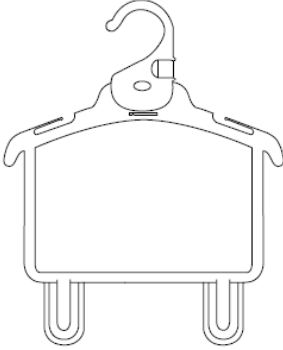
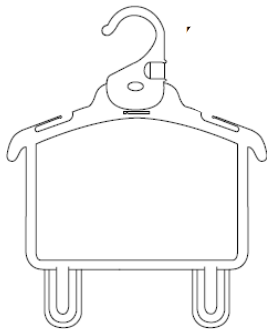
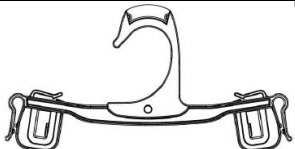
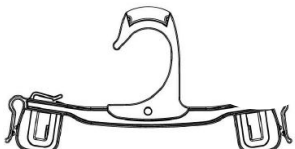




Address       Units 1809-1810  
                  Floor 8, Pidemco Tower,  
                  No. 318 Fuzhou Lu  
                  Shanghai, 20001, China  
Telephone     +8621 6391 3328



Menswear and Womenswear must be delivered on **Black Hangers**.

The only exception is Corsetry and Lingerie, which must be delivered on **Clear Hangers**.

Hanger	Code	Description
<b>Top Hangers</b>		
	<b>TH40</b>	250mm Children's Upper body hanger
	<b>TH42</b>	350mm Children's Upper body hanger
	<b>TH43</b>	400mm Children's / Ladies Upper body hanger
	<b>TH45</b>	460mm Mens/ Large ladies Upper body hanger
	<b>TP90</b>	210mm Children's 2 Pk Rompers
	<b>KN44 /AC67</b>	420mm Adults Knitwear hanger with foam sleeve

Hanger	Code	Description
	KN47 /AC67	460mm Adults Knitwear hanger with foam sleeve for larger sizes
	SU86	460mm Adults Jacket /gown hanger
	SU65 with trouser bar	460mm Adults Suit hanger
<b>Bottom Hangers</b>		
	BH60	210mm Children's lower body metal clip
	BH64	260mm Children's lower body metal clip
	BH62	310mm Adults lower body metal clip
	BSL82	310mm Adults lower body foam lock peg
	FL59	350mm Adults lower body - fox lock

Hanger	Code	Description
	FR78	25mm x350mm Infant two piece set
	FR80	350mm X 430mm Children's two piece sets
	LH35BL	200mm Infants Swim Bikini Sets
	LH34BL	250mm Children's Swim Bikini Sets
<b>Lingerie Hangers</b>		
	BR32	Bra
	BR33	Bra - long
	LH34	Brief - Adult
	LH35	Brief - Children
<b>Accessories</b>		

Hanger	Code	Description
	AC65	Hook and Loop
	AC66	Extended Hook and Loop

#### **5.4 ORDER NUMBERS AND QUANTITIES**

The buyer will specify the appropriate hanger code when placing an order. Delivery may either be hanging or flat pack as specified on the purchase order.

It is essential that garments must be attached to the specified hanger.

#### **5.5 HANGER QUANTITIES**

Hangers will be rounded to the nearest full box and sizing clips will be rounded to the nearest full packet of 200 clips.

It is important that vendors comply with our hanger requirements. For all hanger enquiries, please contact Joan Smith from The TIC Group on (03) 9393 3777.

### **6.0 PRICE TICKETING STANDARDS**

Harris Scarfe requires all delivered merchandise to be store floor ready. All Merchandise is required to arrive into Harris Scarfe price labelled by the vendor. Charges will apply to all vendors who do not price label merchandise for Harris Scarfe.

For more detailed information on price ticketing standards refer 'Retail Price Ticket Standards' available on <http://www.harrisscarfe.com.au/> click on Vendors.

Refer to the link: [HS Retail Price Ticket Standards](#)

## 7.0 CONTACTS AND ADDRESSES

### 7.1 Head Office Contact Details

<b>HEAD OFFICE SA</b> Postal address	91 Hardys Road, UNDERDALE SA 5032  GPO Box 452 ADELAIDE SA 5001	Telephone  +61 8 8150 5888	Facsimile  +61 8 8150 5677
<b>BUYING OFFICE VIC</b> Postal address	Level 5, 420 St Kilda Rd, MELBOURNE VIC 3000  GPO Box 7132 MELBOURNE VIC 3004	Telephone  +61 3 9863 2200	Facsimile Apparel +61 3 9863 2298 Home +61 3 9863 2299
<b>Sunshine DC 2037</b>	Warehouse No. 4 10 -16 Judge Street, SUNSHINE VIC 3020	Telephone  +61 3 8326 8900	Facsimile  +61 3 8326 8999
<b>Northern DC 5001</b>	Block L Regents Park Estate 391 Park Road Regents Park NSW 2143	<b>Telephone</b>  <b>+61 2 9743 8955</b>	<b>Facsimile</b>  <b>(02) 9743 7066</b>

Scott Teal	General Manager - Home	+61 3 9863 2221
Larice Lewis	General Manager - Apparel	+61 3 9863 2216
Dominic D'Amico	Compliance, Administration & Imports Manager	+61 8 8150 5634
Sherif Abada	General Manager Supply Chain and IT	+61 3 8326 8900
Jonathon Taylor	Logistics Manager ,Supply Chain	+61 3 8326 8905
Wayne Brawn	Distribution Planning Manager	+61 3 8326 8907

### 7.2 HARRIS SCARFE STORE ADDRESSES

For a complete Harris Scarfe store listing refer 'HS Site Numbers and Addresses' available on <http://www.harrisscarfe.com.au/>, click on Vendors

Refer to the link: [HS Site Numbers and Addresses](#)