Vendor Manual

18305 E. San Jose Ave.
City Of Industry, CA. 91748
Vendor Code of Conduct

We believe that consumers should have confidence that merchandise is produced under humane conditions where workers are treated fairly and with dignity and respect. This Code of Conduct is an integral part of our POs, the terms of which must be followed by all vendors and their respective contractors when making products for us. We ask each Vendor to comply with the requirements of this Code of Conduct as follows:

**Forced Labor.** Child, forced, prison, involuntary or indentured labor must not be used or supported.

**Harassment or Abuse.** The workplace must be free from harassment which includes physical, sexual, psychological or verbal harassment or abuse.

**Nondiscrimination.** Workers may not be discriminated against based on gender, race, religion, age, disability, sexual orientation, nationality, political opinion, or social or ethnic origin.

**Health and Safety.** Workers may not be exposed to unreasonably hazardous, unsafe, or unhealthy conditions.

**Wages.** Wages paid to workers, and pay practices, must meet or exceed legal and industry standards.

**Protection of the Environment.** Vendors and manufacturers must comply with all applicable environmental laws and regulations.

**Myanmar.** No products, or any components (i.e., fabric, “blanks,” tags, or written material) of any products may be produced, manufactured, assembled or otherwise worked on in the country of Myanmar (a.k.a. Burma).

**Conduct Periodic Visits and Audits.** Conduct, and allow us to conduct, periodic announced and unannounced visits to an appropriate sampling of company worksites and facilities of contractors to assess compliance with the workplace standards.

**Corrupt Practices.** Vendor must comply with the U.S Foreign Corrupt Practices Act of 1977, as amended. Vendors will not offer or provide money or anything else of value to any agent of representative of any government or government agency in order to obtain or retain business.

**Written Records.** Vendor and its contractors must maintain written records evidencing compliance with this Code of Conduct and must make those records available to us upon request.

**Improper Influence.** Vendor may not engage in any conduct likely, intending, or appearing to influence improperly any of our employees or representatives in the performance of their job responsibilities. Vendor must refrain from engaging in any conduct that may appear improper or result in a conflict of interest between the Vendor and us.
# Table of Contents

**Vendor Code of Conduct** ........................................................................................................... 2

1. **Purchase Orders** ......................................................................................................................... 5
   1.1 PO Details ................................................................................................................................. 5
   1.2 Hot Topic/BoxLunch PO Types .............................................................................................. 5
   1.3 Terms of Purchase .................................................................................................................... 6
   1.4 Damaged and Defective Merchandise .................................................................................... 6

2. **Consumer Product Safety** ........................................................................................................... 6
   2.1 S.O.C. Requirements ................................................................................................................ 7
   2.2 Lab Reports ............................................................................................................................. 7

3. **Trading Partner Management (TPM)** .......................................................................................... 8
   3.1 TPM Functionality and Benefits ............................................................................................ 8
   3.2 PO Alerts ............................................................................................................................... 8
   3.3 User Guide ............................................................................................................................. 9
   3.4 Important User Tips ................................................................................................................ 9
   3.5 TPM Step by Step Reference Guide ..................................................................................... 9
   3.6 TPM How-to-Guide ............................................................................................................... 11

4. **Shipment Preparation** ................................................................................................................ 13
   4.1 Pre-pack PO Guidelines ........................................................................................................ 13
   4.2 Predetermined Quantities (PDQs) ....................................................................................... 14
   4.3 Carton Dimensions ................................................................................................................ 15
   4.4 Carton Construction & Sealing ............................................................................................. 16
   4.5 Material Restrictions ............................................................................................................ 16
   4.6 Carton Labeling ..................................................................................................................... 16
   4.7 Carton Packing Instructions ................................................................................................ 17
   4.8 Poly Bag Warning Labels ....................................................................................................... 17

5. **Routing Guide** ............................................................................................................................ 19
   5.1 Freight Presentation ................................................................................................................. 19
   5.2 Pallet Requirements ............................................................................................................... 20
   5.3 Distribution Centers ............................................................................................................... 20
   5.4 Freight and Routing Policy .................................................................................................... 22
   5.5 Delivery Appointments .......................................................................................................... 23
   5.6 Bill Of Lading ......................................................................................................................... 24
   5.7 Pallet Exchange Program ....................................................................................................... 24
   5.8 Shipment of Hazardous Materials/ORM-D ........................................................................... 25

6. **Invoicing** .................................................................................................................................... 25
   6.1 Merchandise Invoices ............................................................................................................. 26
   6.2 Codes on Check Remittance ................................................................................................ 26
   6.3 Terms and Conditions for Payment ....................................................................................... 27
7. **Vendor Compliance** ........................................................................................................... 27
   7.1 DTR (Licensed) Products Protocols ............................................................................. 27
   7.2 Small Parts Requirements for Children Under 3 ............................................................ 28
   7.3 Social Compliance Audit Report .................................................................................. 29
   7.4 R.T.V. (Return to Vendor) Process .............................................................................. 29
   7.5 Holds ........................................................................................................................... 29
   7.6 D.C.C.B. - Chargebacks ............................................................................................. 29
   7.7 Chargeback Table ........................................................................................................ 30

8. **Ticketing, Carding, Trimming, and Hanger Requirements** ........................................... 31
   8.1 Master Trim & Label Guide Site .................................................................................. 32
   8.2 Hanger, Size Strip, and Carding Reference Guide ....................................................... 32
   8.3 Main, Care, TSSA, and Beauty Labeling ...................................................................... 32
   8.4 Preferred Ticket Provider Information ......................................................................... 34
   8.5 FineLine Ordering Instructions ..................................................................................... 35

9. **Product Packing Instructions: Web (IN), Store Orders (SS) and Back Stock (BS) ... 36
   9.1 Hot Topic and Her Universe Web Orders ..................................................................... 36
   9.2 BoxLunch Web (BHIN) and Back Stock (BHBS) Orders ............................................ 36
   9.3 Store Orders ................................................................................................................ 36

10. **Merchandise Preparation** ........................................................................................... 37
    10.1 Quality Control ........................................................................................................... 37
    10.2 Country of Origin (COO) ........................................................................................ 37
    10.3 Swift Tacks ............................................................................................................... 37
    10.4 T.O.P Process .......................................................................................................... 37
    10.5 Price Sticker Placement ......................................................................................... 38
    10.6 Wearing Apparel ..................................................................................................... 38
    10.7 Accessories ............................................................................................................. 46

11. **Key Contact Information** ............................................................................................ 56

12. **Intellectual Property** ..................................................................................................... 58
    Vendor Intellectual Property Rights .................................................................................. 58
    Our Intellectual Property ............................................................................................... 58
    Limited License for Hot Topic Intellectual Property ........................................................ 59

13. **Glossary of Terms** ........................................................................................................ 60
1. **Purchase Orders**

Our goal is to enhance our management of the supply chain and efforts to deliver the correct merchandise to our stores in a timely manner through the proper execution of our Purchase Order (PO) process.

Our responsibility in this process is to:

- Create POs on time.
- Specify the exact quantity of each SKU the vendor is to produce.
- Communicate all changes through a revised PO.

The vendor’s responsibility in this process is to:

- Verify that all information contained in the PO is correct.
- Communicate any discrepancies on the PO with the buyer immediately.
- Follow the Vendor Manual completely and accurately.
- Ship merchandise to arrive within the assigned delivery window.

1.1 **PO Details**

Any quantity received in excess of the quantity ordered will be considered unsolicited merchandise and may be returned without payment, the vendor being responsible for any additional expenses incurred.

We reserve the right to return POs to the vendor with shortages greater than 5% of the ordered quantity.

Each PO will state a ship window (“Not to arrive before date” and “Canceled if not received by date”). All shipments are expected to arrive within the given dates.

- The “Not to arrive before date” on the PO is the earliest date we will accept the PO shipment.
- It is the vendor’s responsibility to forecast transit time in order to ensure merchandise arrives by the cancelation date.
- Shipments arriving after the cancelation date detailed in the PO may be refused and returned at the vendor’s expense.

1.2 **Hot Topic/BoxLunch PO Types**

There are several types of Hot Topic/BoxLunch POs. Your PO type can be viewed by:

1. Accessing TPM
2. Clicking the “PO” Tab
3. Entering the PO in the PO lookup box
4. You will find your PO type in the top right portion of the page under “Category”
<table>
<thead>
<tr>
<th>PO Type</th>
<th>Meaning</th>
</tr>
</thead>
<tbody>
<tr>
<td>HTSS</td>
<td>Hot Topic Store Stock</td>
</tr>
<tr>
<td>HTIN</td>
<td>Hot Topic Internet</td>
</tr>
<tr>
<td>HTCA</td>
<td>Hot Topic Canada</td>
</tr>
<tr>
<td>BHSS</td>
<td>BoxLunch Store Stock</td>
</tr>
<tr>
<td>BHIN</td>
<td>BoxLunch Internet</td>
</tr>
<tr>
<td>BHBS</td>
<td>BoxLunch Back Stock</td>
</tr>
</tbody>
</table>

1.3 Terms of Purchase

Before accepting any PO from us, a vendor is responsible for making themselves fully aware of all Terms and Conditions agreed upon at the time of vendor set up.

1.4 Damaged and Defective Merchandise

We are committed to providing our customers with the highest quality merchandise possible. Merchandise found to be defective with regards to material or workmanship may be returned at our discretion and the vendor’s expense.

We will not return damaged and defective merchandise found at the store level except for quality control issues. To cut down on the cost and labor associated with this process, for the benefit of both the vendor and us, a damaged/defective allowance will be taken on every Purchase Order.

Below is the damage and defective allowance discounts applied to each Purchase Order based on category.

- **Accessories – 2%**
  - (Depts. 3, 5, 7, 10, 11, 12, 17, 25, 28, 30, 47, 71, 72, 73, 74, 75, 76, 77, 78, 79)
- **All Other Departments – 1%**
- **Fashion Apparel – 1%**
  - (Depts. 8, 9, 21, 22, 24, 26, 31, 32)
- **Jewelry Department Orders - 2%**
  - (Depts. 1, 2, 70)
- **License/Music Apparel – .5%**
  - (Depts. 4, 6, 13, 14, 18, 19, 23, 40, 41, 42, 43, 44, 45, 46)
- **Music Apparel – .5%**

2. Consumer Product Safety

Product safety is a top priority and we want to be assured all products available for sale to customers are safe and meet all federal and state requirements. As the supplier to our company, you are responsible for being informed about how to comply with all rules, bans,
standards, laws and regulations applicable to your products, including U.S., Canada and State laws (e.g. California Prop 65), the Consumer Product Safety Improvement Act of 2008 and any other rule or law enforceable by the U.S. Consumer Product Safety Commission (CPSC).

A Statement of Conformity (S.O.C.) is required for all merchandise. Certain adult wearing apparel determined exempt from testing under CPSC’s flammability do not require a Statement of Conformity to be submitted. Merchandise exempt from S.O.C.s are: adult tops, pants, shorts, skirts, dresses, and leggings.

In order to obtain a copy of the S.O.C. form, please email Vendor Central at VendorCentral@hottopic.com. The form must be filled out and submitted to SOC@hottopic.com one (1) week prior to contacting the Traffic Department to schedule a delivery appointment. Please note that S.O.C.s submitted less than one week before contacting Traffic may result in a chargeback of $750 per shipment.

Because we use an automatic system to upload the S.O.C. we can only accept our version of this essential document.

