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.
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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"
### 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 two (2) business days 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.

### 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
• 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/decline 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**
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 “Post-Print Case Labels”
16. Enter the PO number
17. Click “Next”
18. Click “Print”

**Printing a TPM Label Once Post-Print is No Longer Available:**

1. Click on the “Fulfillment” tab
2. Select “Inventory”
3. Enter the PO# in the blank PO Box
4. Click on “List”
5. This will generate your TPM labels
6. Then, click on “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. 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.

<table>
<thead>
<tr>
<th>MASTER SKU: 10068772</th>
<th>PRE PACK DESC: PREPACK FOR ITEM 10068718</th>
<th>ORDER QTY:</th>
</tr>
</thead>
<tbody>
<tr>
<td>50 HK PLAID BOW</td>
<td>HCHAR HK PINK PLAID BC</td>
<td>10068718</td>
</tr>
<tr>
<td>50 HK PLAID BOW</td>
<td>HCHAR HK PINK PLAID BC</td>
<td>10068718</td>
</tr>
<tr>
<td>50 HK PLAID BOW</td>
<td>HCHAR HK PINK PLAID BC</td>
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</tr>
<tr>
<td>50 HK PLAID BOW</td>
<td>HCHAR HK PINK PLAID BC</td>
<td>10068718</td>
</tr>
<tr>
<td>50 HK PLAID BOW</td>
<td>HCHAR HK PINK PLAID BC</td>
<td>10068718</td>
</tr>
</tbody>
</table>
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 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>

Correct location for Pre-pack SKU Sticker. The sticker goes on the outside of the master poly bag. This pre-pack contains multiple units.
4.3 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.

4.4 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.

4.5 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.

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
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.**

### 4.6 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 while following a packing procedure, vendors confirm that:

- Items with the same SKU are packed in bulk per case.
- The barcode on each price ticket is visible, even when items are not individually poly bagged inside a pre-pack, as we process merchandise through our DC by SKU number.
Cases are to contain merchandise from one PO only.

4.7 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>Language</th>
<th>Warning Message</th>
</tr>
</thead>
<tbody>
<tr>
<td>English</td>
<td>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.</td>
</tr>
<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 a 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” x5” 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”</td>
<td>24 Point</td>
</tr>
<tr>
<td>40” to 59”</td>
<td>18 Point</td>
</tr>
<tr>
<td>25” to 39”</td>
<td>14 Point</td>
</tr>
<tr>
<td>Less than 25”</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 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).
  - 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.

Consolidation Program
• All domestic/DDP (Delivery Duty Paid) vendors shipping TN POs from within CA are
eligible for our 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:
  o Ship the cartons prepaid to our CADC.
  o Once received at our CADC, we will move the cartons to our TNDC for you. The
    freight charges will be split on a 50/50 basis based on CBFs.

• If your TN POs total more than 10 cartons:
  o Ship the POs prepaid to our 3PL:
    ▪ Expeditors (Address: 1031 E. Watson Center Rd. Carson, CA 90745)
    o The POs must be on four-way block pallets. Standard four-way pallets or two-way
      pallets will not be accepted.
    o 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).
      ▪ Not cover any TPM labels.
    o 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:
  o If multiple POs are placed on a pallet, please use a slip-sheet or cardboard to
    separate the POs.
    ▪ Pallet height should be 6-8 feet tall.
- Shipments that contain more than 10 cartons but are less than 6 feet tall should still be palletized.
  - Vendors will still schedule appointments with our Traffic Team. Do not contact the 3PL to schedule delivery appointments.
  - Any FTL (Full Truck Load) with TNDC POs only will continue to go 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.

```
Are you a DDP/Domestic vendor shipping from within California?

Yes

Ship all CA POs to our CA DC prepaid

Do your TN POs combine for 10 or less cartons?

Yes

If your TN POs equal 10 cartons or less, ship them to our CA DC.

No

No

Ship your TN POs to our 3PL prepaid.

Expeditors
1031 E. Walton Center Rd.
Carson, CA 90745

POs are to arrive only on 4 way pallets. 2 way pallets or loose freight will not be accepted. The pallets must be shrink-wrapped with a placard placed on all 4 sides. The placard should include the POs that are on the pallet as well as what brand they are for (Hot Topic, BoxLunch, Torrid, etc).

If you ship FTL (Full Truck Load), please continue to work with our Traffic team on sending those directly to TN.

Please continue to work with our Traffic and/or Import Team on sending your product directly to our CA DC or TN DC.
```

