Product Development and Quality Assurance Manual

18305 E. San Jose Ave.
City Of Industry, CA. 91748
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1. GENERAL OVERVIEW

Merchandise is classified into 3 different categories that determine the requirements you must follow to do business with Hot Topic Inc. and/or Torrid. For clarity Hot Topic Inc. (which includes Hot Topic, BoxLunch, and Her Universe) and Torrid will be referred to as the “Company”.

1. **Product Development (abbreviated P.D.)** = This is product designed by Hot Topic Inc. or Torrid. Hot Topic Inc. or Torrid creates a tech pack that is provided to the Vendor. All P.D. product is managed by the Sourcing and Production Team referred to as the P.D. Team. As a P.D. Vendor you agree to absorb costs associated with developing tech-packs into samples which may include component development i.e., fabric and trims and various processes such as wash, screen printing, freight etc.

2. **Market** = This is product the Merchant Team selects from a Vendor’s Line that must go through our internal fit process and is sold under our respective Hot Topic, BoxLunch, Her Universe, Torrid, or Private Labels. Merchants have the option to accept components as original sample or request alternatives. The Merchant Team manages order details such as price, units and cost and determines the aesthetic of the garment before turning over the style to their P.D. Partners. The P.D. Team manages the product from development and fit process through delivery.

3. **Line Buy** = This is product the Merchants purchases from a Vendor’s line with the Vendor’s fit and the Vendor’s label. Line-buy product is managed by the Merchant Team from purchase through delivery.

All P.D. and market product is required to complete the fit process which encompasses proto samples (P.D.) or reference samples (market), fit, PP, and TOP samples.

2. TRADESTONE

TradeStone is a web-based merchandise/product lifecycle management tool. By implementing TradeStone, our goal is to standardize and streamline the communication and process when working with all suppliers, agents and factories. At this time, only Torrid P.D. Vendors and a selected number of Market Vendors are required to use Tradestone.

TradeStone is the application through which Vendors receive Tech Packs and comments throughout the fit process.

All TradeStone users need to acquire a TradeStone license to access the Hot Topic Inc. application. P.D. Vendors execute a license agreement with TradeStone through the TradeStone Key which allows access to Licensed TradeStone Products. There is a $250 annual fee, which includes two named users, payable by the third party via PayPal or charge card at the time of licensing for the TradeStone Key. If additional user access is required an additional named user account can be purchased for an annual fee of $250 in groups of two named users.

Accordingly, such use of the licensed products by third parties shall be governed by the terms and conditions of the TradeStone Key license agreement. Third party users will however be
3. COMPONENT AND PROCESS REQUIREMENTS FOR P.D. & MARKET PRODUCT

All components used in P.D. products or bought at market that are subject to fit approval must be pre-approved. This includes fabric, lab dips, trim, send-out, or treatments (i.e. embroidery, smocking, screen print, embellishment, garment dye, resin finish, wash etc). Bulk fabric will NOT be approved before first fit.

FABRIC AND TRIM SUBMITS

- During the course of development, the appropriate Product Development Specialist (or merchant for market product depending on the stage of order) will forward quality standards of fabric and trim.
- Each item must be submitted on the completed Fabric/Trim Submit Form. Use card stock only.
- Next, completely fill out the Vendor Portion (top portion) of the Fabric/Trim Evaluation Form and place it on top of the Fabric/Trim Submit Form and submit to the appropriate Product Development Specialist. Return comments will be forwarded to you.
- Bulk strike-offs must also be submitted on a submit card for approval prior to cutting bulk.
- **Note**: Bulk fabric will not be approved before first fit.

LAB DIP SUBMITS

- Lab dips are reviewed in a Pantone Color Viewing Box under TL-84 light-source for primary and D65 DAYLIGHT for secondary viewing.
- When ordering pantones be sure to use the textile version, not the paper version. It is critical that you use cotton swatches, which is TCX.
- Lab dips must be submitted on the approved quality fabric only.
- Lab dips may be submitted on Vendor’s internal form provided Vendor name, contact information, and all descriptive and reference information regarding submit is clear.
- If you are submitting lab dips for multiple styles, you must submit paperwork separately and attach separate lab dips to each page. However, please submit the separate paperwork for all associated styles at one time.
- Submit lab dips for self-fabric first. Comments will not be made on contrast fabrics and trim until self-fabric lab dip is approved.
- Indicate the complete color name and pantone number on submit. Do not use generic names.
**Wash Submits**

- Completely fill out the Vendor Portion (top portion) of the *Wash Evaluation Form* (Card Stock Only), attach to full garment and submit to the appropriate P.D. contact. Return comments will be forwarded to you.

**Artwork Submits**

- Artwork files are uploaded to the Vendor's FTP (File Transfer Protocol) Folder. If you are a new Vendor, our IT Team must set-up access to the FTP folder. This should be done as early as possible. The P.D. Team will request and forward your Vendor name and the e-mail of your contact person who will work with IT on the set-up.
- Completely fill out the Vendor Portion (top portion only) of the *Artwork Evaluation Form* (Card Stock Only), attach to the full garment, and submit to the appropriate P.D. contact. Return comments will be forwarded to you.
- All files come in full repeat, actual scale format. Vendor should reference the actual scale artwork with the measurement callouts on art work page to be sure they are printing correct size/dimensions.
- Vendors need to fill out the Artwork Evaluation S/O form with CORRECT information and printed colors. Vendor must note the printing process that they ACTUALLY used to print, not simply what we requested.
- Vendor MUST use the S/O Submission Form when submitting prints. Do NOT use the Bulk Submission Form unless it is a bulk submit.
- Graphic artwork should be scaled 20% larger for Torrid sizes 3-5.
- Vendor needs to submit photos of artwork scales on paper blocks of all sizes.
- It is very important that the Vendor reads and acknowledges ALL details called out on Spec Sheet. (I.E. Specific mesh count screens. These are listed for a reason; If the Vendor does not use the screen quality requested, they will be required to re-burn new screens for the 2nd round of submits)
Fabric/Trim Submit Form

Date: ___________________________   Vendor Name: ________________________________
Reference #: _____________________   Vendor Ref #: ________________________________
Fabric Content: ___________________   Fabric Weight/Construction: __________________
Price: ________________________/yard or pc    Fabric Width: _______________________/inch
Notes/Comments: ____________________________
### FABRIC/TRIM EVALUATION FORM:

**Vendor to Fill Out the Top Portion Only:**

<table>
<thead>
<tr>
<th>VENDOR NAME:</th>
<th>SUBMIT DATE:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT/STYLE #:</td>
<td>SEASON:</td>
</tr>
<tr>
<td>SUBMIT / ROUND:</td>
<td>1ST: 2ND: 3RD: BULK:</td>
</tr>
<tr>
<td>FABRIC TYPE / CONTENT / WEIGHT:</td>
<td></td>
</tr>
<tr>
<td>FABRIC WASH PROCESS:</td>
<td></td>
</tr>
<tr>
<td>PO #:</td>
<td>DDD: TRIM SIZE:</td>
</tr>
</tbody>
</table>