2.1 S.O.C. Requirements
- Must be in English
- One item# per S.O.C. submitted (Not the SKU #)
- No scanned/handwritten copies, only PDFs
- Do not save over existing S.O.C.s
- Only Adobe Reader XI or higher
- Manufacturer/importer and third-party lab (when necessary):
  - Name
  - Address
  - Phone number
  - Date and place where the product was manufactured
  - Date and place of testing.
  - Contact information for the person maintaining test records.
  - Each applicable regulation test.
- SOC form must be the first page of merged PDFs
- Must be submitted annually. Any SOCs on file over a year old are considered invalid and expired.

2.2 Lab Reports
In addition to S.O.C.s, vendors shipping Children’s Products, Jewelry, Hair and Fashion Accessories, and Halloween items must submit third party certified test reports declaring that the merchandise meets all applicable regulations. If an item is re-ordered under the same style number and the S.O.C. and lab report on file is less than 12 months old, a new lab report, does not need to be submitted. Lab report must be merged in the same PDF file as the S.O.C. (S.O.C. being the leading page) and submitted to SOC@hottopic.com 2 days prior to scheduling appointment for shipment. Chargeback of $750 will apply if lab report is not correctly on file.

Children’s Products
Include plush items, toys, apparel, etc. that are “primarily intended” for children 12 years or younger.

- Require third party test reports from an accredited CPSIA lab.
- Must have permanent “Tracking Labels” attached.

**Jewelry and Fashion Accessories**

- Include head and body jewelry, pins, hair accessories, handbags, purses, wallets, belts, shoes, etc.

### 3. Trading Partner Management (TPM)

Trading Partner Management (TPM) is a free, web-based software system used to communicate Purchase Order details and chargeback activity to our vendors.

**Requirements for Use:**

- Internet access (Internet Explorer versions 5, 7, & 8 or Google Chrome IE Add-On)
- Windows ‘98 or above
- Adobe Acrobat, downloadable for free at [www.download.com](http://www.download.com)
- A laser printer (Zebra printers are optional)
- Well-trained warehouse and PO contacts, as both will use the system

*Note: TPM is not currently compatible with Mac Computers.*

#### 3.1 TPM Functionality and Benefits

The system allows vendors to:

- Manage POs
- View, Print, Accept, or Decline POs
- Receive alerts for new POs, updates to POs, and chargebacks
- PO information is transferred in real time and up-to-date
- Manage chargebacks
- Print carton labels with barcodes that reflect carton contents
- Transmit Advance Shipping Notices (ASNs) to us

#### 3.2 PO Alerts

A maximum of two (2) users on a vendor’s account can receive e-mail alerts when:

- A new PO is generated
- An existing PO has been modified
- A chargeback has been issued for a violation

Once a PO is generated, the vendor can access the TPM site to accept or decline a PO. It is important to note that the vendor is required to view and accept/decline a PO if a buyer initiates any changes to the PO.

**Rather than declining a PO,** communicate the reason for declining to the buyer. The buyer then has the option of updating the PO to meet the vendor’s request.
3.3 User Guide

The TPM user guide is not intended to recommend operational or business procedures, but rather to provide our vendor community instructions on how to utilize basic TPM functions. This guide is solely for the use of our vendors.

When signing into TPM, please note that each user you add to your account is assigned a role that determines what they can access and edit within TPM. The abilities of each role are defined below.

The “User” Role:
- Build cases
- Print labels
- Delete/undelete cases
- Create new shipment
- Add cases to shipment
- Print documents
- CANNOT: Accept/decline a PO, change/add/delete users, update shipment to pending or dispatch a shipment

The “Supervisor” Role (can perform every function as the User role as well as):
- Update shipment to pending
- Dispatch a shipment
- CANNOT: Accept/declare a PO, change/add/delete users

The “Administrator” Role:
- Performs all functionalities

3.4 Important User Tips

- Pay special attention to which users have the “Contact” box check marked to receive PO alerts as only two will be allowed this option.
- Disable all built-in spam and pop-up blockers, as they can prevent PO alerts from reaching the intended e-mail recipient. Pop-up blockers will also interfere with the vendor’s ability to print case labels.
- When using the copy/paste feature, please be aware of spacing. Leaving a space before/after a password or User ID could cause a failure or error message.

3.5 TPM Step by Step Reference Guide

TPM Link
https://tpm.hottopic.com/TPM/SignIn.asp

Accepting Purchase Orders
1. Click the “PO” tab
2. Click “List”
3. Select “PO”
4. Click “Accept”
5. Select “Accept” from drop down
6. Click “Save”

**Building Cases:**

**Note:** In order to begin you must know the number of units packed in your cases and build your cases one SKU at a time.

7. Click the “PO” tab
8. Enter the PO number in the “PO Lookup”
9. On the “PO Details” Page, Click “Build Cases”
10. Enter the Number of Cases for the first SKU you are building. **Do NOT use “Build Remaining” and build only one SKU at a time. Mixed SKUs are not acceptable.**
11. Enter Case Quantity (units in an individual carton)
12. Click “Save” after each line
13. Repeat steps 11, 12 and 13 until all cases are built
14. Click “Fulfillment”
15. Click “Inventory”
16. Enter the PO number in the PO field
17. Click “List”
18. Click “Print all LPNs”

**Note:** To bypass pop-up blocker, hold the Ctrl key down, click Print, and continue holding down the Ctrl key until the document appears

**Creating a Shipment**

19. Click “Shipping”
20. Click “New Shipment” – **Please note you may get the following error at any point after you create a shipment: “A system error occurred (MSXML4 CAB File did not download properly). Please contact the system administrator”** This does not affect the TPM process and you should be able to finish all the steps.
21. Select your shipment destination **(must match the Ship to location indicated on PO):** CADC for City of Industry, CA or TNDC (for La Vergne, TN)
22. Click “Next”
23. Fill in the indicated fields: Ship method (choose “Ocean, Air, or Land”), PO, Estimated Cases, Estimated Weight, Estimated ship date, Estimated delivery date, and Carrier
24. Click “Save”
25. Click “Add LPNs”
26. Enter the PO number
27. Click “List”
28. Click “Add All LPNs,” Once you add all LPNs, you will see that there are no more LPNs to add to this shipment.
29. Click “Exit”
30. Click “Update to Pending” twice
31. Click “Ok” on the prompt window
32. Click “Print Documents” for a Packing List (Optional)
33. Click “Update to Shipped” twice and then click “Ok” on the prompt window

Note: Step 33 transmits the ASN and once this is step is performed no changes can be made. We suggest vendors not ‘Update to Shipped’ too far in advance of physically shipping the merchandise. Make sure all POs are “Updated to Shipped” before contacting the Traffic Department for an appointment or booking with OOCL Logistics. If one of the POs is not updated, Chargeback Code 10 may be assessed (See Chargeback Table on page 23).

3.6 TPM How-to-Guide

Creating a New User

1. Click on the “Administration Tab”
2. Under this tab, select “Organizations”
3. Go to the “Users” tab
4. Click on “New User” (blue hyperlink)
5. Enter your Location ID (Company ID #)
6. Click “Next”
7. Fill out all the necessary information

Note: This is an Administrator only function.

Re-setting a Password

1. Click on the “Administration Tab”
2. Under this tab, select “Organizations”
3. Go to the “Users” tab and select “List”
4. Select the User that must be reset
5. Un-check the “Disable” box
6. Enter a new password for the User
7. Check the “Password to Expire” box
8. Click “Save”

Note: This is an Administrator only function.

Locating Purchase Orders

Option 1:

1. Click on PO Tab in TPM
2. Enter PO# in PO lookup box
3. Click “Go”
4. This will generate a specific Purchase Order

Option 2:

1. Click on PO Tab in TPM
2. Click on “List”
3. This will generate all your Purchase Orders

Note: You will be able to sort by PO status; however, all new POs will be noted on the last page.

Printing Purchase Orders
1. Click on the PO Tab in TPM
2. Enter the PO# in the blank PO Box
3. Click “Go”
4. Click “Print PO”
5. A PDF file will generate with the Purchase Order

Note: To bypass pop-up blocker, hold the Ctrl key down, click Print, and continue holding down the Ctrl key until the document appears.

Deleting an LPN (Carton Label)

Only if you have NOT created a shipment for a PO, please follow these steps:

1. Go to the “Fulfillment” tab
2. Select “Inventory”
3. Enter the PO# in the blank PO Box (next to the “Sort By” drop-down tab)
4. Click on “List”
5. This will generate all LPNs created in “Build Cases”
6. At this point, you can locate an LPN with an incorrect quantity, highlight it and delete it by clicking “Delete Selected LPN”
7. If you wish to start all over, click on “Delete All LPN’s”

Note: You must remove and dispose of any LPNs that were already printed and applied to the carton before you deleted them in our system. They will be unreadable by our automated scanner and may result in a chargeback.

If you have created a shipment for a PO and have added the LPNs to the shipment:

1. Go to the “Shipping” tab
2. Select “More Criteria”
3. Enter the PO #
4. Click on “List”
5. Click corresponding shipment number.
6. If the shipment is in “Pending” status, please “Update to Loading”
7. Click LPNs tab and click “List”
8. Click “Remove all LPNs”
9. After removing the LPNs from the shipment, follow steps above starting by going to the “Fulfillment” tab

Looking up Chargebacks

1. Click on “Chargeback” tab
2. Enter the Chargeback ID # in the Lookup Box
3. Select “Go”
4. Chargeback information will appear
4. **Shipment Preparation**

The ability to efficiently process shipments of cartons through our automated facilities is highly dependent on vendor compliance. Non-compliance results in additional time and labor to expedite merchandise through the supply chain.

4.1 **Pre-pack PO Guidelines**

What is a Pre-Pack?

Pre-pack is a predetermined assortment of a style. A pre-pack consists of a size array for a given item communicated in the purchase order as a single shipping unit.

**PO Details**

How to identify if your order is a pre-pack?

TPM will list the pre-pack description as well as the units per pack for the specific size. This information will also be included in the Purchase Order print out.
Packing Procedures
Pre-packed quantities should be poly bagged as one as stated on the PO. Do not poly bag each individual unit inside of the master poly bag. There is no limit to the number of pre-packs in one case. Merchandise preparations for folding guides are to be followed as outlined in section 10.

Pre-Pack Label Placement
When ordering price tickets, FineLine will provide a roll containing a pre-pack SKU labels only on POs with pre-packs. The pre-pack SKU label is required in the middle of the master poly bag for those containing pre-packs.

If the purchase order has only one pre-pack per carton, pre-pack label must be placed on the top corner above the TPM label.

4.2 Predetermined Quantities (PDQs)
Predetermined Quantities (or PDQs) are the means in which multiple items will be packaged in a store-ready display. These are most commonly associated with the Accessories departments. The PDQ is how we expect to display these items within our stores.

Please work with your buyers regarding need for PDQs and quantity requirements for your PDQs.

For applicable POs, you should ship your items inside your PDQ. They must either have a secured lid to keep the items from falling out in transit or they will need to be shrink wrapped prior to shipping to our DC.
4.3 Carton Dimensions

Carton size and weight requirements are established to maximize product flow. The requirements listed below apply to all cartons shipped to our Distribution Centers. It is imperative that cases do not deviate from these specifications as cases too large will not pass through our conveyor system and cases too small will not scan.