5.4 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 to the cancel date on the PO. 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 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.
5.5 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

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.

5.6 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.

5.7 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 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)
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.
- 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>
<tr>
<td>Disc</td>
<td>Torrid New Store Allowance 3%</td>
<td>Buyer</td>
<td>Refer to your TPM PO</td>
</tr>
<tr>
<td>LAX</td>
<td>Air Shipment</td>
<td>Imports Team</td>
<td><a href="mailto:Imports@hottopic.com">Imports@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 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](mailto:QualityControlSupport@hottopic.com).

### 7.2 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

### 7.3 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.

### 7.4 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>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 ($100 Min.)</td>
</tr>
<tr>
<td>57</td>
<td>Mixed SKUs in Cartons</td>
<td>Per Item</td>
<td>$.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 Brand Labeling Dept. at brandlabeling@hottopic.com. 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 Brand Labeling Dept. at brandlabeling@hottopic.com. 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/hosier & 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: V3ndorw3bl
- Problems accessing site? Email brandlabeling@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 <a href="mailto:brandlabeling@hottopic.com">brandlabeling@hottopic.com</a></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 <a href="#">Master Trim and Label Guide</a> 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.
• 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).

• Follow the Care Label Database (Section 8.4) as appropriate.

**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: [https://www.tssa.org/en/upholstered-stuffed-articles/upholstered-and-stuffed-articles.aspx](https://www.tssa.org/en/upholstered-stuffed-articles/upholstered-and-stuffed-articles.aspx)

• 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.tssa.org/en/upholstered-stuffed-articles/upholstered-and-stuffed-articles.aspx](https://www.tssa.org/en/upholstered-stuffed-articles/upholstered-and-stuffed-articles.aspx). 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 brandlabeling@hottopic.com for guidance.

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 brandlabeling@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/regulated-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 Care Label Database

Choosing the correct label wash instructions should be based on a garment test. Hot Topic will not provide wash instructions for care labels.

