

clas ohlson

Clas Ohlson is a retail trading company with retail sales in Sweden, Norway, Finland and the UK.

Our main office and distribution centre is located in Insjön, Sweden.

We collaborate with a vast number of suppliers mainly in Europe and Asia.

In order for our operation to work in a smooth and cost effective manner, it is important for our suppliers to follow our supply and packaging guidelines described in our supplier's manual.

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Supplier's manual ASIA

version 5.0 2013-12-03

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1.1 Purchase Order

For every order we send, we also send a purchase order.

The purchase order includes:

- Clas Ohlson AB order number
- Clas Ohlson AB article number
- Description
- Price
- Amount
- Shipping date
- Payment terms
- Delivery terms
- Method of transport
- Number of multipacks/stock packs/pallets
- Possible product specific requirements
- Clas Ohlson AB's general requirements

Contact person: Manager Purchasing Administration

1.2 Order confirmation

An order confirmation is attached to every purchase order. This should be completed and returned to your contact person at Clas Ohlson AB within seven days.

If there are any changes on the purchase order they should be clearly marked in the order confirmation.

The delivery date should always be included.

Contact person: Manager Purchasing Administration

1.3 Invoicing

The invoice will contain the following information:

- Supplier's name, address and contact person
- Buyer's name, address and contact person
- Invoice date
- Unique invoice number
- Carton quantity and type of package, gross weight, and how the package is marked
- Clas Ohlson item number and order number
- Item description/ Description of goods
- Quantity pcs
- Unit price
- Total amount mentioned in letters
- Delivery terms - port of loading must be mentioned, NOT just China
- Payment term (If L/C at sight; partial shipment allowed or not allowed)
- Country of origin for all items
- Possible discount and kind of discount
- Advising bank and SWIFT-code
- Beneficiary name and address
- Beneficiary account number
- Delivery date

- If goods is sent F.O.C (free of charge) you need to state on the invoice; No charge. Value for customs purposes only. For each item you need to state unit price, even if it's free of charge.

If the delivered number of items deviates from the order, the invoice shall state the number of items in arrears or considered as part of a final delivery. According bank charges, Clas Ohlson AB will only bear the costs from the local Swedish bank and not from the seller's bank when transferring money.

Invoicing options

Original documents; invoice packing list, bill of lading (GSP)

Should be sent to:

Invoice address

Clas Ohlson AB

Import dept. (Att. Maria Ax)

S-793 85 Insjön

import@clasohlson.se

Contact person: Manager Purchasing Administration

1.4 Payment Terms

Payment terms are 60 days after shipment date.

Contact person: Purchasing Director

1.5 CSR information

Clas Ohlson has a Code of Conduct which specifies the demands we place on ourselves, our suppliers and contractors regarding working conditions and terms of employment.

Clas Ohlson's suppliers must respect the principles laid out in Clas Ohlson's Code of Conduct and act in accordance with them.

Before Clas Ohlson can purchase products or services from a supplier, the supplier must read the Code of Conduct and sign a declaration stating that the supplier will fulfil the demands in the Code of Conduct.

If the supplier employs a manufacturer for the production of products/services which Clas Ohlson purchases:

- the supplier must, if requested by Clas Ohlson, divulge which manufacturer is employed
- the supplier is responsible for ensuring that the manufacturer also complies with the Code of Conduct

If a supplier does not sign the Code of Conduct, Clas Ohlson will not purchase products or services from the supplier.

Contact person: Responsible Product Manager

2.1 Shipping

Every delivery must be accompanied with a bill of lading or an airway bill. The bill of lading must contain:

- Bill of lading number for the current delivery
- Container number
- Seal number
- Shipping date
- Supplier's name and address
- CO order no.
- Contact person at Clas Ohlson AB
- Number of products listed in pieces, metres, etc.
- Gross weight delivered
- Number of packages

When shipping FOB (free on board), the delivery must be according to the purchase order using the indicated forwarder and as per the routing instruction.

Dangerous goods should be clearly marked on the shipping label according to section 5.3.

Contact person: Manager – Import department

2.2 Delivery Documents

Every delivery is accompanied by a packing list. The packing list must contain:

- Supplier's name, address and contact person
- Buyer's name, address and contact person
- Invoice/packinglist date
- Unique invoice number/packing list number (Packing list number should be the same as the invoice number).
- Container number + seal number
- Type of container ,20GP,40GP,40HC
- Specification of what's in each container; Clas Ohlson order number, item number and item description.
- Item quantity/ number of pcs and net weight + gross weight per each item.
- Carton quantity and type of package, gross weight, volume and how the package is marked
- Cargo carrier info (cardboard pallet etc.)