<table>
<thead>
<tr>
<th>Dimensions</th>
<th>Length</th>
<th>Width</th>
<th>Height</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Minimum</td>
<td>12 inch. (30 cm.)</td>
<td>12 inch. (30 cm.)</td>
<td>6 Inch. (15 cm.)</td>
<td>2 lbs. (1 kg.)</td>
</tr>
<tr>
<td>Maximum</td>
<td>26 inch. (66 cm.)</td>
<td>19 inch. (48 cm.)</td>
<td>12 inch. (30 cm.)</td>
<td>40 lbs. (18 kg.)</td>
</tr>
</tbody>
</table>

Smallest Case Dimension:
12 in (30 CM) Long x 12 in (30 CM) Wide x 6 in (15 CM) Tall

Largest Case Dimension:
26 in (66 CM) Long x 19 in (48 CM) Wide x 12 in (30 CM) Tall
4.4 Carton Construction & Sealing
Always use sturdy quality cartons. Inferior cardboard and under or over packed cartons may either collapse during transit or adversely affect the scanning capability of labels.

4.5 Material Restrictions
Due to the sensitivity of the automated material handling equipment in our facilities, vendors may NOT use the following materials to seal the exterior of each carton:

- Twine or String
- Staples or any other metal objects—may come loose.
- Straps or bands—tend to slacken and get caught in the mechanized equipment.

4.6 Carton Labeling
To easily identify, sort and process the products, we require that each carton be properly marked and have an original TPM label properly placed. Due to the fact that cases are first acknowledged in our system after the TPM barcodes have been scanned, it is essential that the information programmed into each label EXACTLY matches the contents of the case. Should any new items be added to a previously labeled carton, vendors are responsible for printing a fresh and accurate TPM label.

While printing TPM labels, as a vendor you should:

- Use self-adhesive labels that are 4x5 inches for laser printers or 4x6 inches for label printers. Self-adhesive labels for laser printers, such as Avery label 5353, may be purchased from any office supply store.
- Refrain from using labels printed on regular paper and applied to cases with tape, as they do not comply with our scanning technologies and will result in a chargeback.
- Ensure that TPM barcodes are printed with 100% quality. Barcodes that are faded, cut off, or have obvious imperfections will not scan properly and result in a chargeback.

While placing labels on the cartons, please note that:

- Altering information printed on the TPM labels with pen, white out, or any other means does not affect the information stored in the barcodes and is thus, an unacceptable alternative to printing a new label.
- No barcode other than the TPM label should be printed on the length side of the carton. A single TPM label should be placed on one length side only. Duplicate barcodes of any sort on either length side cause rejection in the automated reading system.
- Carton markings are unnecessary but permitted.
- Any labels or barcodes intended for manufacturing purposes must be limited to the width side of the case, or otherwise covered with blank, solid stickers or defaced prior to shipping.
- TPM labels must be placed securely in the top right hand corner of the length side so that the edges of the label meet the corner of the carton. Reference the image.
below. Please observe that the label is also placed straight up and down, not at an angle.

- If your cartons are equal in length and width, apply the TPM label on the side in which the top flap opens towards the label.

- *Failure to apply carton labels correctly will result in a chargeback of $10/per case (minimum $100). Please see Chargeback Table 7.4, Code 56.*

### 4.7 Carton Packing Instructions

We understand that sometimes packing and/or protective materials are necessary to ensure proper presentation. However, in an effort to be environmental friendly, cut your costs and reduce labor for all parties, we are requiring that vendors do not use any excessive or unsustainable packing material that we are obliged to remove at our Distribution Centers or stores.

We insist that when following the required packing procedures, vendors confirm that:

- Items within the same case are packed in bulk by SKU.
- Each item is packed with the barcode facing out/visible in order to be easily scanned while being processed through our DC.
- Cases are to contain merchandise from one PO only.

### 4.8 Poly Bag Warning Labels

All *individually* poly bagged merchandise should have all the following warning labels in **bold** and in **black ink**. This includes items in both internet and store stock POs.

<table>
<thead>
<tr>
<th>English</th>
<th>WARNING – To avoid danger of suffocation, keep away from babies and children. Do not use in cribs, beds, carriages, or playpens. THIS BAG IS NOT A TOY.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spanish</td>
<td>AVISO – Para evitar peligro de asfixia, mantener fuera del alcance de los niños y de los bebés. No usar en cunas, camas, carriolas o corrales. ESTA BOLSA NO ES UN JUGUETE.</td>
</tr>
<tr>
<td>French Canadian</td>
<td>ATTENTION – Pour éviter tout risqué de suffocation gardez à l’ecart des bébés et des enfants. Ne pas utiliser dans les crèches, lits, landaus ou parc a bébé. CE SAC N’EST PAS UN JOUET.</td>
</tr>
</tbody>
</table>

**Exceptions:**
- Master poly bags or poly bags with multiple items that are used only for the protection of items during the shipping and handling process do not require this label (for example master pre-pack poly bags).
- Poly bags smaller than 5" x 5" in size do not need the warning label.

The font size for the warning must be bigger for larger bags, as follows:

<table>
<thead>
<tr>
<th>Total Length + Width (inches)</th>
<th>Font Size</th>
</tr>
</thead>
<tbody>
<tr>
<td>Greater than 60&quot;</td>
<td>24 Point</td>
</tr>
<tr>
<td>40&quot; to 59&quot;</td>
<td>18 Point</td>
</tr>
<tr>
<td>25&quot; to 39&quot;</td>
<td>14 Point</td>
</tr>
<tr>
<td>Less than 25&quot;</td>
<td>10 Point</td>
</tr>
</tbody>
</table>
5. Routing Guide

We understand that multiple individuals within a vendor’s organization are involved in the routing process. The vendor is responsible for ensuring all individuals and third parties involved are knowledgeable of the guidelines and adhere to the requirements.

5.1 Freight Presentation

Freight tendered and presented must be sorted and segregated on pallets by:

- Distribution Center (CA or TN)
- PO(s)
- SKU prior to arrival at the dock.

It is the vendor’s responsibility to unload their own truck. Vendors cannot work their freight on dock for any reason. Do not “shot gun” (mix POs) when loading the cases into the trailer/pallet. If multiple POs are stacked on the same pallet, separate the POs by using a slip sheet or cardboard.
To facilitate the systemic receiving process, please shrink wrap the pallet with the TPM labels facing outward. Only when a vendor must employ an excess of pallets to accommodate ill-fitted cartons while following this instruction, can a vendor be allowed an exception. In this case, the vendor should stack as many cartons with labels facing outward as their structure and pallet allows. If an order contains pre-packs, those must be stacked on the top of the pallet.

Due to both the height restraints on trucks and weight limitations of cartons, pallets should not be stacked higher than eight (8) feet. Pallets cannot be double stacked.

Pallets must not be loaded into the trailer sideways preventing the receiving team from unloading the pallets with a pallet jack. If loaded sideways, vendors are subject to Chargeback 58.

### 5.2 Pallet Requirements

To streamline the receiving process, vendors are required to use four-way stringer pallets. An example of a four-way stringer pallet:

![Four-way stringer pallet](image)

Four-way block pallets are not required, but preferred if available.

### 5.3 Distribution Centers

Hot Topic currently utilizes two warehouse locations located in City of Industry, CA (CADC) and La Vergne, TN (TNDC) to receive and process orders. Refer to the shipping location listed on the PO to know which of our warehouses the order will be going to.

BoxLunch currently only utilizes our City of Industry, CA (CADC) warehouse to receive and process orders.

Shipping destination must be confirmed with the Traffic department at the time vendors schedule their appointment for delivery (see section 5.5 Delivery Appointments for more information).

See addresses for our CADC and TNDC below:
3PL and Consolidation Program

Hot Topic uses a third party location (3PL) to consolidate CA originated shipments destined for the TNDC. See details of our Consolidation Program below:

- All domestic/DDP (Delivery Duty Paid) vendors shipping TN POs from within CA are eligible for our 50/50 (see Freight and Routing Policy for more information on 50/50 split freight charges). Consolidation Program. The Consolidation Program is a cost-saving program in place to prevent vendors shipping from California to have to ship their TN POs directly to our TNDC.

- **If your TN POs total 10 cartons or less:**
  - Ship the cartons prepaid to our CADC.
  - Once received at our CADC, we will move the cartons to our TNDC for you.

- **If your TN POs total more than 10 cartons:**
  - Ship the POs prepaid to our 3PL:
    - The POs must be on four-way block pallets. Standard four-way pallets or two-way pallets will not be accepted.
    - Place a placard (a piece of paper can be used) on all 4 sides of the pallet. The placard must:
      - List all POs on the particular pallet.
      - Include the brand the POs are for (Hot Topic, BoxLunch, Torrid, Her Universe).
      - Do not cover any TPM labels.
    - **Do not deliver CA POs to our 3PL. The Consolidation Program is for TN POs only. The 3PL is not liable for CA POs delivered to their warehouse. The vendor will incur Chargeback 51 to ship the PO(s) back to the correct DC if CA POs are delivered to the 3PL.**

- Other Important Consolidation Program Information:
  - If multiple POs are placed on a pallet, please use a slip-sheet or cardboard to separate the POs.
  - Pallet height should not exceed 8 feet tall.
  - Vendors will still schedule appointments with our Traffic Team. Do not contact the 3PL to schedule delivery appointments.
Vendors shipping outside of the TN ship zone with a FTL (Full Truck Load) shipment of only TNDC POs will instead ship directly to our TNDC with freight charges split on a 50/50 basis.

Vendors shipping hazmat items must have their MSDS sheets on file prior to delivering their POs.

Questions? Please reach out to Traffic@hottopic.com or VendorCentral@hottopic.com.

Follow the below flow chart to determine where to ship your POs.

5.4 Freight and Routing Policy

Our standardized freight and routing policy will support shipping to multiple DCs when necessary.

Prepaid Shipments (Freight charges paid 100% by the vendor)

- All shipments sent from within the state of California to the California DC (CADC) or 3PL Warehouse.
• All shipments sent from within the Tennessee Ship Zone to the Tennessee DC (TNDC).
  o The Tennessee Ship Zone consists of: Tennessee, Kentucky, North and South Carolina, Georgia, Alabama, Mississippi and Arkansas.

Freight Charges Split on a 50/50 Basis

• This 50/50 split includes all shipments to CADC and TNDC that originate outside of California and Tennessee shipping zones.
• The 50/50 freight terms also apply to all shipping charges incurred by freight moving from the California consolidator to TNDC.
• The 50% freight deduction will be taken from the vendor’s invoice.
• 50% freight charge is based on the reported CBFs (cubic feet) by the vendor at the time of requesting an appointment, any variance could result in a chargeback of $10 per carton.

Vendors that have been authorized to ship freight COLLECT must ship via the designated carriers. By using the designated carriers, we will ensure the best available rates for all parties.

Under no circumstances will the company:

• Pay individual freight invoices from the vendor.
• Authorize or accept C.O.D. (Collect on Delivery) shipments from a carrier.
• Honor charges appearing on a merchandise invoice from the vendor for minimum shipments, insurance, tracking, delivery, confirmation, packing, crating, pallets, hangers, cases or any other miscellaneous shipping issues.

When tendering the freight to the assigned carrier, load it by distribution center (CA or TN), by PO and by SKU to keep the integrity of the shipment.

5.5 Delivery Appointments

All deliveries, regardless of the number of cases or method of transportation (Containers, LTLs, or FedEx and UPS), must be scheduled for an appointment at least two (2) business days prior the cancel date on the PO. For example, this means that if your PO has a Tuesday cancel date, the request for delivery appointment should be submitted no later than the Friday before by 2 PM PST.