**Please check which you are approving:**

- Fabric
- Trim

### Aesthetics:

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<tr>
<th>APPROVED:</th>
<th>REJECTED:</th>
<th>COMMENTS:</th>
</tr>
</thead>
<tbody>
<tr>
<td>HANDFEEL:</td>
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<tr>
<td>QUALITY:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>COLOR:</td>
<td></td>
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</tr>
</tbody>
</table>

**Approved by:**

**Date:**

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Product Development & Quality Assurance Manual | August 2018
# WASH EVALUATION FORM:

**VENDORS TO FILL OUT TOP PORTION ONLY:**

<table>
<thead>
<tr>
<th>VENDOR NAME:</th>
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<tbody>
<tr>
<td>DEPT / STYLE #:</td>
<td></td>
</tr>
<tr>
<td>SUBMIT / ROUND #:</td>
<td>1ST</td>
</tr>
<tr>
<td>/CONTENT /WEIGHT:</td>
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<tbody>
<tr>
<td>HAND FEEL:</td>
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<tr>
<td>BASE COLOR:</td>
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<tr>
<td>POTASSIUM /YARDS/PC</td>
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<td></td>
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<tr>
<td></td>
<td>Front:</td>
<td></td>
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<td></td>
<td>Back:</td>
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<tr>
<td>WHISKERS:</td>
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<td>GRINDING:</td>
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<td>DESTRUCTION:</td>
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</tr>
<tr>
<td>TACKING</td>
<td></td>
<td>front approved</td>
<td>back rejected</td>
</tr>
<tr>
<td>ARTWORK</td>
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</tbody>
</table>

**ADDITIONAL COMMENTS:**

sign inside garment

**REVIEWED BY:**

[Signature]

**Date:**

[Signature]
**ARTWORK EVALUATION FORM:**

<table>
<thead>
<tr>
<th>VENDOR NAME</th>
<th>SUBMIT DATE</th>
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</thead>
<tbody>
<tr>
<td>DEPARTMENT/STYLE #</td>
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<tr>
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<td>1ST:</td>
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<td>FABRIC TYPE / CONTENT / WEIGHT</td>
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<tr>
<td>FABRIC WASH PROCESS / PRINT TECHNIQUE</td>
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### AESTHETICS:

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<tr>
<td>COLOR PLACEMENT</td>
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<td>SIZE / SCALE (BASE SIZE)</td>
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</tr>
<tr>
<td>HANDFEEL / QUALITY</td>
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</table>

### COLOR NAME / TECHNIQUE:

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<tr>
<th>APPROVED</th>
<th>REJECTED</th>
<th>COMMENTS</th>
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4. WIP/PRODUCTION MONITORING

- The Product Development Specialist (P.D.S) is the Vendor’s point person for the Work in Progress Report (WIP). This includes the tracking of order details including component and process status.
- A WIP report template is sent to Vendors every Monday. It must be accurately filled out and sent back to the respective P.D. contact by the following Wednesday before noon PST. DO NOT CHANGE THE FORMAT. Internal Vendors or Factory WIPS are not acceptable.
- Failure to comply will result in a chargeback at a minimum of $100.00 for the first offense and increase thereafter.

5. SAMPLE SUBMIT REQUIREMENTS FOR P.D. & MARKET PRODUCT

(Some submits are specific to brand)

PROTO DEVELOPMENT SAMPLE

1. P.D. Vendors are forwarded tech packs for price quote and/or proto development.
2. Tech packs may be accessed via TradeStone or will be sent to you accompanied with pertinent reference materials such as swatches, trims, inspiration samples etc.
3. Proto samples are used to determine what styles will be purchased. Workmanship, aesthetic, and components should be production quality. Non-production quality substitution is allowed only when the delivery is an issue or production quality fabrics and components are unavailable. Substitutions must be close enough to use for merchandise meetings.
4. Proto garment tags must be completely filled out and attached at wearer’s left with spec attached. You must indicate if component standards are production quality or substitutes with all discrepancies clearly indicated on the tag.
5. Send proto samples to the appropriate Sourcing Manager/Product Development Specialist/P.D. contact. Be sure to return any inspiration reference samples with your proto.
6. Approximately one or two weeks after the Line Adoption Meeting (where we determine styles to be purchased) the proto samples are reviewed by the Design, Tech and P.D. to advise Vendors of changes. Proto samples made of production quality, to spec and desired aesthetics may be qualified as a first fit. This is at the discretion of the P.D. Teams. Do not quote deliveries on the assumption a proto sample will be used as 1st fit sample.
7. Proto samples made of the approved quality, components, aesthetics, and spec, may be used as a first fit at P.D.’s discretion. However, there are many determining factors, therefore Vendors should not assume the proto will used at first fit sample when quoting delivery.
Wear Test Sample
A wear test sample is worn/washed by a select group of people for a pre-determined amount of time. This is designed to acquire feedback regarding fit, recovery, fabric, hand-feel, etc. Wear test samples are requested for a limited number of specific styles only. The appropriate P.D. contact will make the request and upon completion of the wear test they will forward any comments they may have.

Market Reference Sample
1. When the Merchant selects a Vendor’s market style, the Merchant will request a reference sample in the Vendor’s original junior size.
2. The market reference sample is forwarded by the Merchant to the P.D. Team and must be in correct fabric, color, and trim. It must be indicative of intended styling or have component references attached to sample. If the color or graphic is incorrect, then a CAD of the correct graphic must be attached with a sheet that includes the correct colors or other info.
3. For quality continuity on the selling floor, components must be comparable to the P.D.’s standards.
4. A market reference sample garment tag must be completely filled out and attached at wearer’s left side. You must indicate if the component standards are production quality or substitutes with all discrepancies clearly indicated on the tag.
5. Fit samples will not be fit without the corresponding reference sample on hand.

6. Fit Process

Fit Schedules
Fit arrival delivery cut off is before 2:00 PM (PST) the day before the scheduled fit. Two business days are allotted to send fit comments AFTER the fit session. Please schedule fits for morning delivery the day BEFORE the scheduled fit. Fits that arrive after 1:00 PM (PST) will be considered as received the following day and may not be fit until the next fit session. DO NOT SEND E-MAIL INQUIRIES OR CALL THE FIT DEPARTMENT PRIOR TO TWO BUSINESS DAYS.

For specific fit times by category, contact the appropriate tech contact. Due to scheduling and workload, fit times are subject to change without notice.

Fast-Tracking
Fit comments are sent via TradeStone or Excel. To manage heavy workloads or meet urgent deliveries, the comment format may be modified as needed. The tech contact may opt to send photos with call-outs via e-mail or discuss style via Skype. We may also send retail samples or other reference samples to help you achieve fit, style lines, and aesthetic.
VENDORS ATTENDING FIT SESSIONS

1. Vendors may attend fit sessions provided it helps expedite the fit process. Appointments are subject to availability and must be scheduled through the appropriate Technical Designer. Vendors must have a confirmed appointment prior to arriving.