<table>
<thead>
<tr>
<th>CATEGORY TYPE</th>
<th>A1</th>
<th>A2</th>
<th>A3</th>
<th>A4</th>
<th>A5</th>
</tr>
</thead>
<tbody>
<tr>
<td>DENIM &amp; TWILL BOTTOM JACkETS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>COLORS</td>
<td></td>
<td>WHITE ONLY</td>
<td></td>
<td>INDIGO</td>
<td>BLACK</td>
</tr>
<tr>
<td>CARE LABEL</td>
<td></td>
<td>CARE LABEL</td>
<td></td>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
</tr>
<tr>
<td>CATEGORY TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
</tr>
<tr>
<td>---------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>KNIT &amp; WOVEN (EXCEPT DENIM &amp; TWEED)</td>
<td>OUTERWEAR &amp; SUITED JACKETS</td>
<td>machine wash cold / gentle cycle / use only non-chlorine bleach if needed / tumble dry low / warm iron if needed</td>
<td>SUITED JACKETS MILLENIUM, PONTI, SATEEN, RNS, TRS, JACQUARD etc</td>
<td>DRESSY LACE W/ RAYON NYLON LINING</td>
<td>SEQUIN JACKET</td>
</tr>
<tr>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
</tr>
<tr>
<td>B1</td>
<td>B2</td>
<td>B3</td>
<td>B4</td>
<td>B5</td>
<td></td>
</tr>
<tr>
<td>KNIT &amp; TOPS DRESS BOTTOM ACTIVE WEAR</td>
<td>C1</td>
<td>C2</td>
<td>C3</td>
<td>C4</td>
<td>C5</td>
</tr>
<tr>
<td>Category Type</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
</tr>
<tr>
<td>Knit tops dress bottom active wear</td>
<td>SOLID KNIT TOPS (EXCEPT RAYON SPANDEX OR JERSEY)</td>
<td>WITH RAYON JERSEY OR RAYON SPANDEX</td>
<td>WITH EMBELLISHMENT ONLY</td>
<td>WITH SCREENPRINT ONLY</td>
<td>WITH SCREENPRINT AND DECORATION</td>
</tr>
<tr>
<td>Care Label</td>
<td>Care Label</td>
<td>Care Label</td>
<td>Care Label</td>
<td>Care Label</td>
<td>Care Label</td>
</tr>
<tr>
<td>CATEGORY TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
<td>PRODUCT TYPE</td>
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<tr>
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<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
<td>--------------</td>
</tr>
<tr>
<td>WOVEN</td>
<td>ALL FIBER CONTENTS (EXCEPT FOR CHIEF VALUE RAYON)</td>
<td>CHIEF VALUE RAYON</td>
<td>LACE</td>
<td></td>
<td></td>
</tr>
<tr>
<td>TOPS</td>
<td>MACHINE WASH COLD WITH LIKE COLORS / GENTLE CYCLE / USE ONLY NON-CHLORINE BLEACH IF NEEDED / TUMBLE DRY LOW / WARM IRON IF NEEDED</td>
<td>MACHINE WASH COLD WITH LIKE COLORS / GENTLE CYCLE / USE ONLY NON-CHLORINE BLEACH IF NEEDED / LINE DRY / COOL IRON IF NEEDED</td>
<td>MACHINE WASH COLD WITH LIKE COLORS / GENTLE CYCLE / USE ONLY NON-CHLORINE BLEACH IF NEEDED / LINE DRY / COOL IRON IF NEEDED</td>
<td>MACHINE WASH COLD WITH LIKE COLORS / GENTLE CYCLE / USE ONLY NON-CHLORINE BLEACH IF NEEDED / LINE DRY / COOL IRON IF NEEDED</td>
<td></td>
</tr>
<tr>
<td>DRESS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>BOTTOM</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>SWEATERS</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>CATEGORY TYPE</th>
<th>PRODUCT TYPE</th>
<th>PRODUCT TYPE</th>
<th>PRODUCT TYPE</th>
<th>PRODUCT TYPE</th>
<th>PRODUCT TYPE</th>
</tr>
</thead>
<tbody>
<tr>
<td>E1</td>
<td>AS NEEDED</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E2</td>
<td></td>
<td></td>
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<td></td>
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<tr>
<td>E3</td>
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<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>E5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

| SWEATERS      | TURN GARMENT INSIDE OUT / MACHINE WASH COLD / GENTLE CYCLE / DO NOT BLEACH / RESHAPE AND LAY FLAT TO DRY / COOL IRON IF NEEDED | HAND WASH COLD / DO NOT BLEACH / RESHAPE AND LAY FLAT TO DRY / COOL IRON IF NEEDED | | | |
| F1            | | | | | |
| F2            | | | | | |
| F3            | | | | | |
| F4            | | | | | |
| F5            | | | | | |
### CATEGORY TYPE

<table>
<thead>
<tr>
<th>SWIM</th>
<th>WITH UNDERWIRE</th>
<th>WITHOUT UNDERWIRE</th>
</tr>
</thead>
<tbody>
<tr>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
<td>CARE LABEL</td>
</tr>
<tr>
<td>HAND WASH COLD / DO NOT BLEACH / LAY FLAT TO DRY / DO NOT IRON / DO NOT DRY CLEAN</td>
<td>MACHINE WASH COLD WITH LIKE COLORS / GENTLE CYCLE / DO NOT BLEACH / LAY FLAT TO DRY / DO NOT IRON / DO NOT DRY CLEAN</td>
<td></td>
</tr>
</tbody>
</table>

### 8.5 Preferred Ticket Provider Information
- We make no representations, warranties or guarantees concerning any of these providers or their additional services.