Any deliveries made without an appointment or are no shows are subject to a $500 chargeback. We allow a 30 minute grace period for making your appointment times. For example, if your appointment is at 3:30, you have until 4:00 to check-in. Deliveries that arrive later than the 30 minute grace period for their appointment are subject to a $250 chargeback. Deliveries made via FedEx, UPS, etc. do not have to deliver by a certain time, however, it is the vendor’s responsibility to make sure the POs get delivered on the day of the appointment. If you need to reschedule or cancel your appointment, do it 24 hours in advance to avoid a $500 chargeback.

Vendors should contact the Traffic department to schedule an appointment only after:

• An S.O.C. for each item being delivered has been received by our Consumer Product Safety Department (S.O.C. requirements can be found in Section 4.1).
The TPM process has been completed by updating your PO to “Shipped” status which generates an ASN for the Traffic Department. Requesting an appointment prior to updating your PO to “Shipped” status will result in Chargeback 10.

Please email traffic@hottopic.com when scheduling an appointment. Use the Delivery Appointment Request Form if you are shipping from within California and the Routing Request Form if you are shipping from outside of California. In the email, please include the vendor name and the shipment ready-date in the subject line of the email. Vendor delivery forms can be obtained by emailing Traffic@hottopic.com.

You will need the following information to complete the vendor delivery forms:

- PO Numbers
- Number of cartons by PO
- Estimated weight of cartons by PO
- Ship from address
- Number of CBFs (cubic feet) by PO

**Important Notes Regarding Routing**

- Due to the amount of delivery appointments requested in a given day, delivery appointment requests emailed after 2 PM PST will be scheduled the following day.
- To reduce your delivery wait times, request your appointment for delivery earlier in the week as the volume of deliveries increases as the week progresses.
- Appointments for both CADC and TNDC will be made at the same time.
- Scheduled deliveries made 7 or more days earlier than the cancel date must be approved by the buyer. Unapproved early deliveries are subject to an R.T.V (page 23) due to limited space in the distribution center.
- Appointments should be made so deliveries arrive on the cancel date or within the same fiscal week.

**5.6 Bill Of Lading**

Either a Bill of Lading or an Airway Bill (AWB) must accompany any shipment other than ground parcel that has been arranged by the vendor. Multiple POs shipped to the same location, on a given day, must be listed on one Bill of Lading. The following is a list of minimum information required for each PO on the Bill of Lading:

- Number of Cartons
- Purchase Order Number
- CBFs (cubic feet)

Any shipment in which the Bill of Lading does not provide the required information may be refused at our discretion and returned at the vendor’s expense.

**5.7 Pallet Exchange Program**

When a vendor’s freight carrier unloads pallets at the docks, we will offer an even pallet exchange program in which the vendor receives pallets in return. The program is intended to provide cost savings for both the vendor and us.
Exchanges will only transpire at the time of delivery. Therefore, the vendor’s carrier(s) may not return at a later time to complete the exchange.

5.8 Shipment of Hazardous Materials/ORM-D

All vendors must abide by either the Code of Federal Regulations (49 CFR) or the International Air Transport Association Regulations (I.A.T.A.).

**Requirements for Hazardous Material Shipments**

- Submit Material Safety Data Sheet to [MSDS@hottopic.com](mailto:MSDS@hottopic.com) prior to shipping merchandise.
- Reference our SKU# when submitting Material Safety Data Sheet.
- Package the merchandise according to 49 CFR, part 173 and 178.
- Mark cartons according to 49 CFR or I.A.T.A.
- ORM-D labels should be placed securely in the left hand corner of the length side of the carton, opposite the TPM label. Reference the image below.
- Chargeback of $750 will be issued if MSDS is not on file before delivery (See Chargeback Table 7.4)

![Image of hazardous material package](image)

6. Invoicing

Hot Topic is committed to paying each vendor’s invoice on time. The following section outlines the procedures that vendors should follow to enable Hot Topic’s adherence of this commitment.
6.1 Merchandise Invoices

Merchandise invoices should be emailed to Accounts Payable (A/P) the day the merchandise leaves the vendor’s facility. **Invoices received after 90 days from shipment date are subject to a processing fee.** Please do not attach invoices to shipment.

The email and mailing addresses for our A/P Department is listed below:

- APinvoices@hottopic.com or Hot Topic Merchandising, Inc.
  P.O. Box 60016
  City of Industry, CA 91716-001
  E-fax: (626) 956-0653

- One invoice per PO.
- Each invoice must reflect the TPM PO information.
  - Unit cost, extended cost, total units, and total invoice cost must match the PO.
- For POs with multiple sizes, invoices must have individual line items broken down by size, including PPK’s by size, with a subtotal of the quantities.
- Vendor name on invoice must reflect the name on the TPM PO.
- Hot Topic will not recognize any freight charges added to merchandise invoice.
- Invoice for samples requiring payment must be sent directly to the buyer.
- **Invoices not reflecting the above will not be processed for payment.**

6.2 Codes on Check Remittance

Codes/abbreviations are defined below:

- **RTV**: Return To Vendor. For any questions related to the authorization you may directly contact the buyer.
- **DCCB**: Distribution Center Compliance Charge Backs is a violation related to a shipment.
- **DMG/DISC**: Damage or Discount deduction is a pre-negotiated percentage. For clarification, please contact buyer directly.
- **FRT50/50**: Freight deduction is the vendor’s share of freight from the vendor’s drop off point to another Distribution Center. Questions regarding the deduction should be forwarded to the Traffic Department by email at Traffic@hottopic.com.

<table>
<thead>
<tr>
<th>Code</th>
<th>Definition</th>
<th>Contact for Questions</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>RTV</td>
<td>Return to Vendor</td>
<td>Buyer</td>
<td>Refer to your TPM PO</td>
</tr>
<tr>
<td>DCCB</td>
<td>Distribution Center</td>
<td>Vendor Central</td>
<td><a href="mailto:VendorCentral@hottopic.com">VendorCentral@hottopic.com</a></td>
</tr>
<tr>
<td>MD</td>
<td>Markdown Allowance</td>
<td>Buyer</td>
<td>Refer to your TPM PO</td>
</tr>
<tr>
<td>DMG</td>
<td>Damage Allowance</td>
<td>Buyer</td>
<td>Refer to your TPM PO</td>
</tr>
<tr>
<td>FRT 50/50</td>
<td>Freight Allowance</td>
<td>Traffic Department</td>
<td><a href="mailto:Traffic@hottopic.com">Traffic@hottopic.com</a></td>
</tr>
</tbody>
</table>
6.3 Terms and Conditions for Payment

Net 60 is the minimum payment terms Hot Topic will allow.

All terms and conditions of payment begin when the merchandise is received and verified at the corresponding DC, as detailed in the PO.

Payment will be based on the verified quantity received by the DCs, not from the vendor’s ASN or the packing slip quantities.

All payments are issued by ACH (Automated Clearing House) only.

If payment is not received within payment terms, please notify A/P Department by email at APMerchandise2@hottopic.com or by telephone at (626) 839-4681, Option 5.

A/P Department should be notified of all chargeback disputes in writing. The time limit for a dispute is 90 days after payment date. Any dispute after 90 days from payment date is subject to a processing fee.

Vendors choosing to utilize or change their factor:

- Accounts Payable should be notified immediately by email.
- When entering a new assignment a written authorization stating the terms of agreement is required.
- If change in assignment, a written authorization from both the vendor and the original factor, stating the terms of the new arrangement is required.
- When terminating an agreement, A/P will require a termination letter from original factor.

7. Vendor Compliance

Compliance guidelines are designed to promote the movement of merchandise through the supply chain in an efficient and expeditious manner.

7.1 DTR (Licensed) Products Protocols

All DTR (Licensed) Products for Hot Topic Inc. and BoxLunch must be tested and comply with our HT/BL/HU DTR Protocols, located on the Master Trim and Label Guide Site.

To access the Master Trim & Label Guide Site, follow the below directions:

Click on following link: http://files.hottopic.com

Enter the following:

- Username: vendorweb
- Password: V3ndorw3b!
- Problems accessing site? Email vendorcentral@hottopic.com

Once logged in, click the HT BL HU Vendor Compliance Documents folder on the home page.
Test reports must be sent to the Production and Sourcing Team before the product is shipped in order to avoid chargeback fees for storage. For each style, send the following test reports:

1. Fabric Testing
2. Garment Testing for Performance
3. Safety Testing (Lead/Phthalates)
4. Regulatory Testing (Flammability – for US/Canada)
5. European Testing (Azo Dyes/Cadmium) * when applicable

All test requirements need to be listed out on the TRF. Test reports must specifically call out the style number that the test report covers.

When sending test reports, re-save the PDF using the following name convention:

- Style #
- Type of test
- Pass or fail

Example: 18-17275_FLAMMABILITY_PASS – indicates that the test report is from Dept 18, style # is 17275, type of test report is flammability and test shows passing results.

Other Important Notes:

- For infant/toddler/children styles, check the box for Children under 3 and Children over 3 on garment testing.
- For infant/toddler/children styles, a Statement of Conformity must also be sent to soc@hottopic.com with the style number listed (see section 2.1 for additional instruction).
- Full garment testing needs to be sent at the time of PP approval.
- All required testing must be received prior to production handover. Failure to submit required test reports on time may result in chargeback fees for storage hold upon PO arrival.

7.2 Small Parts Requirements for Children Under 3

All products for children under three years of age must meet the mandatory machines, snaps, buttons, and small parts requirements as indicated in the HT/BL/HU Under 3 Yrs Reqts document located on the Master Trim and Label Guide Site.

To access the Master Trim & Label Guide Site, follow the below directions:

Click on following link: http://files.hottopic.com

Enter the following:

- Username: vendorweb
- Password: V3ndorw3bl
- Problems accessing site? Email vendorcentral@hottopic.com

Once logged in, click the HT BL HU Vendor Compliance Documents folder on the home page.
7.3 Social Compliance Audit Report

A social compliance audit report is due annually for all factories located outside the US that are producing Fashion (non-licensed) and DTR (Licensed) apparel product for Hot Topic Inc. and BoxLunch.

For more information and social compliance questions, please contact Angela Leigh at ALeigh@hottopic.com.

7.4 R.T.V. (Return to Vendor) Process

In the event that merchandise does not meet federal and state laws and regulations, global compliance, quality expectations and/or cannot be successfully processed within the DCs, the vendor must provide an R.A. (Return Authorization) number within one (1) business day after being notified of the return.

Fee for processing and handling of a return, $250 – per PO.

Upon authorizing the return:

- **Delivery:** If the vendor chooses to have their merchandise delivered back to them, they must provide the following information:
  - RA#
  - Contact Name
  - Shipping Address
  - UPS Account # or Pick-Up

- **Merchandise on hold exceeding 24 hours are subject to storage fees**
- **Pick-up:** Before retrieving their merchandise, the vendor must allow two (2) business days from when the R.A. number was submitted for us to process paperwork.
- It is the responsibility of the vendor to arrange the pick-up of the goods.

For RTV inquiries, please contact QualityControlSupport@hottopic.com.

7.5 Holds

Unprocessed merchandise due to a hold or return, are subject to storage chargeback after one (1) business day:

- $250 (1 pallet or less) + $100 (each additional pallet) per day

7.6 D.C.C.B. - Chargebacks

Please be advised that this Vendor Manual was written to help guide our vendors and avoid chargeback(s). Violations of our procedures stated in this manual result in additional labor costs, paperwork, and more importantly, decreased selling time. The chargeback fee is based on a number of factors, including but not limited to, a number of occurrences, labor and materials required to audit and correct errors.