Contact person: Manager Goods Reception

2.3 Restrictions for Shipping Containers

Clas Ohlson AB does not approve of containers delivered to us which have been processed with toxic substances to prevent mould, fungus or insects.

Fumigation of cargo containers

Clas Ohlson forbids the fumigation of cargo containers for the control of insect pests. When transporting high risk materials, cockroach traps shall be placed inside the doors of the containers.

- Wood (susceptible to infestation if the product has not been heat treated or processed)
- Natural fabrics, e.g. cotton, linen, wool (likely to harbour/feed insects)
- Other natural materials e.g. pig bristles, horse hair, jute (likely to harbour/feed insects).

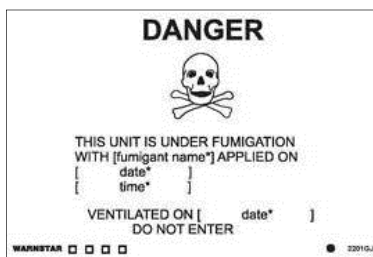
If the supplier advocates fumigation nevertheless, the matter must be discussed with Clas Ohlson's Chemical Safety Coordinator or contact person in the purchasing department. In such cases that fumigation has been deemed necessary and has been approved, the gas used must be Sulphuryl fluoride (Vikane/Profume), CAS 2699-79-8. The fumigation process shall be performed on site by the shipper (20-24 hours). After fumigation the container must be ventilated until the fumigant can no longer be detected before the container is sealed.

If a container has been fumigated all certification and details pertaining to the fumigation must be sent to Clas Ohlson along with the other shipping documentation. Fumigation documentation must contain:

- Name of fumigant
- Date of fumigation
- Duration of fumigation
- Temperature during fumigation
- Dosage concentration
- Amount of fumigant in container after half of the fumigation period
- Container number
- Article number

The container must be shipped within 21 days of fumigation.

Figure 2.3



Example of labelling.

Marking and labelling of fumigated shipping containers

If fumigation has been agreed for a shipping container, restrictions for transport of dangerous goods according to valid version of ADR and IMDG-code shall apply (see chapter 5.5).

- Only cargo transport units that guarantee a minimum of gas escape shall be used.
- Warning mark according to 5.5.2.3.2 shall be affixed at each access point, where it will be easily seen by person opening or entering the cargo transport unit. Marking shall remain on the cargo transport unit until it has been unloaded.
- Marking shall be at least 300 x 250 mm. Black letters to white paper. Letters shall be at least 25mm of height.
- On the marking, fumigant, date and time for fumigation, and date for ventilation shall be stated.

Contact person: Chemical Coordinator/Dangerous Goods Safety Advisor

2.4 Desiccants for humidity protection during shipment

Clas Ohlson cooperates with the Swedish Company Absortech (www.absortech.com) to protect cargo from problems caused by moist, such as corrosion and mould, during transport.



When to use desiccant

For a product with the statement "Use moist absorber in container" on the order, the container shall be prepared with desiccants. Choose one type of the below, depending on how your container is packed.

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Name	Picture	TEU	FEU	Comment
Absorgel hanging		6	10	Use when container is loaded all the way up to the ceiling.
Absorgel blanket		3	5	Use when there is space between cargo and ceiling.

Preparation of container

Apply the desiccants as the picture above.

IMPORTANT: The ventilation holes in the container MUST BE SEALED WITH TAPE when using desiccant, if the ventilation wholes cannot be shut tightly. If the ventilation holes are not sealed, the moist absorber has no function since new moist enters the container during the whole voyage.

How to get the desiccants

To get these products, use order form provided by your contact person at Clas Ohlson. Send it to nicole@absortech.com. She will send products to the address you provide, please refer to Clas Ohlson when you send you order. Invoice will be sent directly to Clas Ohlson.

Contact person: Chemical Coordinator/Dangerous Goods Safety Advisor

2.5 Flow of goods

Products are handled differently from warehouse to store delivery depending on the items sale frequency and volume. The products should be packed according to the guidelines 3.1 - 3.3 for optimal effectiveness.

2.6 Package Labelling

Every individual package delivered to Clas Ohlson AB should be clearly marked with the following information:

- Clas Ohlson AB
- Clas Ohlson AB order number
- Clas Ohlson AB product number
 - If a Clas Ohlson AB product number begins with the number 18, the entire article number should be coloured red.
- Approved weight symbol, see point 2.5
- Number of products
- Quantity in "Multipacks" / Inner box and in "Stock pack" / Outer box
- Dangerous goods shall be clearly labeled in accordance with the latest version of ADR/ADR-S and IMDG code. Both the Inner box and the Outer box must be labeled.
- Packages containing glass/porcelain must be clearly labeled.