2. Vendors must be prepared; Fit submits must represent their best effort with requested changes/revisions properly executed. Only styles pre-discussed will be fit with Vendor. Vendors are not permitted to bring any additional samples that were not discussed for a private working session.

3. Vendor representatives may be limited to Vendor Patternmaker or Technical staff. Sales persons or additional Vendor staff is subject to pre-approval. Fit time may be billed back to the Vendor when special accommodations are made or extra fits are necessary due to Vendor error.

4. Vendors may be charged back for the Fit Session if the appointment was necessary because of Vendor error, poor execution, or if the Vendor is not prepared for the session. Fit time will be charged at 1.5 times the total model rate to cover associated costs.

SPEC SHEET REQUIREMENTS

A detailed spec must be attached to the garment tag indicating the garment measurements. Vendors are to utilize the specs generated by the application.

PATTERNS AND MARKERS

1. During the fit process, the Tech may request an electronic or soft copy of the pattern, electronic marker, and graded nest. This is a standard procedure to achieve the best fit and have continuity of fit in the future.

2. Base size pattern should be sent with 0% shrinkage if applicable. If shrinkage patterns are sent, shrinkage must be indicated in the width and length of the pattern.

3. Patterns must have a style number and indicate if it is a fit, PP, or production pattern.

4. A pattern request may be made whether you received a tech-pack or not. Vendor are to submit patterns (paper or electronic) when requested by the Technical Design Team.

5. Vendors must not change pattern shapes and/or measurements to achieve a better marker yield as this affects the overall fit of the garment.

6. There must be a 1/8” distance between pattern pieces in the production marker for the following: armholes and front/back rises. Pattern pieces cannot be touching or overlapping in the areas mentioned.

7. PROTO, FIT, PP AND TOP SAMPLE REQUIREMENTS

There are 4 types of samples within the fit approval process.

- Proto sample
- Fit Sample
- Pre-Production (PP)
- Top of Production
**Fit Sample**

1. Vendors must account for sufficient lead-time to complete the fit process including PP and TOP.
2. Fit samples must be in the correct production fabric and trim quality. Fits that are not made in production quality goods will NOT be fit.
3. You must use the same piece goods throughout the fit process. Please submit samples in the lightest colorway ordered (if possible). For example: If black and white are both on order, submit the fit sample in white as potential problems are more visible in lighter colors and can be addressed immediately.
4. Allowed substitutions must not affect fit in any way. This means it can be the incorrect fabric color, print, pattern or shade but NOT the incorrect construction, content, weight or wash as it would have an impact on the spec measurements. Denim processes vary by color, therefore no color or process substitutions are allowed for the fit. A Vendor can sub a black zipper for a brown zipper but not a 20” zipper for a 25” zipper.
5. Samples submitted out of tolerance will NOT be fit.
6. Market fit samples will NOT be fit if the market reference sample is not on hand.
7. Vendors are required to pre-measure all submits according to our points of measure (POM). Vendors must indicate specs for all points of measure and indicate the variance to spec in parenthesis.
8. After fit approval, you will be provided a full graded spec to begin submission on requested PP sizes.
9. Apparel Vendors must follow the appropriate Hot Topic or Torrid grade rules to determine the grade, achieve the best proportions, and pattern shape. Final grading must be forwarded to the Fit Department for general review and collaboration when needed but Vendors are ultimately responsible for the proper application and execution of grading.
10. (Intimates/Sleep/Swim) Once base fit size is approved, we will request JSS (Jump Size Set) samples (approx. two additional sizes). Respective Tech Designer will partner with Vendor/factory for initial grade. The purpose of JSS samples are to confirm appropriate grade. Samples will be checked on body and amendments will be communicated (if needed). TNA’s must allow a min of three weeks for JSS approval from the base size approval date. Additional wear test samples may be requested depending on style.
11. Fit sample garment tags must be completely filled out and attached at wearer’s left with spec attached. You must indicate all “allowed” component substitutions.
12. Fit samples must be submitted in the correct base size. Refer to “Base Size Chart.”
13. Fit samples must be submitted with correct color coded garment tag and spec attached.
14. Send Torrid fit samples to the appropriate Sourcing Manager. For Intimates/Sleep, please send to respective tech designer.

**Pre-Production (PP) Samples**

1. The Final Pre-Production Sample (PP) is the standard for production. It must reflect the approved fit and requested corrections.
2. PP samples must be made in approved bulk fabric and trim components and be 100% indicative of approved production standards in construction, fabric, yarns, components, aesthetic, and wash.

3. PP samples must have the correct bulk labels, logos, hang tags, and jokers/trims.

4. Vendors must have PP approval prior to cutting bulk. Failure to comply will result in a $500.00 chargeback and may result in the cancellation of order.

5. Fit approvals and screen tees made of the correct bulk components that conform to spec may serve as the approved PP at the Tech Team’s discretion. PP samples must be sent for the balance of colors within the order.

6. After fit approval and before the PP sample is made, Vendor must send full graded nest pattern to designated Tech via e-mail.

7. Failed PPs for Torrid Apparel may trigger an inspection at origin.

8. Denim and Graphic Tee submits are evaluated separately by wash/color or graphic. All other categories will be evaluated by style. See below.

9. **NOTE:** Styles selected for inspection at origin (see Quality Assurance Program section) require an additional PP than what is listed in the Apparel PP and TOP Quantity Submit Chart.

10. **INTIMATES SUBMIT QUANTITY:** Please refer to INTIMATES PP AND TOP SUBMIT QUANTITY CHART.

**INTIMATES PP APPROVAL/S:** Please refer to the appropriate FIT EVAL pg. and go to the “Attachments” tab for individual approvals for each color way.

**Special Requirements for Non-Denim Torrid Pre-Production Samples Only**

**Same style number with multiple colorways or same style number with multiple print colorways (All categories except Denim)**

1. Vendor submits 2 PP samples (one garment in size 2 and one garment in size 1) for ONE COLORWAY ONLY with PP garment tag and spec attached to the appropriate Sourcing Manager. For all other color ways, Vendor only needs to submit one garment in size 1.

2. Tech Design evaluates and fits size 2 PP sample.

3. Tech Design creates fit evaluation for the PP sample. In the comments section of that fit evaluation, the Tech Design Team will note that “Fit Approval of PP applies to all color ways”. Fit comments are sent to Vendor only one time (regardless of how many color ways the style has).

4. Vendors must confirm with P.D. that all other color ways are approved to cut.

**Same style number with multiple graphics (all categories except denim)**

1. Vendor submits 2 PP samples (one garment in size 2 and one garment in size 1) for each graphic with PP garment tag and spec attached to the appropriate Sourcing Manager.