Vendors should note that:

- Repeated violations will result in escalated chargebacks.
- TPM will send notifications of all chargeback fees.
- There is a $100.00 minimum chargeback fee.
- Inquiries for deductions older than 60 days will be subject to resource availability and may incur a research fee.

For any questions regarding chargebacks, contact the Brand Vendor Central Representative.

### 7.7 Chargeback Table

<table>
<thead>
<tr>
<th>DCCB Code</th>
<th>DCCB Description</th>
<th>Category</th>
<th>Charge Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>ASN – None or Incorrect</td>
<td>Flat - Per Shipment</td>
<td>$250</td>
</tr>
<tr>
<td>11</td>
<td>Delivery Appointment Not Scheduled</td>
<td>Flat - Per Shipment</td>
<td>$300</td>
</tr>
<tr>
<td>12</td>
<td>48 Hour Notice Not Provided for Delivery</td>
<td>Flat - Per Shipment</td>
<td>$250</td>
</tr>
<tr>
<td>13</td>
<td>Freight Presentation</td>
<td>Flat - Per Shipment</td>
<td>$250</td>
</tr>
<tr>
<td>16</td>
<td>Missed Delivery Appointment</td>
<td>Flat - Per Shipment</td>
<td>$500</td>
</tr>
<tr>
<td>30</td>
<td>TOP Samples Late/Missing</td>
<td>Flat - Per Shipment</td>
<td>$500</td>
</tr>
<tr>
<td>31</td>
<td>Tickets Applied Incorrectly or Missing</td>
<td>Per Item</td>
<td>$.50/Unit ($100 Min.)</td>
</tr>
<tr>
<td>32</td>
<td>Incorrect Merchandise Preparation</td>
<td>Per Item</td>
<td>$1.00/Unit ($100 Min.)</td>
</tr>
<tr>
<td>34</td>
<td>Additional Audit or Inspection Required</td>
<td>Per Item</td>
<td>$1.00/Unit ($200 Min.)</td>
</tr>
<tr>
<td>39</td>
<td>Incorrect Inner Pack or UOM</td>
<td>Per Item</td>
<td>$.30/Unit ($100 Min.)</td>
</tr>
<tr>
<td>40</td>
<td>Incorrect/Missing Country of Origin (COO)</td>
<td>Flat - Per Shipment</td>
<td>$750</td>
</tr>
<tr>
<td>41</td>
<td>Incorrect Fiber Content</td>
<td>Flat - Per Shipment</td>
<td>$750</td>
</tr>
<tr>
<td>42</td>
<td>Units Not Poly Bagged as a Pre-pack</td>
<td>Per Shipment &amp; Per Pre-pack</td>
<td>$500 + $10 Per Pre-pack</td>
</tr>
<tr>
<td>43</td>
<td>Packaging Not Matching the Pre-pack Quantities Listed on the PO</td>
<td>Per Shipment &amp; Per Unit</td>
<td>$500 + $1.00 Per Unit</td>
</tr>
<tr>
<td>44</td>
<td>Pre-pack Label Missing or Wrong Label Applied</td>
<td>Per Shipment &amp; Per Pre-pack</td>
<td>$500 + $1.00 Per Pack</td>
</tr>
<tr>
<td>51</td>
<td>Shipped to Incorrect DC</td>
<td>Per Case</td>
<td>$10/Case ($500 Min.)</td>
</tr>
<tr>
<td>52</td>
<td>Carton Not Within Size/Weight Specifications</td>
<td>Per Case</td>
<td>$10/Case ($100 Min.)</td>
</tr>
<tr>
<td>53</td>
<td>Substandard Carton Quality</td>
<td>Per Case</td>
<td>$10/Case ($100 Min.)</td>
</tr>
<tr>
<td>55</td>
<td>Removal of Staples, Straps or String for Cartons</td>
<td>Per Case</td>
<td>$10/Case ($100 Min.)</td>
</tr>
<tr>
<td></td>
<td>Issue Description</td>
<td>Unit</td>
<td>Fee</td>
</tr>
<tr>
<td>---</td>
<td>-----------------------------------------------------------------------------------</td>
<td>------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>56</td>
<td>TPM Carton Label Missing, Not Able to Be Scanned, in the Wrong Location, or Manually Adjusted – For rework, if there are no quantities listed on the outside of cases and the DC is required to open each case and count each unit.</td>
<td>Per Case</td>
<td>$10/Case ($100 Min.)</td>
</tr>
<tr>
<td></td>
<td>TPM Carton Label Missing, Not Able to Be Scanned, in the Wrong Location, or Manually Adjusted – For rework, If there are quantities listed on the outside of carton and DC is not required to count the units inside the box. The PO must have only one SKU.</td>
<td>Per Case</td>
<td>$.50/Case ($100 Min.)</td>
</tr>
<tr>
<td></td>
<td>TPM Carton Label Missing, Not Able to Be Scanned, in the Wrong Location, or Manually Adjusted – For rework, if there are multiple SKUs/quantities listed on the outside carton, the DC will separate cases to apply labels.</td>
<td>Per Case</td>
<td>$1/Case ($100 Min.)</td>
</tr>
<tr>
<td>57</td>
<td>Mixed SKUs in Cartons</td>
<td>Per Item</td>
<td>$.50/Unit ($100 Min.)</td>
</tr>
<tr>
<td>58</td>
<td>Shot Gun or Incorrectly Loaded Trailers/Pallets</td>
<td>Flat - Per Shipment</td>
<td>$750</td>
</tr>
<tr>
<td>59</td>
<td>ORM-D Stickers Applied Incorrectly</td>
<td>Flat - Per Shipment</td>
<td>$750</td>
</tr>
<tr>
<td>60</td>
<td>Physical Contents of Case Do Not Match TPM Label</td>
<td>Per Case</td>
<td>$10/Case ($100 Min.)</td>
</tr>
<tr>
<td>61</td>
<td>Return to Vendor (RTV)</td>
<td>Flat - Per Shipment</td>
<td>$250</td>
</tr>
<tr>
<td>66</td>
<td>Late Delivery</td>
<td>Flat - Per Shipment</td>
<td>$250</td>
</tr>
<tr>
<td>91</td>
<td>No S.O.C. (Statement of Conformity), Lab Report, or MSDS on File</td>
<td>Flat - Per Shipment</td>
<td>$750</td>
</tr>
<tr>
<td>93</td>
<td>Storage Fee</td>
<td>Per Occurrence</td>
<td>$250 + $100/Per Day</td>
</tr>
<tr>
<td>95</td>
<td>Administration Fee</td>
<td>Flat - Per Shipment</td>
<td>$250</td>
</tr>
</tbody>
</table>

8. **Ticketing, Carding, Trimming, and Hanger Requirements**

All products are to arrive with tickets, carding and trims pre-attached, properly applied to the product as per each product’s requirements, and required information displayed both accurately and legible. All questions regarding ticketing/carding/trims/hanger requirements, along with correct application of such items to each individual product, should be directed to the buyer or Product Development team. This is for all categories, all brands.

All “branded” tickets, carding, trims, and hangers are to be purchased from our required providers. It is a vendor’s responsibility to ensure that all information on such items is accurate and readable before ordering the trim, along with confirming that they are ordering the correct trim for the product. Any questions regarding this should be directed to the buyer or Product Development team. This is for all categories, all brands.
8.1 Master Trim & Label Guide Site

For approved artwork, information to list, dimensions, and correct label application, access the Master Trim & Label Guide Site. The site includes the following:

- Approved Labels
- Artwork for Labels
- Label Placement Guides
- Provider Contact Information
- Trim Requirements
- Hanger Placement (for assorted apparel/hosiery & socks) not all garments require hangers.

To access the Master Trim & Label Guide Site, follow the below directions:

Click on following link: [http://files.hottopic.com](http://files.hottopic.com)
Enter the following:

- Username: vendorweb
- Password: V3ndorw3b!
- Problems accessing site? Email vendorcentral@hottopic.com

8.2 Hanger, Size Strip, and Carding Reference Guide

<table>
<thead>
<tr>
<th>Type</th>
<th>Hanger</th>
</tr>
</thead>
<tbody>
<tr>
<td>Intimate &amp; Swimwear Apparel</td>
<td>None</td>
</tr>
<tr>
<td>Hanger hook (Hosiery/Leggings)</td>
<td>NexGen or vendor-sourced using approved quality. Confirm with Product Development team or Buyer for quality.</td>
</tr>
<tr>
<td>Belts hangers &amp; Shoe Hangers</td>
<td>All private label shoe and belt hangers need to include the brand name. See Master Trim and Label Guide site information for required suppliers and directions.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Size Strips</th>
</tr>
</thead>
<tbody>
<tr>
<td>Apparel</td>
<td>NexGen approved for quality for Hot Topic. Required to be purchased from nominated supplier only. BoxLunch does not require size strips.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Type</th>
<th>Carding</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessories</td>
<td>NexGen approved for quality. Required to be purchased from nominated supplier only.</td>
</tr>
</tbody>
</table>

8.3 Main, Care, TSSA, and Beauty Labeling

Main and Care Label Requirements

- Vendors must ensure that all information, logos and icons printed on labels and garments are accurate and coincide with any other documentation sent to and from the Company Brand.
• All textiles require a care label. Care labels should all include: garment specific fiber content, care instructions, the RN# 120684, Country of Origin (COO) and specific size and item #. Care labels must be made according Company approved artwork, dimensions, and quality. Improper labeling or missing COO will result in a chargeback of $100 or more (See Chargeback Table 7.4).

• For any further questions, please check the Master Trim & Label Guide Site (information to access in Section 8.1) and requirements via The Federal Trade Commission.

TSSA Stuffed Article Label Requirements

• Any product with poly filled padding must have TSSA (Technical Standards & Safety Authority) labeling attached to the product.

• All such stuffed articles (such as but not limited to apparel, bedding, furniture, toys) purchased by Hot Topic must be in compliance with the Canadian Technical Standards and Safety Act of 2000 Reg. 218/01. It is the Vendor’s responsibility to ensure TSSA compliance. For more information, the full requirements can be viewed at: [http://legisquebec.gouv.qc.ca/en/ShowDoc/cr/M-5,%20r.%201][legisquebec.gouv.qc.ca]

• Stuffed articles that are exempt from the TSSA requirements include:
  o Padded undergarments
  o Shoulder pads and trimming in article of clothing
  o Few other exemptions. For complete clarification, you can contact: customerservices@tssa.org

• TSSA Vendor Set-Up and Label Requirements:
  o Vendor TSSA Registration Requirement: Vendors selling stuffed articles must first apply for a TSSA Registration Number at: [https://www.gov.mb.ca/justice/cp/cpo/pubs/manufacturer_application.pdf][gov.mb.ca]. Vendor TSSA #’s are required to be printed on all TSSA product labeling.
  o Required TSSA Label Information, Format and Placement Guide: To view the information required to be listed on the TSSA label, required label format, and product label placement, please view our TSSA Label Guide on our Master Trim and Label Guide Site.

• Labels must be attached in a place where they may be easily seen and sewn to one of the seams of the article. TSSA laws prohibit the label be attached via swift tack or any other method that may cause the label to fall off in transit. Questions regarding label placement? Please contact Buyer or Product Development.