#### Item | Provider | E-mail
---|---|---
Price Tickets | FineLine (Required) | USA Office - FineLine  
Contact: Client Services  
Email: support@finelinetech.com  
Phone: 800.500.8687  
Fax: 678.969.9201  

Hong Kong Office - FineLine  
support@finelinetech.com.hk  
P: 852-2156-9788  
F: 852-2156-9166

### 8.6 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 and 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) and Store Orders (SS)

9.1 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 *Web Order Product Packaging Guide*. The guide is located in the *Master Trim & Label Guide Site* as well as 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 brandlabeling@hottopic.com

9.2 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
  - Formal Dresses
  - DTR Jackets
  - Embellished Garments
  - Fine knits that could easily snag
- 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 BrandLabeling@hottopic.com.

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>

**Folding Guide**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fashion/T-Shirts/ Collared</td>
<td>Back</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>1</td>
</tr>
<tr>
<td></td>
<td>2</td>
</tr>
<tr>
<td></td>
<td>3</td>
</tr>
</tbody>
</table>

---

**Hot Topic**

**T-Shirts**

Main label is an end-folded label. Please sew on both ends (with size tab attached to bottom of main label).
### Tanks/ Camisoles/ Tubes

**Size Strips**

- **T-Shirts**
  - Apply size strips on the fold 1/2 an 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

**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><strong>Jackets/ Sweaters</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Hot Topic Hoodies</strong></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>
</tbody>
</table>
### Folding Guide

#### Open Front Hoodies/Sweaters
- Lay sweater facing up
- Lay tissue paper in center
- Fold sleeves in
- Fold sides in
- Fold bottom up 1/3 of the way
- Fold the remaining third neatly

**Note:** Be sure to leave price ticket visible.

#### Jackets/Coats/Blazers
Individually flat-folded in half.

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

| Size Strips | None |
| Hangers/Carding | None |
**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>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>All Intimates</td>
</tr>
<tr>
<td>Jokers</td>
<td>All Intimates</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>Hot Topic</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>Bottoms</td>
</tr>
<tr>
<td>Folding Guide</td>
<td>Denim/Pants</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------</td>
</tr>
<tr>
<td><strong>Step 1:</strong> Lay pant flat.</td>
<td></td>
</tr>
<tr>
<td><strong>Step 2:</strong> Fold crotch ever slightly.</td>
<td></td>
</tr>
<tr>
<td><strong>Step 3:</strong> Fold leg of pant up to the middle of the pant pocket.</td>
<td></td>
</tr>
<tr>
<td><strong>Step 4:</strong> Fold leg in half.</td>
<td></td>
</tr>
<tr>
<td><strong>Step 5:</strong> Place size strip 2” in from side seam.</td>
<td></td>
</tr>
</tbody>
</table>

| Shorts/Skirts | Fold bottoms in half individually. |
### 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 <strong>Master Trim &amp; Label Guide Site (Page 26)</strong>.</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 <strong>Master Trim &amp; Label Guide Site</strong>.</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Carding</td>
<td>None</td>
</tr>
</tbody>
</table>

- **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 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>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Folding Guide</th>
<th>![Images of jeans being folded in different positions]</th>
</tr>
</thead>
<tbody>
<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>Hangers</td>
<td>Hot Topic</td>
</tr>
<tr>
<td>Carding</td>
<td>None</td>
</tr>
</tbody>
</table>