2. Tech Design fits/evaluates PP sample for every graphic.

3. Tech Design creates fit evaluations for each PP sample and sends individual comments to Vendor.

4. Vendor confirms with P.D. that all other color ways are approved to cut.
**PP Requirements for Re-order styles**

1. If the production start date is within two months of the NDC date (of previous order), the Vendor is not required to send PP, only the TOP is required.
2. If the production start date is more than two months of the NDC date (of previous order), we require a standard PP & TOP submission.

**TOP Sample**

1. TOP’s are sent as a representation of bulk production. TOP’s must come from the actual factory pilot run. TOP’s must NOT be made in a sample room. The approved PP is used as the standard to review the TOP. All TOPs must be:
   a. Submitted in approved bulk fabric and design.
   b. Made in the approved base size and approved specification.
   c. Be inclusive of all production trims.
   d. Submitted with the required garment tag.
   e. Submitted with a full grade spec sheet attached to garment tag.
2. TOP’s for reorder bodies must be submitted with the original approved graded specs.
3. TOP’s are either approved or failed. TOP’s cannot be approved with corrections. When a non-conforming TOP is approved it means we are accepting the shipment as is. The new tolerance for bulk is the difference between the approved fit and the approved TOP. There is no additional tolerance beyond the TOP specs.
4. If non-conforming TOP is found to be not acceptable, the Vendor is to submit final inspection reports as requested by Technical Designer or Sourcing Manager and specify the AQL level of report. Note AQL level standard must be 4.0 or greater. Hot Topic or Torrid will review inspection results and advise Vendor as follows:
   a. Shipment is accepted.
   b. Vendor is to perform 100% sort and provide sort inspection results.
5. After reviewing sort inspection results, Hot Topic or Torrid will advise the Vendor on how to proceed.
6. It is the Vendors’ responsibility to allow sufficient time to submit the TOP to the Technical Department, go through the approval process, and be on hand as follows:
   a. F.O.B Vendors: 7 Days before handover
   b. F.O.B Product that is aired: 7 Days before NDC date
   c. L.D.P / Domestic Product: 7 Days before NDC date
   d. T-Shirts: 2 Days before receipt
   e. Violation of this process is subject to an Offset Fee of $500.00.
7. Send TOP samples to the appropriate Sourcing Manager (respective Tech Designer for Intimates)
8. **NOTE:** Styles selected for inspection at origin may require an additional TOP than what is listed on the Apparel PP and TOP Quantity Submit Chart (see information under Quality Assurance Program / Garment Inspections).
TOP REQUIREMENTS FOR REORDER STYLES
1. If production start date is within two months of the NDC date (of previous order), send the TOP only.
2. If production start date is more than two months of the NDC date (of previous order), we require the standard PP & TOP submission.

DEVELOPMENT SAMPLE SIZE CHARTS
BASE SIZE CHART (Required sample size for development)

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOT TOPIC</td>
<td>JUNIOR TOPS</td>
<td>1</td>
<td>MED (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td>JUNIOR BOTTOMS</td>
<td>1</td>
<td>7 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>MEN’S TOPS</td>
<td>1</td>
<td>MED (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td>MEN’S BOTTOMS</td>
<td>1</td>
<td>32x32 (numeric sizes)</td>
</tr>
<tr>
<td>TORRID</td>
<td>TOPS/DRESSES</td>
<td>1</td>
<td>2 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>BOTTOMS/DRESSES</td>
<td>1</td>
<td>18 (numeric sizes)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOT TOPIC</td>
<td>PANTIES</td>
<td>1</td>
<td>MED (alpha size)</td>
</tr>
<tr>
<td></td>
<td>BRAS</td>
<td>1</td>
<td>34B (bra sizes) or MED (alpha size)</td>
</tr>
<tr>
<td>TORRID</td>
<td>PANTIES</td>
<td>1</td>
<td>2 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>BRAS</td>
<td>1</td>
<td>38DD (bra sizes) or 2 (numeric size)</td>
</tr>
</tbody>
</table>

Styles selected for inspection at origin require one additional PP than what is listed above.
# Apparel and Accessories PP & Top Submit Quantity Chart

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hot Topic</td>
<td>JUNIOR TOPS</td>
<td>1</td>
<td>SMALL (alpha size)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>Med (alpha size)</td>
</tr>
<tr>
<td></td>
<td>JUNIOR BOTTOMS</td>
<td>1</td>
<td>3 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>7 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>MEN'S TOPS</td>
<td>2</td>
<td>MED (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td>MEN'S BOTTOMS</td>
<td>2</td>
<td>32x32 (numeric sizes)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>TOPS/DRESSES BOTTOMS/DRESSES</td>
<td>1 per color</td>
<td>1 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1 for one of the colorways only</td>
<td>1 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1</td>
<td>2 (numeric sizes)</td>
</tr>
<tr>
<td>TORRID</td>
<td>BOTTOMS/DRESSES</td>
<td>1</td>
<td>14 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>18 (numeric sizes)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOT TOPIC</td>
<td>JUNIOR TOPS</td>
<td>3</td>
<td>Med (alpha size)</td>
</tr>
<tr>
<td></td>
<td>JUNIOR BOTTOMS</td>
<td>3</td>
<td>7 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>MEN'S TOPS</td>
<td>4</td>
<td>Med (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td>MEN'S BOTTOMS</td>
<td>1</td>
<td>30x32 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>32x32 (numeric sizes)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TORRID</td>
<td>TOPS/DRESSES</td>
<td>1</td>
<td>1 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>2 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>BOTTOMS/DRESSES</td>
<td>1</td>
<td>14 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>18 (numeric sizes)</td>
</tr>
</tbody>
</table>

*Styles selected for inspection at origin require one additional PP (in the size used for fit) than what is listed above.*
### INTIMATES PP AND TOP SUBMIT QUANTITY CHART

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOT TOPIC</td>
<td>PANTIES/SLEEP/LINGERIE</td>
<td>2</td>
<td>MED (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td>BRAS</td>
<td>2</td>
<td>34B (bra sizes) or MED (alpha size)</td>
</tr>
<tr>
<td>TORRID</td>
<td>PANTIES/SLEEP/LINGERIE</td>
<td>2</td>
<td>2 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>BRAS</td>
<td>2</td>
<td>38DD (bra sizes) or 2 (numeric sizes)</td>
</tr>
</tbody>
</table>

**TORRID LINGERIE:** Please contact your Tech Designer for specific instructions per style.

### INTIMATES TOP SUBMIT QUANTITIES

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>HOT TOPIC</td>
<td>PANTIES/SLEEP/LINGERIE</td>
<td>2</td>
<td>SMALL (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3</td>
<td>MED (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td>BRAS</td>
<td>3</td>
<td>34B (bra sizes) or MED (alpha sizes)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2</td>
<td>36C (bra sizes) or LARGE (alpha sizes)</td>
</tr>
<tr>
<td>TORRID</td>
<td>PANTIES/SLEEP/LINGERIE</td>
<td>2</td>
<td>2 (numeric sizes)</td>
</tr>
<tr>
<td></td>
<td>BRAS</td>
<td>2</td>
<td>38DD (bra sizes) or 2 (numeric sizes)</td>
</tr>
</tbody>
</table>