To access the Master Trim & Label Guide Site, follow the below directions:

Click on following link: [http://files.hottopic.com][http://files.hottopic.com]
Enter the following:
• Username: vendorweb
• Password: V3ndorw3bl
• Problems accessing site? Email vendorcentral@hottopic.com
Labeling Requirements for Beauty Products

- All beauty products (including but not limited to fragrance, hair dye, cosmetics) must include English and French labeling on the packaging as to adhere to the Canadian Cosmetic Regulations under the Food and Drugs Act.
- Under the Food and Drugs Act, a cosmetic includes "any substance or mixture of substances, manufactured, sold or represented for use in cleansing, improving or altering the complexion, skin, hair or teeth and includes deodorants and perfumes." It is the Vendor’s responsibility to ensure cosmetic labeling compliance. For more information, the full requirements can be viewed at: https://www.canada.ca/en/health-canada/services/consumer-product-safety/cosmetics/regulatory-information.html
- The following must be listed on the label:
  - Note the below bullet points must be in both English and French (except for the ingredient list). List all in English first and French second.
    - **The ingredient list** – Must be provided using INCI (international nomenclature of cosmetic ingredients) nomenclature.
    - **The common name of the product (for example “Hairspray”)**
    - **The amount of product in metric units or count (for example 2 bars or 55 mL)**
    - **The name and address of the manufacturer or distributor**
    - **Warnings or cautions**
    - **Directions for safe use of the product**

8.4 Preferred Ticket Provider Information

- We make no representations, warranties or guarantees concerning any of these providers or their additional services.

<table>
<thead>
<tr>
<th>Item</th>
<th>Provider</th>
<th>E-mail</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>FineLine</td>
<td>USA Office - FineLine&lt;br&gt;Contact: Client Services&lt;br&gt;Email: <a href="mailto:support@finelinetech.com">support@finelinetech.com</a>&lt;br&gt;Phone: 800.500.8687&lt;br&gt;Fax: 678.969.9201</td>
</tr>
<tr>
<td></td>
<td>FineLine (Required)</td>
<td>Hong Kong Office - FineLine&lt;br&gt;Email: <a href="mailto:support@finelinetech.com.hk">support@finelinetech.com.hk</a>&lt;br&gt;P: 852-2156-9788&lt;br&gt;F: 852-2156-9166</td>
</tr>
</tbody>
</table>
8.5 FineLine Ordering Instructions

All POs must come with price tickets purchased from FineLine affixed to the units. For placement of price tickets, please see Section 10, Merchandise Preparation. Units received into the DC without price tickets are subject to Chargeback 31 (see Chargeback Table 7.4).

FineLine Technologies offers vendors the option of adding the COO to a Universal price sticker made for non-apparel items. When submitting your order, vendors become responsible for manually entering price ticket information. Missed information on price tickets will result in a chargeback.

You can access FineLine’s online ordering system, FastTrak, by registering an account with FineLine via their website: http://www.finelinetech.com/. Sign in with your Company ID # and password in order to reach the FastTrak Home Page.

To Submit an Order

1. Click on the green icon that says “Submit Your Order” and choose Hot Topic as your selected retailer.
2. Select Purchase Order.
3. Find your PO from the list of PO’s provided, if you do not have a list to choose from, please contact your buyer. If you know your PO number, you can also search for a specific PO. You may enter multiple PO numbers and separate them with commas. Select the PO’s you wish to order and click continue.
4. Review the line item details if needed, and click continue.
5. Select your shipping method, enter an internal PO number to reference your order (if necessary), and specify any special instructions required for your order, then click Continue. Rush service is available, call our customer service for details.
6. Then click the continue button to move to the next step. Select payment method.
7. Final Step! Review and Confirm Order. Review the details of your order and click the Continue Button to complete the order.
8. Click Continue button to submit your order. The following message may prompt while processing the order.
9. Print the ‘Thank You’ page for your records. You will also receive an order confirmation to the email address used to sign in to FastTrak.

To Track an Order

1. Click the “Track Your Order” icon located on the FastTrak Home Page.
2. Locate your order in the list or search by order date, or order number.
3. If your order was shipped via FedEx or UPS, clicking the tracking number will take you to the appropriate website for detailed tracking information regarding your shipment.
4. Clicking the Order # will provide you with detailed information regarding your order, Shipping and Billing Information, as well as line item detail.

To Manage an Existing Account

1. You can continue to add Vendor IDs to your account as new retailers become available via the FastTrak system. Simply click “Maintain Retailer Relations” and add your Vendor ID.
2. You may change billing or shipping addresses, or update your login and password by clicking “Manage My Account” located in the upper right corner of the home screen.


4. When adding a new shipping address, you may also enter the address using your native language input method (i.e. Chinese Characters) in the additional fields that appear to the right of the original ship address.

5. For any questions, please contact support@Finelinetech.com.

9. Product Packing Instructions: Web (IN), Store Orders (SS) and Back Stock (BS)

9.1 Hot Topic and Her Universe Web Orders

WEB ORDERS ONLY will require special packaging. This will allow us to process web merchandise much faster, increasing the amount of orders we can ship to our customers at one time.

**WARNING:** Vendors that fail to comply with the special web order packaging are subject to chargebacks and RTVs.

For specific packaging requirements for your web orders, please view our Sorter Product Packaging Guide. The guide is located in TPM:

To access the Master Trim & Label Guide Site, follow the below directions:
Click on following link: [http://files.hottopic.com](http://files.hottopic.com)
Enter the following:

- Username: vendorweb
- Password: V3ndorw3b!
- Problems accessing site? Email vendorcentral@hottopic.com

9.2 BoxLunch Web (BHIN) and Back Stock (BHBS) Orders

BoxLunch web (BHIN) and back stock (BHBS) POs need to packaged or poly bagged individually. These POs do not require sorter stickers and they will not be available in Fineline to order.

9.3 Store Orders

We insist that while following a packing procedure, vendors confirm that:

- All fashion apparel and accessories are individually poly bagged.
- Insure that individual units inside a pre-pack are not individually poly bagged.
- Poly bags do not need to be marked other than with the warning label. The poly bag warning requirements can be found in Section 4.7.
- Poly bags MUST be sealed.

**Special Circumstances:**

- All specialty styles need to be individually poly bagged for all packing (pre-pack and bulk pack).
  - Beaded Garments
For POs traveling overseas, bulk packs need to be master poly bagged for each carton to protect garments from getting dirty or wet.

10. Merchandise Preparation
We request merchandise not only be produced with the utmost quality and labeled with the correct Country of Origin, but that it also be properly prepared according to Hot Topic’s packing standards. Please refer to the following sections in regards to proper ticket and label placement and if applicable, hanger, carding, size strip, and folding requirements.

10.1 Quality Control
Merchandise found to be defective with regards to materials, workmanship, or fit may be returned at the discretion of Hot Topic at the expense of the vendor. Shipments to both the CADC and TNDC are subject to our quality control process. All apparel orders must be in compliance with the fit and grade rule agreement or they will be subject to PO cancelations. Fit model measurements, points of measurements and grade rules are available upon request from the Fit Department.

For more details, please review our Terms and Conditions.

10.2 Country of Origin (COO)
In order to be compliant in the global market, the Country of Origin (COO) must be marked in full (no abbreviations) on every product received by Hot Topic/BoxLunch. COO must be printed in English and the size of the wording can be no smaller than 1.6mm. Please mark the COO in a space visible to the consumer at the time of purchase as legibly and ineradicably as the article or packaging will allow. If the product is made and distributed completely in the U.S., and with materials that were made and distributed completely in the U.S., the COO may state: “Made in the U.S.A.”

10.3 Swift Tacks
- 3 Inch, clear swift tack for all apparel.
- .5 Inch, clear swift tack for all intimates and accessories.
- For specific questions, please contact Buyer or Product Development.

10.4 T.O.P Process
Due to Hot Topic/BoxLunch’s new internet photoshoot process, please be sure to follow your buyer’s established T.O.P (top of production) sample requirements. Failure to do so will result in Chargeback 30 (page 28).
10.5 **Price Sticker Placement**

When placing Fineline price stickers on items, place the Fineline sticker over your existing UPC barcode. If the Fineline price sticker does not completely cover the UPC barcode, please use a white sticker to neatly cover the UPC barcode first as seen below:

When placing the blank white sticker over the UPC barcode, please be careful to not cover any important information (such as Country of Origin).

For items that use a Fineline hangtag, please follow the directions below in 10.6 or 10.7.

10.6 **Wearing Apparel**

- Tops and outerwear require one or two replacement buttons in a small, plastic bag on the same swift tack as the price ticket.

**Tops: T-Shirts / Fashion / Tanks / Sweetheart / Collared / Tube**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Main label is an end-folded label. Please sew on both ends (with size tab attached to bottom of main label).</td>
</tr>
</tbody>
</table>

*Note: Hot Topic T-Shirts example.*
### Folding Guide

#### Fashion/T-Shirts/ Collared

- **Size Strips**
  - **T-Shirts**: Apply size strips on the fold 1/2 inch in from the right edge so that 3 sizes show on the top. Required to be purchased from nominated supplier.
  - **Apparel Fashion Tops/Tanks**: No size strips required

#### Tanks/ Camisoles/ Tubes

- **Labels**: All Wearing Apparel
  - For complete labeling information, please read the label guides found on the Master Trim & Label Guide Site (Page 26).
- **Hangers**: None
- **Carding**: None
## Outerwear: Hoodies / Sweaters / Jackets / Coats / Blazers

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td>Attach a price ticket through the wearer’s left side corner of the <strong>main label</strong> using a standard swift tack.</td>
</tr>
<tr>
<td>Jackets/ Sweaters</td>
<td>Attach a price ticket through the center gauge of the neckline using a standard swift tack. Do not pierce through the garment or place the price ticket on the center seam of the actual hood.</td>
</tr>
<tr>
<td><strong>Hot Topic</strong></td>
<td><strong>Hoodies</strong></td>
</tr>
<tr>
<td>Folding Guide</td>
<td>Lay out hoodie facing down, fold in sleeves, fold in hood. Stack individually, not in bundles.</td>
</tr>
</tbody>
</table>
**Open Front Hoodies/Sweaters**

- Individually flat-folded in half.

<table>
<thead>
<tr>
<th>Trims, Labels, and Placement Directions</th>
<th>All</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site (Page 26).</strong></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Size Strips</th>
<th>None</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Hangers/Carding</th>
<th>None</th>
</tr>
</thead>
</table>

**Intimate Apparel: Bras / Bandeaus / Bustiers / Corsets / Panties / Shapewear / Lingerie**

- Intimate Apparel should be poly bagged individually.
- Panties on lingerie sets should be swift tacked to the back of the garment at the top of the back, not through the shoulder straps.
- **Long lines/lingerie (bustiers, corsets, babydolls, chemises):**
  - Pack vertically.
  - Put tissue balls in each cup.
  - Alternate the direction of each unit.