**Dresses**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Dresses</td>
</tr>
<tr>
<td></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>Sub-Category</td>
<td>Instructions</td>
</tr>
<tr>
<td>--------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<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>

**Swimwear: One-Pieces / Two-Pieces**

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 manufacturers 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</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets, Price Sticker Placement, &amp; Hangers</strong></td>
<td>Affix an adhesive price sticker to the back of carding.</td>
</tr>
<tr>
<td>Banded Hosiery and Leggings</td>
<td></td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td>Fold into fourths with the toe end of the hosiery falling to the back.</td>
</tr>
<tr>
<td>Thigh Highs/Tights</td>
<td></td>
</tr>
<tr>
<td><strong>Size Strips</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Carding</strong></td>
<td>Use hosiery/legging bands and sock carding jokers purchased through company required supplier – Natco.</td>
</tr>
<tr>
<td>Thigh Highs/Tights/ Legging/ Socks</td>
<td>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 &amp; Label Guide Site (Page 26).</td>
</tr>
</tbody>
</table>
**Shoes: Boots / Heels & Wedges / Sneakers / Flats / Slippers**

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

<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>Hot Topic Bagged Shoes</td>
<td>Affix an adhesive price sticker to the back of the shoe.</td>
</tr>
<tr>
<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 mechanicals and sticker directions on the Master Trim &amp; Label Guide FTP site.</td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td>None</td>
</tr>
<tr>
<td><strong>Size</strong></td>
<td>Size of the shoe must be permanently detailed on the shoe.</td>
</tr>
<tr>
<td><strong>Hangers</strong></td>
<td>Use a black shoe hanger. All shoes with exception of boots: apply an elastic cord holding the two shoes together as illustrated below.</td>
</tr>
<tr>
<td>Hot Topic Bagged Shoes</td>
<td></td>
</tr>
<tr>
<td><strong>Carding</strong></td>
<td>None</td>
</tr>
<tr>
<td>Hanging Footwear</td>
<td>Please review the Master Trim &amp; Label Guide Site (Page 26)</td>
</tr>
</tbody>
</table>

**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>Price Tickets</td>
<td><strong>Carded and Packaged Items</strong>&lt;br&gt; Affix an adhesive price sticker to the back of the carding/packaging/container. <strong>For Loose Items</strong>&lt;br&gt; Please check with Merchant for exact direction and/or Brand Labeling Dept. - all brands (<a href="mailto:brandlabeling@hottopic.com">brandlabeling@hottopic.com</a>)</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>Please check with Merchant for exact direction and/or Brand Labeling Dept. – all brands (<a href="mailto:brandlabeling@hottopic.com">brandlabeling@hottopic.com</a>)</td>
</tr>
</tbody>
</table>

**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>Price Tickets</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 <a href="#">Master Trim &amp; Label Guide Site</a> (Page 26).</td>
</tr>
<tr>
<td>Packaging</td>
<td>None</td>
</tr>
<tr>
<td>Gauge Size Stickers</td>
<td>For gauge size sticker placement, please see the Morbid Metals Body Jewelry Guide on the <a href="#">Master Trim &amp; Label Guide Site</a>.</td>
</tr>
<tr>
<td>Carding</td>
<td>For packaging carded inserts and vinyl pouch sticker placement, please see the Morbid Metals Body Jewelry Guide on the <a href="#">Master Trim &amp; Label Guide Site</a>.</td>
</tr>
<tr>
<td>Hangers</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>Price Tickets</td>
<td><strong>Bandanas</strong>&lt;br&gt; Attach a price ticket at the corner of the fold using a standard swift tack</td>
</tr>
<tr>
<td>Items</td>
<td>Instructions</td>
</tr>
<tr>
<td>---------------</td>
<td>-------------------------------------------------------------------------------</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>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>
<tr>
<td>Scarves</td>
<td>For labeling Scarves, please access the Trim Guides on the Master Trim &amp; Label Guide Site (Page 26)</td>
</tr>
<tr>
<td>Neckties</td>
<td>Loop the garment evenly through plastic necktie hanger (vendor sourced—style approved by Buyer)</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>Price Tickets</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>Folding Guide</td>
<td>None</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Hangers</td>
<td>Cuffs/Gloves</td>
</tr>
<tr>
<td></td>
<td>Attach a J-Hook through the hole in the carding.</td>
</tr>
<tr>
<td>Carding</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>
</table>
| Price Tickets| **Snoods/Beanies/Trucker Hats**  
Attach a price ticket to the top center of the item using a standard swift tack.  
**Fedora Hats**  
Attach a price ticket to the back seam of the hat brim using a standard swift tack. |
| Folding Guide| None                                                                        |
| Size Strips  | None                                                                        |
| Hangers      | **Snoods/Beanies**  
Use a J-Hook at the top center.                                               |
| Carding      | None                                                                        |