**TORRID LINGERIE:** Please contact your Tech Designer for specific instructions per style.

*Style selected for inspection at origin require one additional PP than what is listed above.*

### FOOTWEAR PP, AD, AND TOP SUBMIT QUANTITY CHART

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TORRID</td>
<td>FOOTWEAR</td>
<td>1 Pair</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td>EXTENDED CALF STYLE</td>
<td>1 Pair</td>
<td>8</td>
</tr>
</tbody>
</table>
FOOTWEAR AD SUBMIT QUANTITIES

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TORRID</td>
<td>FOOTWEAR</td>
<td>1 Pair</td>
<td>8</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>11</td>
</tr>
</tbody>
</table>

FOOTWEAR TOP SUBMIT QUANTITIES

<table>
<thead>
<tr>
<th>BRAND</th>
<th>CATEGORY</th>
<th>QTY (per color)</th>
<th>SIZE</th>
</tr>
</thead>
<tbody>
<tr>
<td>TORRID</td>
<td>FOOTWEAR</td>
<td>2 Pairs</td>
<td>8</td>
</tr>
<tr>
<td>TORRID</td>
<td>FOOTWEAR</td>
<td>1 Pair</td>
<td>10</td>
</tr>
<tr>
<td>TORRID</td>
<td>EXTENDED CALF STYLE</td>
<td>1 Pair</td>
<td>8</td>
</tr>
</tbody>
</table>

ADDITIONAL FOOTWEAR REQUIREMENTS - TORRID

- All footwear samples must have the below outsole sticker:

VENDOR:
STYLE #
LAST #
FACTORY:
UPPER MATERIAL:
SUPPLIER:
LINING:
SOCK:
DATE:
PP APPROVAL DEADLINE DATE:
NDC DATE:
STAGE (here you would write, development, 1st, 2nd, 3rd PP etc. or AD sample)
COLOR:

- All footwear outsoles must be made of flexible rubber.
- Flocking needs to be the minimum amount to meet customs requirements. Fully flocked outsoles will not be accepted. Molded outsoles with the flocking under the ball area is preferred. If a molded outsole is not being used, there can be no flocking at the tip of
the toe. Flocking must be started further down and can go lower into the waist if necessary. Please do not use thick, fuzzy or too slippery of flocking. Example below:

** High grade SBR must be used. Samples and production units will be checked. Below is a recommended supplier for high grade SBR

Company: 雅欣(东莞)橡胶制品有限公司 (CCR LATEX FOAM AND SBR)

Address: 东莞市沙田镇横流区可园路37号

NO.37, KE YUAN ROAD, HENG LIU AREA, SHA TIAN TOWN, DONG GUAN CITY, GUANG DONG PROVINCE, CHINA

Contact Person: Tony-15915215775

Email: buyingxy@163.com

SANDALS
• Must have one of two required footbed materials: Smooth PU or Kid PU. Footbed material is specified during the development stage based on styling.

• Footbed padding standard is 3mm high grade SBR & 3mm high grade foam (ABS).

**FLATS**

• Footbed padding standard is 4mm high grade SBR & 4mm high grade foam (ABS). Footbed needs to be wrapped with a sock overlay. Example below:
HEELS
- Footbed padding standard is 3mm high grade SBR & 3mm high grade foam (ABS)
- Heel needs to be attached with three screws.

WEDGES
- Footbed padding standard is 3mm high grade SBR & 3mm high grade foam
- Wedge needs to be attached with three screws

BOOTS
- Footbed padding standard is 4mm high grade SBR & 4mm high grade foam (ABS). If that amount doesn’t work with the last you may use 3mm high grade SBR & 3mm foam (ABS), but it needs to be communicated to the fit technician.
- Heeled boots need to be attached with three screws. Example below:
Fit Requirements for Footwear - Torrid

Below are the last measurement standards, these measurements are excluding our padding requirements. We understand that not all constructions will fall into these parameters 100% (that is why we are allotting a +/- 2mm tolerance). If you have any questions or concerns direct them to the Technical Design Team.

<table>
<thead>
<tr>
<th>Last Measurements</th>
<th>Size 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ball Girth</td>
<td>244 mm</td>
</tr>
<tr>
<td>Waist Girth</td>
<td>246 mm</td>
</tr>
<tr>
<td>Instep Girth</td>
<td>250 mm</td>
</tr>
<tr>
<td>Bottom Ball Width</td>
<td>90 mm</td>
</tr>
<tr>
<td>Bottom Length</td>
<td>260 mm</td>
</tr>
</tbody>
</table>

Fit will automatically be rejected if the measurements do not follow the standards: +/-2mm.

Fit Approval Form

A fit approval form must be sent for every PP/TOP sent. Last measurements must be provided in the approval form – fit comments will not be sent without the measurements provided in the approval form.

Example of Approval Form:
Process for Boot Approval - Torrid

Shaft circumferences must follow the below standards for boots:

<table>
<thead>
<tr>
<th>Style</th>
<th>Size 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Calf</td>
<td>18”</td>
</tr>
<tr>
<td>Extended Calf</td>
<td>20”</td>
</tr>
</tbody>
</table>

**Expectation:**

- Size 8 regular shaft PP sent with 18” circumference standard.
- Once size 8 PP is approved, please send the full size run shaft measurements for approval (measurement taken 12” up from the top of the outsole).
- If the style has an extended calf PO, size 8 extended shaft PP is sent with 20” circumference standard.
- Once size 8 extended calf PP is approved, please send the full size run shaft measurements for approval (measurement taken 12” up from the top of the outsole).
- Styles will not be approved for production until the full size run measurements are approved for both regular and extended calf.
- If you have any questions or concerns direct them to the Technical Design Team.
8. GARMENT TAGS

_Hot Topic/BoxLunch/Her Universe Process_

All fit samples must be sent with the appropriate garment tag and spec sheet. All submit samples must have the appropriate color coded garment tag completely filled out. New Vendors will be sent 50 tags of each color while you wait for receipt of your own supply.

**Expectation**

1. All applicable information is required to be filled out on tags for each submitted garment.
2. Front side of tag facing out.
3. All samples sent to Hot Topic must be accompanied by one color tag.