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>All Intimates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instructions</strong></td>
<td>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site (Page 26).</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Jokers</th>
<th>All Intimates</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Instructions</strong></td>
<td>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site.</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>None</td>
</tr>
<tr>
<td>---------------</td>
<td>------</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Hangers</td>
<td>Hot Topic</td>
</tr>
<tr>
<td></td>
<td>Use black intimate apparel hanger (vendor-sourced). Internet fulfillment orders for Hot Topic do not require hangers.</td>
</tr>
<tr>
<td>Carding</td>
<td>None</td>
</tr>
</tbody>
</table>

**Bottoms: Denim / Pants / Leggings / Shorts / Skirts**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Attach a price ticket to the wearer's left side seam of the garment using a standard swift tack.</td>
</tr>
<tr>
<td>Denim/Pants</td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
</tbody>
</table>
| **Folding Guide** | **Step 1:** Lay pant flat.  
**Step 2:** Fold crotch over slightly.  
**Step 3:** Fold leg of pant up to the middle of the pant pocket.  
**Step 4:** Fold leg in half.  
**Step 5:** Place size strip 2” in from side seam. |
| **Shorts/Skirts** | **Fold bottoms in half individually.** |

| Labels | For complete labeling information, please read the label guides found on the Master Trim & Label Guide Site (Page 26). |
| Jokers | For complete labeling information, please read the label guides found on the Master Trim & Label Guide Site. |
| Size Strips |  
*Denim Wall Program Only*  
Apply the size strip on the fold two, (2) inches in from the right edge with three (3) sizes showing on the top. |
### Sleepwear & Loungewear Tops

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site (Page 26).</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>Fold tanks in half</td>
</tr>
<tr>
<td>Label Guides</td>
<td>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site.</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Carding</td>
<td>None</td>
</tr>
</tbody>
</table>

### Sleepwear & Loungewear Bottoms

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site (Page 26).</td>
</tr>
<tr>
<td>Folding Guide</td>
<td><img src="image" alt="Folding Guide Images" /></td>
</tr>
</tbody>
</table>
### Dresses

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Attach a price ticket through the wearer’s left side corner of the main label using a standard swift tack.</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>Fold dresses in half individually.</td>
</tr>
</tbody>
</table>

For complete labeling information, please read the label guides found on the [Master Trim & Label Guide Site](#) (Page 26).
Swimwear: One-Pieces / Two-Pieces

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site (Page 26).</td>
</tr>
<tr>
<td>Labels</td>
<td>For complete labeling information, please read the label guides found on the Master Trim &amp; Label Guide Site.</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>None</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Hangers</td>
<td>None</td>
</tr>
</tbody>
</table>

10.7 Accessories

- Fragile or breakable store stock accessory items should be packed with care to ensure that they remain in good condition during transit (both from vendor to DC and DC to stores). For example, all glass items (nail polish, pictures frames, candles, glass cups, etc.) should be individually wrapped in either bubble wrap or protective packaging to ensure that they do not break or crack.
  - Inners quantities are allowable for protection but must be communicated to buyers prior to shipping.
- Hot Topic/BoxLunch accessories on store stock POs (with the exception of shoes) must be packaged in increments of three (3).
- Adhesive price sticker should cover any existing manufactures barcode.
- License items should arrive on licensors carding

Hosiery & Socks: Thigh Highs / Knee Highs / Over the Knee / Tights / No Show / Leggings / Socks

<table>
<thead>
<tr>
<th>Sub-Category, Price Sticker Placement, &amp; Hangers</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Banded Hosiery and Leggings</td>
<td>Affix an adhesive price sticker to the back of carding. All banded hosiery and socks must come with hangers and jokers. See Master Trim &amp; Label Guide for required quality of hangers.</td>
</tr>
</tbody>
</table>
**Thigh Highs/Tights**

<table>
<thead>
<tr>
<th>Folding Guide</th>
<th>Thigh Highs/Tights</th>
<th>Fold into fourths with the toe end of the hosiery falling to the back.</th>
</tr>
</thead>
</table>

| Size Strips   | None               |                                                                      |

**Carding**

| Thigh Highs/ Tights/Legging/ Socks | Use hosiery/legging bands and sock carding jokers purchased through company required supplier – Natco. IMPORTANT—Production lead times for bands and sock jokers are from 3 to 6.5 weeks depending on the product. This does not include shipping. For complete labeling information, please access the Master Trim & Label Guide Site (Page 26). |

**Shoes: Boots / Heels & Wedges / Sneakers / Flats / Slippers**

- Shoes should be either boxed or poly bagged individually (except Slippers on carding).

<table>
<thead>
<tr>
<th>Price Tickets</th>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Hot Topic Bagged Shoes</td>
<td>Affix an adhesive price sticker to: the back of the shoe.</td>
</tr>
<tr>
<td></td>
<td>Heels, Wedges, and Boots</td>
<td>Two sets of price tickets required. Affix one adhesive price sticker to the left/short end of the box, to the left of the shoe details sticker. Affix the second price sticker to the bottom right shoe for floor display. Reference the shoe box artwork mechanics and sticker directions on the Master Trim &amp; Label Guide FTP site.</td>
</tr>
</tbody>
</table>

| Folding Guide | None |
**Hangers**

- **Bagged Shoes**
  - Use a black shoe hanger.
  - All shoes with exception of boots: apply an elastic cord holding the two shoes together as illustrated below.

**Carding**

- None

---

**Jewelry: Bracelets / Earrings / Necklaces / Rings / Watches**

- All jewelry items with long attachments or many delicate hoops and ornaments should be shipped in individual plastic bags to ensure the items do not entangle during transit.

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td></td>
</tr>
<tr>
<td>Carded and Packaged</td>
<td>Affix an adhesive price sticker to the back of the carding/packaging/container.</td>
</tr>
<tr>
<td>Items</td>
<td></td>
</tr>
<tr>
<td>For Loose Items</td>
<td>Please check with Buyer or Product Development for exact direction</td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Size Strips</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Hangers</strong></td>
<td>None</td>
</tr>
</tbody>
</table>
**Carding**

Please check with Buyer or Product Development

---

**Body Jewelry: Captive/ Barbells / Curved/ Circular / Retainers/ Labrets / Nose / Pinchers / Plugs / Tapers/ Navel/ Industrials**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td>Attach a price sticker on the back of packaging. For price sticker placement, please see the Morbid Metals Body Jewelry Guide on the Master Trim &amp; Label Guide Site (Page 26).</td>
</tr>
<tr>
<td><strong>Packaging</strong></td>
<td>None For packaging, please see the Morbid Metals Body Jewelry Guide on the Master Trim &amp; Label Guide Site.</td>
</tr>
<tr>
<td><strong>Gauge Size Stickers</strong></td>
<td>For gauge size sticker placement, please see the Morbid Metals Body Jewelry Guide on the Master Trim &amp; Label Guide Site.</td>
</tr>
<tr>
<td><strong>Carding</strong></td>
<td>For packaging carded inserts and vinyl pouch sticker placement, please see the Morbid Metals Body Jewelry Guide on the Master Trim &amp; Label Guide Site.</td>
</tr>
<tr>
<td><strong>Hangers</strong></td>
<td>None</td>
</tr>
</tbody>
</table>

**Neck & Shoulders: Bandanas / Scarves / Neckties**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td></td>
</tr>
<tr>
<td>Bandanas</td>
<td>Attach a price ticket at the corner of the fold using a standard swift tack.</td>
</tr>
<tr>
<td>Scarves</td>
<td>Attach a price ticket at the base of the care label which is stacked under the main label using a standard swift tack.</td>
</tr>
<tr>
<td>Neckties</td>
<td>Attach a price ticket through the back three layers using a standard swift tack.</td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td></td>
</tr>
<tr>
<td>Bandanas</td>
<td>Fold in quarters.</td>
</tr>
<tr>
<td>Scarves</td>
<td>Fold in half lengthwise, measuring to a width no less than 3 inches and no more than 4 inches, and then fold it in half lengthwise once again.</td>
</tr>
<tr>
<td>Neckties</td>
<td>Fold in half twice.</td>
</tr>
</tbody>
</table>
### Arms & Hands: Wristbands / Cuffs / Gloves / Arm Warmers

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td></td>
</tr>
<tr>
<td>Wristbands/Cuffs</td>
<td>Attach a price ticket through the snap or buckle using a standard swift tack.</td>
</tr>
<tr>
<td>Gloves/Arm Warmers</td>
<td>Attach a price ticket to the back edge of the item using either a swift or ring tack. The information side must be turned out and visible to the customer.</td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Size Strips</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Hangers</strong></td>
<td>Cuffs/Gloves</td>
</tr>
<tr>
<td><strong>Carding</strong></td>
<td>All</td>
</tr>
<tr>
<td></td>
<td>Check with Buyer for carding needed. All carding ordered through nominated supplier.</td>
</tr>
</tbody>
</table>

### Headgear: Snoods / Beanies / Trucker Hats / Fedoras

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td></td>
</tr>
<tr>
<td>Snoods/Beanies/Trucker Hats</td>
<td>Attach a price ticket to the top center of the item using a standard swift tack.</td>
</tr>
<tr>
<td>Fedora Hats</td>
<td>Attach a price ticket to the back seam of the hat brim using a standard swift tack.</td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Size Strips</strong></td>
<td>None</td>
</tr>
</tbody>
</table>
### Hangers

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Snoods/Beanies</td>
<td>Use a J-Hook at the top center.</td>
</tr>
</tbody>
</table>

| Carding | None |

### Hair Accessories: Pony “O”s / Headbands

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Pony “O”s and Headbands: Affix an adhesive price sticker to the back of the carding.</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>None</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Carding</td>
<td>Pony “O”s Headbands: Check with Buyer or Product Development</td>
</tr>
</tbody>
</table>

### Eyewear: Sunglasses

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Eyewear: Barbell price sticker should be placed on the sunglasses.</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>None</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Hangers</td>
<td>None</td>
</tr>
<tr>
<td>Carding</td>
<td>Eyewear: Branded carded sunglass holder, hung on peg.</td>
</tr>
</tbody>
</table>

### Beauty: Body Sprays / Perfumes / Hair Products / Cosmetics

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Bottled Products (Diameter Larger than 7/8 inch.) / Loose Pack Cosmetics: Affix an adhesive price sticker to the bottom of the item.</td>
</tr>
<tr>
<td></td>
<td>Bottled Products (Diameter Smaller than...: Affix an adhesive price sticker sideways at the bottom end of the item. On pencils, the sticker should prevent the cap from being opened. Do not cover the COO or any content information.</td>
</tr>
</tbody>
</table>
### Belts

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Belts</strong></td>
<td>Attach a price ticket at the buckle or snap using a standard swift tack.</td>
</tr>
<tr>
<td><strong>Snap Belts</strong></td>
<td>Attach a price ticket through the center hole of the top snap using a plastic tagging lock.</td>
</tr>
<tr>
<td><strong>Suspenders</strong></td>
<td>Affix an adhesive price sticker to the back of carding.</td>
</tr>
<tr>
<td><strong>Seat-Belts</strong></td>
<td>Fold in thirds and secure with a rubber band.</td>
</tr>
<tr>
<td><strong>Stud/Stretch/Chain/Polyurethane</strong></td>
<td>Roll up individually first, then poly bag the rolled belt. Don’t fold or lay flat.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Folding Guide</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>7/8 inch./Eye Pencils</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Folding Guide</strong></th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Size Strips</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Carding</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Labels</strong></td>
<td>Label product as required by FTC label laws, regulations and requirements. If the product is a private label product for any of the brands, please check with the merchant if the company main label is required.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>Size Strips</strong></td>
<td>Size to be on hanger</td>
</tr>
</tbody>
</table>
| **Carding** | **Belt**
Use branded black hangers that indicate the size. (vendor-sourced) |
| **Suspenders** | Use suspender carding purchased from company nominated supplier.
Access Accessory information on the [Master Trim & Label Guide Site](Page 26) |

**Wallets: Hinge / Chains / Bi & Tri-Fold / Clutch / Coin Purse**

<table>
<thead>
<tr>
<th><strong>Sub-Category</strong></th>
<th><strong>Instructions</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>Hinge</td>
<td>Attach a price ticket though the inside zipper, using a plastic tagger lock</td>
</tr>
<tr>
<td>Chains</td>
<td>Affix an adhesive price sticker to the back of carding.</td>
</tr>
<tr>
<td>Tri-Fold</td>
<td>Affix a price sticker to carding.</td>
</tr>
<tr>
<td>Wallets/Clutch</td>
<td>Attach a price ticket through the wallet zipper or grommet using a plastic tagging lock.</td>
</tr>
<tr>
<td>Coin Purse</td>
<td>Attach a price ticket through the opening at the top of the purse using a plastic tagging lock.</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>None</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Hangers</td>
<td>None</td>
</tr>
</tbody>
</table>
**Carding**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Wallets with Chains</strong></td>
<td>Place wallet carding tab into wallet and attach chain to the same card using the pre-punctured hole.</td>
</tr>
<tr>
<td><strong>Wallets</strong></td>
<td>Place wallet carding tab into wallet.</td>
</tr>
<tr>
<td><strong>Chains</strong></td>
<td>Attach all ends of chain onto carding. All carding required to be ordered through nominated supplier.</td>
</tr>
</tbody>
</table>

**Bags: Handbags / Totes**

- All bags may be poly bagged individually, if it is deemed necessary to protect outer embellishments.