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

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| Price Tickets| **Pony “O”s and Headbands**  
Affix an adhesive price sticker to the back of the carding. |
| Folding Guide| None                                                                        |
| Size Strips  | None                                                                        |
| Carding      | **Pony “O”s**  
Check with Merchant for carding direction or with Hot Topic’s Brand Labeling Dept. ([brandlabeling@hottopic.com](mailto:brandlabeling@hottopic.com))  
**Headbands** |

**Eyewear: Sunglasses**

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
</table>
| Price Tickets| **Eyewear**  
Barbell price sticker should be placed on the sunglasses.                   |
| Folding Guide| None                                                                        |
| Size Strips  | None                                                                        |
| Hangers      | None                                                                        |
### Carding

| Eyewear | Branded carded sunglass holder, hung on peg. |

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

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bottled Products (Diameter Larger than 7/8 inch.)/Loose Pack Cosmetics</td>
<td>Affix an adhesive price sticker to the bottom of the item.</td>
</tr>
<tr>
<td>Bottled Products (Diameter Smaller than 7/8 inch.)/Eye Pencils</td>
<td>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>

#### Price Tickets

- Bottled Products (Diameter Larger than 7/8 inch.)/Loose Pack Cosmetics
- Bottled Products (Diameter Smaller than 7/8 inch.)/Eye Pencils

#### Folding Guide

| None |

#### Size Strips

| None |

#### Carding

| None |

### Belts

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Belts</td>
<td>Attach a price ticket at the buckle or snap using a standard swift tack.</td>
</tr>
<tr>
<td>Snap Belts</td>
<td>Attach a price ticket through the center hole of the top snap using a plastic tagging lock.</td>
</tr>
</tbody>
</table>
### Folding Guide

<table>
<thead>
<tr>
<th>Item</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspenders</td>
<td>Affix an adhesive price sticker to the back of carding.</td>
</tr>
<tr>
<td>Seat-Belts</td>
<td>Fold in thirds and secure with a rubber band.</td>
</tr>
<tr>
<td>Stud/Stretch/Chain/Polyurethane</td>
<td>Roll up individually first, then poly bag the rolled belt. Don’t fold or lay flat.</td>
</tr>
</tbody>
</table>

### Labels

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.

### Size Strips

Size to be on hanger

### Belts

Use branded black hangers that indicate the size. (vendor-sourced)

### Carding

<table>
<thead>
<tr>
<th>Item</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Suspenders</td>
<td>Use suspender carding purchased from company nominated supplier. Access Accessory information on the Master Trim &amp; Label Guide Site (Page 26)</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Sub-Category</th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Price Tickets</td>
<td>Hinge</td>
</tr>
</tbody>
</table>
Hot Topic, Inc. & BoxLunch | Vendor Compliance Manual | March 2018