**Ordering Instructions:**

Hot Topic/BoxLunch/Her Universe garment tags can be ordered through Nexgen:

**US Contacts**

<table>
<thead>
<tr>
<th>Sales Team</th>
<th>Brian Yates</th>
<th><a href="mailto:brian.yates@nexgenpkg.com">brian.yates@nexgenpkg.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>CS Team</td>
<td>Mary Donohue</td>
<td><a href="mailto:mary.donohue@nexgenpkg.com">mary.donohue@nexgenpkg.com</a></td>
</tr>
</tbody>
</table>

**Hong Kong Contacts**

<table>
<thead>
<tr>
<th>Sales Team</th>
<th>Bonnie Chan</th>
<th><a href="mailto:bonnie.chan@nexgenpkg.com">bonnie.chan@nexgenpkg.com</a></th>
</tr>
</thead>
<tbody>
<tr>
<td>CS Team</td>
<td>Angela Kwok</td>
<td><a href="mailto:angela.kwok@nexgenpkg.com">angela.kwok@nexgenpkg.com</a></td>
</tr>
<tr>
<td></td>
<td>May Yip</td>
<td><a href="mailto:may.yip@nexgenpkg.com">may.yip@nexgenpkg.com</a></td>
</tr>
<tr>
<td></td>
<td>Karin Lai</td>
<td><a href="mailto:karin.lai@nexgenpkg.com">karin.lai@nexgenpkg.com</a></td>
</tr>
</tbody>
</table>

**To Counter Source Tags with Alternative Supplier**

Counter sourced tags with an alternative supplier must meet the following requirements:

2. Font and layout must match standard.
3. Color must match standard.
4. Pre-drilled hole must match standard.
5. Color cards must be approved prior to ordering bulk.
   a. For Apparel Categories, submit 2 cards of each color to the Tech Department Manager for approval
   b. For Intimates Categories, submit 2 cards of each color to the appropriate Tech contact for approval.
   c. If approved, Manager or Tech will sign each color set of tags. One will be kept at Hot Topic and one will be sent back to the Vendor.
6. Re-orders do not require re-approval.
7. All new tag suppliers require approval. Please contact **BrandLabeling@hottopic.com** for approvals.

**Sample Tags:**
Types of Hot Topic/BoxLunch/Her Universe Tags:

- Photo
- TOP
- PP
- Contractual
- Fit/Jump

Questions
Please contact the Tech Dept Manager (for Apparel) or appropriate Tech for any questions.
TORRID PROCESS

Color Representation
Please see attached images showing significance of each color.

Green = Inspection Standard Sample (For styles selected by P.D for 3rd party inspections)

Ordering Contact Information:
You can order directly from:
FedEx Office Print & Ship Center
To Counter Source Tags with Alternative Supplier

If you choose to counter source these tags please follow these steps:

1. Card stock quality & weight needs to match standard.
2. Font needs to match standard.
3. Layout needs to match standard.
4. Color needs to match standard.
5. Dimensions need to match standard

Prior to using counter sourced tags, they must be approved by Torrid. Please submit two cards of each color to your P.D. contact for approval. Counter sourced tags will be matched back to our standard. If approved, P.D. will sign each color set of tags. One will be kept at Torrid and one will be sent back to Vendor. Once you reorder, there will not be a need to resubmit once you have been approved. If there is a need to change tag supplier, please submit again for approval and let your P.D. contact know you are submitting a new supplier tag for approval. If the submitted tag is rejected, your P.D. contact will advise reason(s) why the tags were rejected.

**Standard**

25 tags of each color will be sent to you to be used as your standard and to utilize until you are able to order your own supply.

**Expectations**

- All applicable information is required to be filled out on tags for each submitted garment. A $500.00 chargeback may be issued to non-compliant Vendors.
- Sample tag placement: attach sample tag on wearer's left side through the underarm seam.
- Front side of tag facing out.
- All samples sent to Torrid must be accompanied by one of these color tags.

**Questions**

Please contact your Torrid P.D. rep for any questions.

**9. HOW TO MEASURE GUIDES**

See Technical Design FTP site for How to Measure Guides for all categories.

**10. STANDARD CONSTRUCTION DETAILS**

See FTP site for each category’s Standard Construction Manuals
11. HAND STRETCH TEST (REQUIRED FOR DENIM AND NON DENIM BOTTOMS)

All stretch fabrics vary in degree of stretch. Therefore, a hand stretch test needs to be taken on each sample sent for fit. This will determine the percent of stretch in the fabric of the sample. There needs to be consistency of +/- 10% stretch from sample to sample (i.e. fabric stretches at 30% on the first sample, the second sample must be within the +/- 10% range at 25-35% stretch).

1. Lay garment flat. Choose area on garment to mark off 10 cms (mark the lines long enough to fold fabric.)
2. Fold fabric in half to double the fabric. Have markings at the folded edge.
3. Place one hand on the beginning mark and the other hand at the finishing 10cms mark.
4. Place the folded edge of fabric at the edge of the ruler.
5. Stretch the 10cms as far as you can without distorting the fabric.

If the fabric stretches to 15cms, the stretch of the fabric is 50%. If the fabric stretches to 20cms, then the stretch of the fabric is 20%. *Each mm within the cm will be an additional percent.

Use the following as a guide:

*ALWAYS START WITH 10cm.

<table>
<thead>
<tr>
<th>Finished mark placement when stretched</th>
<th>12 CMs = 20%</th>
<th>18.5 CMs = 85%</th>
</tr>
</thead>
<tbody>
<tr>
<td>12.5 CMs = 25%</td>
<td>19 CMs = 90%</td>
<td></td>
</tr>
<tr>
<td>13 CMs = 30%</td>
<td>19.5 CMs = 95%</td>
<td></td>
</tr>
<tr>
<td>13.5 CMs = 35%</td>
<td>20 CMs = 100%</td>
<td></td>
</tr>
<tr>
<td>14 CMs = 40%</td>
<td>20.5 CMs = 105%</td>
<td></td>
</tr>
<tr>
<td>14.5 CMs = 45%</td>
<td>21 CMs = 110%</td>
<td></td>
</tr>
<tr>
<td>15 CMs = 50%</td>
<td>21.5 CMs = 115%</td>
<td></td>
</tr>
<tr>
<td>15.5 CMs = 55%</td>
<td>22 CMs = 120%</td>
<td></td>
</tr>
<tr>
<td>16 CMs = 60%</td>
<td>22.5 CMs = 125%</td>
<td></td>
</tr>
<tr>
<td>16.5 CMs = 65%</td>
<td>23 CMs = 130%</td>
<td></td>
</tr>
<tr>
<td>17 CMs = 70%</td>
<td>23.5 CMs = 135%</td>
<td></td>
</tr>
<tr>
<td>17.5 CMs = 75%</td>
<td>24 CMs = 140%</td>
<td></td>
</tr>
<tr>
<td>18 CMs = 80%</td>
<td>24.5 CMs = 145%</td>
<td></td>
</tr>
</tbody>
</table>
**Step 1.** Lay garment flat. Choose area on garment to mark off 10cms. (mark the lines long enough to fold fabric.)

![Image of a person marking a garment with a ruler and marker]

**Step 2 & 3.** Fold fabric in half to double the fabric. Have markings at the folded edge. Place one hand on the beginning mark and the other hand at the finishing 10cms mark.
Steps 4 & 5. Place the folded edge of fabric at the edge of the ruler. Stretch the 10cms as far as you can without distorting the fabric.
12. P.D. PROCESS CHARGEBACKS

Standards and requirements are necessary for the efficiency of operations and to protect the integrity of our product. Compliance to these standards and requirements is a pre-requisite to doing business with Hot Topic Inc. and/or Torrid. Chargebacks are issued when compliance is not met. Please communicate the importance of this matter with all pertinent staff members.