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td>Attach a price ticket around the strap of the bag using a plastic tagging lock. Do not puncture the bag.</td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Size Strips</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Hangers</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Carding</strong></td>
<td>None</td>
</tr>
</tbody>
</table>

**Gifts: Comforters & Fleece / Paper Goods / Boxed Candy / Lanyards / Stickers / Patches / Pins / Plush**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td>Affix an adhesive price sticker to the back of each individual pack/item.</td>
</tr>
<tr>
<td><strong>Comforters/ Fleece/ Pillowcases/Throws</strong></td>
<td>Affix an adhesive price sticker to the lower left hand corner of each individual pack/item.</td>
</tr>
<tr>
<td><strong>Paper Goods</strong></td>
<td>Affix an adhesive price sticker to the lower left hand corner of each individual pack/item.</td>
</tr>
<tr>
<td><strong>Vendor Compliance Manual</strong></td>
<td></td>
</tr>
<tr>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td><strong>March 2019</strong></td>
<td></td>
</tr>
</tbody>
</table>

**Boxed Candy**

Affix an adhesive price sticker to the lower left hand corner of the candy box, not on individually packaged candies.

**Stickers, Patches, & Pins**

Affix an adhesive price sticker to the back of each individual pack/item. Pins should have price tickets affixed firmly against pin back underneath lock pins.

**Lanyards**

Affix an adhesive price sticker on the back of the badge holder pouch or on the licensed carding (when applicable).

**Toys/Plush**

Affix an adhesive price sticker on back of carding.

**Folding Guide**

**Comforters/Fleece**

Fold in thirds. Final product example below:

**Size Strips**

None

**Hangers**

Comforters/Fleece Use a black hanger.

**Carding**

Comforters/Fleece Use Manufacturer/License carding.

---

**Halloween**

- All apparel should be sealed in individual poly bags.
- Artwork will be communicated when Purchase Order is created.
<table>
<thead>
<tr>
<th>Price Tickets</th>
<th>Wearing Apparel</th>
<th>Attach a price ticket through the back of the main label using a standard swift tack.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accessories</td>
<td></td>
<td>Affix a price sticker to the back of carding without covering important information.</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>Wearing Apparel</td>
<td>Lay out item face down. Fold in sleeves.</td>
</tr>
<tr>
<td>Carding</td>
<td>Wearing Apparel</td>
<td>Fold in half and place in poly bags.</td>
</tr>
<tr>
<td>None</td>
<td>None</td>
<td>Only if approved by Merchant and/or PD Manager, attach special occasion hang tag to the left under arm.</td>
</tr>
<tr>
<td>Accessories</td>
<td></td>
<td>Use only approved Halloween carding per brand. For approved Halloween carding artwork and tags, please access the Master Trim &amp; Label Guide Site (Page 26).</td>
</tr>
</tbody>
</table>

11. **Key Contact Information**

All questions should be directed to our Brand Vendor Central Representative

- Hot Topic – vendorcentralhottopic@hottopic.com
- BoxLunch – vendorcentralboxlunch@boxlunch.com
Telephone for Vendor Central Department: (626) 839-4681, ext. 2909
12. Intellectual Property

Vendor Intellectual Property Rights

You represent and warrant that as of the date of any Purchase Order, and any delivery date, that you own all patents, designs, trade names, trademarks, copyrights, trade dress, rights of privacy, rights of publicity, and other rights (collectively referred to as “Intellectual Property” or “IP”) necessary for purposes of manufacturing, distributing, and selling the Merchandise to us. This means that no other party, person, or entity, has any claim or ownership to the products that would interfere with our Agreement. We do not want someone else (a third party not part of our Agreement) to send us a letter demanding that we stop selling the products we bought from you, or worse, file a lawsuit.

If you do not own one hundred percent (100%) of the rights to your Merchandise, then you cannot grant us the right to sell it. It is your responsibility to ensure that at the time you commit to a Purchase Order, you own any and all IP rights in, and to, the Merchandise. Unless the Purchase Order states otherwise, you grant us the right to promote, market and sell your Merchandise in our retail store locations, on any Internet site owned, controlled or licensed by us, and all such other locations, methods, outlets and venues for sale of the Merchandise. You cannot rescind this right granted to us.

We understand and agree that except for those rights granted to us, nothing in this Agreement shall cause your IP to be transferred to us.

Our Intellectual Property

You acknowledge and agree, without the right to rescind, that we own all IP rights, worldwide, including any and all designs, materials, sketches, drawings, photos, packaging, protectable phrases or slogans, creations, trademarks, logos, and any other work provided by us to you or originally created, developed and/or significantly modified by you for us. Changes to the sizing or color of the Merchandise shall not be considered material modifications.

You also acknowledge and agree that we own all worldwide right to any derivatives of any of our designs (“Designs”). A derivative means: (a) any revision, addition or other form in which such Designs may be recast, transformed or adapted; (b) any improvement of such Designs; and (c) any new information or material derived from such Designs, including any new information or material protected under copyright, patent and/or trade secret laws (“Derivative”).

If, at any time, you are deemed to own, acquire or control any rights in our IP, or our Derivatives, including any copyrights or any other rights, you agree, without the right to rescind at any time, to assign, transfer and convey all right, title and interest in, and to, any existing and future rights to us. You also agree to assist us in any and all countries with any transfer of rights, which may include signing documents assigning those right to us or to persons designated by us.

You agree not to use any of our IP or Derivatives other than for the purpose of complying with this Agreement, and agree not to copy or reproduce or cause to be copied or reproduced, either directly or indirectly, any of our IP or Derivatives without the express written consent of us.
Limited License for Hot Topic Intellectual Property

You may use our IP on a non-exclusive basis during the term of any active Purchase Order and solely in connection with producing Merchandise for the benefit of us. You agree not to do, or permit, any act that may impair our IP rights including, but not limited to, directly or indirectly (through subsidiaries, affiliates, or otherwise) imitating, copying, misapplying or usurping our IP Rights, manufacturing for anyone else using our IP Rights, or selling items using our IP Rights directly to anyone, regardless of whether they use any of our trademarks.

It is critical that you not disclose, distribute, sell, or transfer any of our labels, hang tags, ticketing, packaging, authenticity markers, our designs, derivatives, photographs, or other materials to any third parties without our agreement in writing. Any breach of this section by you shall constitute a material breach of this Agreement causing us harm that cannot be remedied by monetary damages. As such you agree that we shall be entitled to immediate injunctive relief. In addition, we may pursue such relief without having to prove actual damages or post a bond. You also agrees that you will get a similar commitment from your subcontractors for any portion of subcontractor work under this Agreement.
### 13. Glossary of Terms

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>TPM (Trading Partner Management)</td>
<td>A free, web-based software system used to communicate Purchase Order details and chargeback activity to our vendors.</td>
</tr>
<tr>
<td>Bill of Lading</td>
<td>A document that establishes the terms of a contract between the shipper and the carrier. Used to transfer ownership of a shipment between parties. The original Bill of Lading is required to gain release of a shipment from the carrier.</td>
</tr>
<tr>
<td>Airway Bill (AWB)</td>
<td>The air industry’s equivalent to the motor carrier’s Bill of Lading. Required by all air carriers and has a tracking number for visibility of the shipment’s movements.</td>
</tr>
<tr>
<td>Chargeback</td>
<td>Obtaining compensation from a vendor for violations of Hot Topic’s regulations. They are designed to recoup the labor and/or freight costs that are associated with correcting issues caused by non-compliance.</td>
</tr>
<tr>
<td>Country of Origin</td>
<td>The country in which goods were produced or manufactured.</td>
</tr>
<tr>
<td>Hot Topic and BoxLunch RN #120684</td>
<td></td>
</tr>
<tr>
<td>Distribution Center (DC)</td>
<td>Where merchandise is received and shipped to stores and/or customers.</td>
</tr>
<tr>
<td>Consolidator</td>
<td>Organizes freight by DC and PO. Transmits freight from the CADC to the TNDC.</td>
</tr>
<tr>
<td>Freight Violations</td>
<td>Any shipment that does not follow our specified Routing Instructions.</td>
</tr>
<tr>
<td>SKU (Stock Keeping Unit)</td>
<td>The lowest level of the merchandise hierarchy used to identify a specific item.</td>
</tr>
<tr>
<td>Collect on Delivery (C.O.D.)</td>
<td>Sales that require payment upon delivery of the merchandise.</td>
</tr>
<tr>
<td>Prepaid</td>
<td>Freight invoice payment term indicating that shipping charges are billed to the vendor.</td>
</tr>
<tr>
<td>Standard Swift Tack</td>
<td>A 3 inch polypropylene fastener, clear in color. Provided by such suppliers as Avery Denison, or other office supply companies.</td>
</tr>
<tr>
<td>ORM-D</td>
<td>A material such as a consumer commodity which presents a limited hazard during transportation due to its form, quantity, and packaging.</td>
</tr>
<tr>
<td>Hazardous Materials</td>
<td>A substance that poses more than a reasonable risk to the health and safety of individuals. Includes explosives, flammables, corrosives,</td>
</tr>
<tr>
<td>Term</td>
<td>Description</td>
</tr>
<tr>
<td>-------------------------------------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>oxidizers, radioactive materials, perfumes and other contents packaged under pressure.</td>
<td></td>
</tr>
<tr>
<td><strong>Advance Shipment Notice (ASN)</strong></td>
<td>A notification of pending deliveries, similar to a packing list.</td>
</tr>
<tr>
<td><strong>R.T.V. (Return to Vendor)</strong></td>
<td>The process of returning to a vendor any items that were previously received on a PO.</td>
</tr>
<tr>
<td><strong>R.A. (Return Authorization)</strong></td>
<td>An authorization number which is obtained from the supplier prior to the shipping return vendor claim.</td>
</tr>
<tr>
<td><strong>F.O.B. (Free on Board) Point</strong></td>
<td>A term of sale that defines who will incur transportation charges for the shipment, who will control the movement of the shipment, or at which point the title to the good passes to the buyer.</td>
</tr>
<tr>
<td><strong>Pallet Exchange</strong></td>
<td>An exchange where the trucking company must provide as many pallets as they are picking up.</td>
</tr>
</tbody>
</table>