<table>
<thead>
<tr>
<th></th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Chains</strong></td>
<td>Affix an adhesive price sticker to the back of carding.</td>
</tr>
<tr>
<td><strong>Tri-Fold</strong></td>
<td>Affix a price sticker to carding.</td>
</tr>
<tr>
<td><strong>Wallets/Clutch</strong></td>
<td>Attach a price ticket through the wallet zipper or grommet using a plastic tagging lock.</td>
</tr>
<tr>
<td><strong>Coin Purse</strong></td>
<td>Attach a price ticket through the opening at the top of the purse using a plastic tagging lock.</td>
</tr>
</tbody>
</table>

| **Folding Guide** | None |
| **Size Strips** | None |
| **Hangers** | None |

### Carding

- **Wallets with Chains**: Place wallet carding tab into wallet and attach chain to the same card using the pre-punctured hole.
- **Wallets**: Place wallet carding tab into wallet.
- **Chains**: Attach all ends of chain onto carding. All carding required to be ordered through nominated supplier.

### Bags: Handbags / Totes

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

<table>
<thead>
<tr>
<th><strong>Sub-Category</strong></th>
<th>Instructions</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Price Tickets</strong></td>
<td>All 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>Comforters/ Fleece/Pillowcases/Throws</td>
<td>Affix an adhesive price sticker to the back of each individual pack/item.</td>
</tr>
<tr>
<td>Paper Goods</td>
<td>Affix an adhesive price sticker to the lower left hand corner of each individual pack/item.</td>
</tr>
<tr>
<td>Boxed Candy</td>
<td>Affix an adhesive price sticker to the lower left hand corner of the candy box, not on individually packaged candies.</td>
</tr>
<tr>
<td>Stickers, Patches, &amp; Pins</td>
<td>Affix an adhesive price sticker to the back of each individual pack/item.</td>
</tr>
<tr>
<td>Lanyards</td>
<td>Affix an adhesive price sticker on the back of the badge holder pouch or on the licensed carding (when applicable).</td>
</tr>
<tr>
<td>Toys/Plush</td>
<td>Affix an adhesive price sticker on back of carding.</td>
</tr>
<tr>
<td>Comforters/ Fleece</td>
<td>Fold in thirds. Final product example below:</td>
</tr>
<tr>
<td>Size Strips</td>
<td>None</td>
</tr>
<tr>
<td>Hangers</td>
<td>Comforters/Fleece Use a black hanger.</td>
</tr>
<tr>
<td>Carding</td>
<td>Comforters/Fleece Use Manufacturer/License carding.</td>
</tr>
</tbody>
</table>
**Halloween**

- All apparel should be sealed in individual poly bags.
- Artwork will be communicated when Purchase Order is created.

<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>Wearing Apparel</td>
<td>Attach a price ticket through the back of the main label using a standard swift tack.</td>
</tr>
<tr>
<td>Accessories</td>
<td>Affix a price sticker to the back of carding without covering important information.</td>
</tr>
<tr>
<td><strong>Folding Guide</strong></td>
<td></td>
</tr>
<tr>
<td>Wearing Apparel</td>
<td><img src="image" alt="Fold in half and place in poly bags." /> Lay out item face down. Fold in sleeves.</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>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>Use only approved Halloween carding per brand. For approved Halloween carding artwork and tags, please access the <strong>Master Trim &amp; Label Guide Site</strong> (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 Distribution Center (DC)</td>
<td>#120684</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>Advance Shipment Notice (ASN)</td>
<td>A notification of pending deliveries, similar to a packing list.</td>
</tr>
<tr>
<td>R.T.V. (Return to Vendor)</td>
<td>The process of returning to a vendor any items that were previously received on a PO.</td>
</tr>
<tr>
<td>R.A. (Return Authorization)</td>
<td>An authorization number which is obtained from the supplier prior to the shipping return vendor claim.</td>
</tr>
<tr>
<td>F.O.B. (Free on Board) Point</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>Pallet Exchange</td>
<td>An exchange where the trucking company must provide as many pallets as they are picking up.</td>
</tr>
</tbody>
</table>