Chargebacks associated with Product Development and the Fit Process may be issued by the Tech Department, P.D. Department, or D.C.

For Fit Submission Process violations, the Tech Department will issue the chargeback notice, identifying it as a Torrid or Hot Topic chargeback followed by the Vendor name, P.O number and style number in the email subject heading.

- Missing/incomplete paperwork - failure to complete all indicated P.O.M’s and all other required P.D. forms. = $100 per occurrence.
- Submitting fit samples made of non-production quality fabric = $250.00 per occurrence
- Failure to submit fit or PP sample and receive approval prior to starting production = a chargeback of up to $2.00 per unit. Additional discounts may apply pending bulk quality. Order also may be subject to cancellation.
- No TOP or sample sent late = $500.00 Flat per shipment. Additional discounts may apply pending bulk quality or order may be subject to cancellation.
- Submitting false or incorrect documentation to meet approval standards (i.e. indicating fabric weight submit for approval as 130 gm/m2 when actual weight is 110 grams. The only variance allowed is the tolerance amount but you must list weight of actual submit accurately) = $100 per occurrence.
- Fit Model Time when extended sessions are due to Vendor error = 1.5 times Fit Model ate.

For a list of additional chargebacks see the chargebacks section and chargeback table in the Vendor Manual.

13. QUALITY ASSURANCE PROGRAM (TORRID P.D. APPAREL AND LICENSEE PRODUCT ONLY)

The Quality Assurance Program was initially implemented in Fall 2013 to strengthen our brand integrity, value and quality to meet and exceed the customer’s expectations of our product. The program is reviewed regularly to update and address improvement opportunities. Compliance with our Quality Assurance Program is a requirement of doing business with Hot Topic and/or Torrid.

The Quality Assurance Program encompasses:

1. Factory Audits for Supplier Qualification Program Assessment
2. Factory Audits for Workplace Compliance Assessment
3. Fabric and Garment Testing
4. Inspections at Origin

Bureau Veritas (BV) is our single nominated 3rd party supplier. Torrid’s QA Manual with information regarding the testing protocols, audit criteria, inspection parameters, and cost is available via TradeStone. For BV’s Global Contact List, please use the below link:


**FACTORY AUDITS**

Supplier Qualification Program Audit (SQP) and Workplace Compliance Audit (WCA) are mandatory for all factories. Hot Topic/Torrid will accept current WRAP certificates and consider current Social Compliance audits (conducted within the last 6 months) from an accredited third party auditor or comparable peer company. You are encouraged to consolidate your factory base to reduce costs.

**SQP - Supplier Qualification Program:** This audit encompasses process control, management systems, performance monitoring, corrective and action plans, process control from raw materials, sample preparation, pattern and marker through preproduction and production including send-outs, embellishment, wash, finishing and pressing, internal inspections, and internal audit. A SQP audit with a satisfactory score must be reviewed by Torrid prior to PO placement. Similar 3rd party quality audits which have been conducted within the last calendar year with satisfactory score can be submitted to Torrid for review and approval prior to PO placement. Subsequent SQP audits will be conducted at Torrid’s discretion.

**WCA - Workplace Compliance Audit:** This audit encompasses social compliances such as child and forced labor, discrimination, disciplinary practices, harassment and abuse, working conditions, wages and benefits, work environment, chemicals and hazardous materials, safety and management systems among others.

In lieu of WCA’s from BV, WRAP certification or other 3rd party Social Compliance Audits can be submitted to Torrid for review and acceptance. For factories producing ANY licensee products, annual WCA’s are required. More frequent WCA or comparable audits may be required to maintain production within approved factories for licensee products.

For all other Torrid/Hot Topic production, annual WCA audits are required for factories to continued production. Factories that obtain a satisfactory WCA audit score will be granted either an 18 month or two year auditing cycle.

**Important Points:**

- Please cooperate with BV in completing the audit. BV may issue chargebacks for canceled audits. Read the audit documentation carefully.
- Delaying audit or refusing audit for a facility actively producing Hot Topic/Torrid merchandise will result in a chargeback. Chargebacks will continue to be issued until factory is compliant.
- You are required to complete the Supplier Upload Sheet indicating ALL factories producing Hot Topic/Torrid Product. It is your responsibility to keep the Supplier Upload Sheet current and up to date.
**Supplier Upload Sheet**

- This form is utilized to identify factories associated with each Vendor and where our product is made. Please completely fill out the form.
- If you add additional factories after initial submission, simply add factory information and save file as Supplier Upload Sheet with your Vendor name and revised update. Example “Supplier Upload sheet ABC Company 10-15-14”.
- ALWAYS update the date each time you resend file.
- If a factory temporarily or permanently becomes inactive, do NOT remove it. Highlight the entire line of inactive factory information in GREY, move to bottom of sheet and resend with revised date.
- If a factory is reactivated, highlight factory information in YELLOW and resend with revised date.

**Fabric and Garment Testing**

Fabric and Garment Testing is to be conducted with Bureau Veritas (BV) only. Testing from Intertek, SGS, or other accredited labs will not be accepted. Fabric and garment tests are to be conducted consecutively to ensure quality at the earliest possible stage. Garment tests without previous fabric tests requires prior P.D. approval and is permitted on a limited exception basis only. Vendors must correct all testing failures or Torrid’s acceptance and approval prior to production or shipment of products.

For a complete Torrid LLC. Fabric & Product Testing Manual from BV, please work with your respective P.D. Teams and request the full requirements.

**Fabric Testing**

Fabric testing is require for ALL Torrid Apparel bulk orders 600 units and above and all test orders 500 units and above. We reserve the right to amend the unit quantity at any time.

**Denim:**

- Denim fabric testing protocols are minimal. The majority of testing protocols are conducted at garment stage.
- Multiple style numbers may be referenced to base fabric at fabric testing stage only, NOT at garment testing stage.

**Non Denim:**

- Only one style number may be referenced per fabric as unit quantities require more than one lot of fabric.

**Sweaters:**

- Testing of panels is not required. Sweaters are garment tested only.

**Prints:**

- The same fabric prints on different fabric types must be tested separately.
• Different fabric prints on the same fabric type must be tested separately. However, you can indicate multiple print patterns on one test provided you submit ALL prints for testing.
• Multiple results will be listed on the report similar to a solid fabric with multiple colorways.
• Please limit the number to a reasonable amount as test information must fit on one report. BV may issue multiple reports at their discretion as needed.

**Garment Testing**

Garment testing is required for orders 1200 units and above. We reserve the right to amend the unit quantity at any time.

Possible garment test scenarios with the assumption ALL colorways have been tested during the fabric stage:

• For 1 order of a style with 3 colorways of 1000 units each for a total of 3000 units = test one of the colorways.
• For 3 separate orders for the exact same style of 1200 units each with the same delivery date = one garment test is acceptable.
• For 3 separate orders of the exact same style of 1200 units each for different delivery periods = separate garment tests are required.

**Special Notes:**

• Garment tests without previous fabric tests are on exception basis only and require prior P.D. approval.
• Samples submitted for garment testing must be 100% indicative of production components and construction with the exception of labeling, which may not be available at this stage. Refer to the Testing Protocols for specific submission requirements.
• Submit only one garment test per style. Submitting multiple style numbers under one garment test is not acceptable.
• Information regarding testing costs and submission requirements is included in the Fabric and Garment Protocols. Please review these documents carefully.

**Testing Requisition Form (TRF)**

Please be sure to correctly and completely fill out the TRF form. The information is necessary for the proper recording, tracking, processing, and distribution to the appropriate parties. Vendors are responsible for any delays caused by improperly completed forms.

**NOTE:** Errors on the TRF form may result in an incorrect report that requires amendment. Cost to amend reports will be charged back to Vendor. Repeated errors on form will also result in a chargeback.

The TRF is divided into 3 sections

• 1st section is the company information of the applicant and billable party.
• 2nd section pertains to sample information.
• 3rd Section pertains to test(s) required

**Section 2 Special Notes:**

- P.D. Contact and email address refers to the Hot Topic/Torrid P.D. contact that you the Vendor are working. BV will forward/copy report to this contact. Do NOT leave blank.
- Vendor Name refers to “YOU” the Vendor. *Do not list Hot Topic or Torrid, the factory’s name, mill name, or name of third party applicant.* Please indicate “YOUR” Vendor name.
- Factory name is the name of the “SPECIFIC” factory intended to produce the order. *Do NOT list Vendor name in this field or leave blank.* If 3rd party such as mill is submitting form on your behalf, you are responsible to forward correct information.
- Testing is conducted according to the care instructions listed. Please indicate the same care instructions that will be sewn into garment. Do NOT leave blank.

**Section 3 Special Notes:**

- Completely fill out ALL requested information. Failure to do so may cause delays and testing errors.
- If you select package type “Garment test without previous fabric test”, include email of your approval from P.D. Failure to do so may result in delays as BV will verify if test is okay to proceed. Any resulting delays are your responsibility.
- “Other Test’ under Supplemental Packages refers to specific requests. For example, a test only for wet crocking or tensile test may be requested to address concerns or customer feedback.

**NOTE:** Please comply with all testing requirements. Failure to test will result in a chargeback equivalent to or greater than the test cost and may result in additional chargebacks and reduction or cancellation of order.

**Garment Inspections**

You are required to inspect all styles/orders selected for inspection by your P.D. contact. Torrid reserves the right to select styles with unit quantities under the listed amount at our discretion. Likewise, some styles at or over the general minimum unit amount may not be selected for inspection. Selection is based on importance of style, fit performance, Vendor or factory history, etc.

**Denim:**

Mandatory for 5000 units and above. This includes repeat orders/flow. Orders of lesser quantity may be selected at discretion of P.D. at any time.

**Non Denim Categories:**

General minimum unit quantity 3000 units. Orders of lesser quantity may be selected at discretion of P.D. at any time.

**Important Points:**
• Garment Inspections will be conducted on a 4.0 AQL. Defect Standard is 0 critical, 2.5 major and 4.0 minor. General Inspection Level 2.

• A list of styles selected for inspection will be sent to you and copied to BV via e-mail. You must coordinate directly with BV to schedule the inspection when goods are 100% complete and 80% packed. A charge will be incurred when BV Inspectors are present at the factory regardless if goods are ready or not. Please coordinate scheduling carefully.

• Styles selected for inspection will require an additional PP sample to be used as the “Inspection Standard Sample.” PP must be 100% accurate and reflective of your intent for production. If the PP is approved the appropriate garment tag will be attached. PP will be permanently marked as “Inspection Standard” with approval signature, the date then photographed and returned to you.

• The sample must be readily available to BV inspectors upon arrival for inspection with specs attached and complete tech-pack available upon request.

• BV does not have the authority to authorize you to ship goods or not. All inspection reports will be forwarded to the appropriate Hot Topic/ Torrid “Quality Assurance” contact. Goods cannot be shipped without final approval.

• If shipment fails an inspection due to measurements & workmanship, garments will be sealed by inspectors and sent back to “Quality Assurance” ASAP. “Quality Assurance” will then review & will advise how to proceed.

**Testing Protocols**

• Woven: Protocol# HT-001-US
• Knit: Protocol# HT-002-US
• Sweater: Protocol# HT-003-US
• Denim: Protocol# HT-004-US
• Intimates:
14. After Shipment Quality Issues

**Torrid DC Inspections**

Upon receipt, Torrid’s DC conducts internal audits on our products. If Torrid finds quality issues that do not meet our expectations, the internal Torrid P.D. Tech, QA, and Merchant Teams will meet and determine next steps. All costs incurred to conduct below will be chargebacks to the Vendor. They will include all but not limited to:

- Review TOP approval sample and history
- Review testing reports
- Review inspection reports

### CATEGORY | PROTOCOL #
--- | ---
SLEEP | HT-002-US
HOSIERY/TIGHTS/ SOCKS | HT-002-US
SHAPEWEAR | HT-002-US
BUSTIER (KNIT) | HT-002-US
BUSTIER (WOVEN) | HT-001-US
CORSET (KNIT) | HT-002-US
CORSET (WOVEN) | HT-001-US
CHEMISE | HT-002-US
BABY DOLL | HT-002-US
BRALETTE | HT-002-US
BANDEAU | HT-002-US
ROBES (KNIT) | HT-002-US
ROBES (WOVEN) | HT-001-US
SWIM | HT-002-US
PANTIES | HT-002-US
BRAS (KNIT) | HT-002-US
BRAS (WOVEN) | HT-001-US

**RED** requires supplemental pad testing.
• Conduct further quality audits
• Contract 3rd party 100% inspection
• Contract 3rd party repairs to Torrid’s approval
• Return to Vendor

**Note**
• For additional information regarding Consumer Product Safety and S.O.C requirements refer to the Hot Topic or Torrid Vendor Manual found in TPM.
• Additional information regarding Disney Licensee Product furnished upon request.

### 15. Key Contacts

For additional questions regarding:

- TradeStone Support: Contact TradestoneSupport@hottopic.com
- Hot Topic and Torrid Apparel Sample Submit Requirements, Fit Process and Technical Design contact: ApparelTechnicalDesign@torrid.com
- Hot Topic and Torrid Component and Process Requirements: Contact the respective P.D. Contact
- Hot Topic & Torrid Intimates Sample Submit Requirements, Fit Process and Technical Design contact: IntimatesTechnicalDesign@torrid.com
- Intimates Component and Process Requirements: IntimatesTechnicalDesign@torrid.com
- Quality Assurance Program: QualityAssurance@torrid.com
- Bureau Veritas: See the Global Contact list (Page 28)