No barcodes of type EAN-13 are allowed on the package.

Contact person: Manager Goods Reception

2.7 Cargo carrier info

In order to make the transportation of goods as efficient and environmentally-friendly as possible you can use cardboard pallets or slip sheets when packing containers. These two have a number of advantages, such as quicker unloading, better for the environment and better recycling. If you need more information, contact Clas Ohlson.

Contact person: Manager Goods Reception

3.1 Sales pack

A sales pack is packaging that is consumer ready, see appendix 7.1.

Sales packs should meet the following requirements:

- Be well sealed in an appealing sellable design
- Well protected
- Prepared for rack hanging
- Clearly marked with name, quantity and CO art.no.
- Labelled with an approved barcode, see section 3.4
- Batch number

Important instructions/warnings should be written in Swedish, Norwegian, Finnish, and English.

Inform your contact person at Clas Ohlson AB immediately if there are changes made to the sales packaging or if the product has been discontinued.

3.2 Multipack / Inner box

A multipack is a stock handling unit. It consists of a certain number of sales packages of the same article. The correct number of sales packs per multipack is determined with respect to store deliveries and the replenishment of our manual warehouse, see appendix 7.1.

The suitable number of sales packs per multipack can be obtained from your contact person at Clas Ohlson AB.

Inform your contact person at Clas Ohlson AB immediately if any changes are to be made to a multipack.

If the product is classified as dangerous goods, the multipack must fulfil packaging and labelling requirements according to current versions of the ADR/ADR-S and IMDG codes.

3.3 Stock pack / Outer box

Stock pack is a stock handling unit. It contains a certain quantity of both sales packs and multipacks. These should be formed so that they are stackable and the pallet is used to its maximum efficiency, see appendix 7.1.

Every stock pack should be marked with the following information:

- CO art.no.
- CO order no.
- Total product quantity
- Approved weight symbol
- If the product is classified as dangerous goods, the multipack must fulfil packaging and labelling requirements according to current versions of the ADR/ADR-S and IMDG codes.

Inform your contact person at Clas Ohlson AB immediately if any changes are to be made to a stock pack.

3.4 Packaging Material

The material used for the packaging of goods must be of such quality that the products are not damaged during transportation, handling or storage. The packages must be able to be stacked on top of one another

(max pallet height 160 cm).

The packages must be sealed so that they do not open or collapse when handled.

Any unnecessary extra or double packaging such as plastic tape and straps on outer boxes or plastic bags and blocking/filling paper round the inner sales packs must be avoided.

The size of the packaging should be proportionate to the size of the contents wherever possible, to minimize waste and save space.

The packaging materials which are approved at the present time are:

- Strapping made of polypropylene (PP)
- Adhesive tape made of polypropylene (PP) without further reinforcement
- Boxes made of corrugated fibreboard without further reinforcement
- Clear and transparent plastic film/wrap made of low-density polyethylene (LDPE)
- The blocking and filling inside the package must be of cardboard, paper or white polystyrene (PS) foam

We expect that all the packaging used to send goods to us is designed to be as cost-effective as possible with regards to the size and material used and also that you, as a supplier, do your utmost to keep our transportation and handling cost as well as environmental impact to a minimum.

3.5 Barcode

We recommend using EAN 13. These barcodes are compatible with our system:

- EAN 13
- EAN 8
- UPC-A
- UPC-E

The quality of the barcode should be up to the Overall Symbol Grade B according to the ISO-standard 15416.

Each barcode is checked for readability during receiving. Each barcode that does not meet the required standard is re-marked. This cost will be debited according to the Cost Table. See section 4.1.

Contact person: Manager - Technical & Quality

3.6 Instruction manual

Instruction manuals in Swedish, Norwegian, Finnish and English shall be included with or printed on each sales pack.

Contact person: Manager - Product Information

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Debiting

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4.1 Debiting for incorrect delivery/packaging

In every case where the products delivered to Clas Ohlson AB do not meet the standards reached in our agreement with you, will all such costs be debit to your account for each such an occurrence.

Debiting occurs accordingly:

- SEK 3000 basic fee
- SEK 500/hr for internal administration process

Contact person: Manager Purchasing Administration

5.1 Necessary Item Information

In order to simplify handling of those articles delivered to Clas Ohlson AB will we kindly request that you fill in the Necessary Item Information form when asked to do so, this before order is placed. See appendix 7.2.

Contact person: Manager – Technical & Quality

5.2 Product safety

The basic requirements for all products delivered to Clas Ohlson AB are that they meet all related EU directives and the 2001/95/EC general product safety directive.

The requirements in these directives vary according the type of product. We assume that you as supplier have the requisite knowledge regarding which requirements pertain to the respective product you deliver to us.

We expect that you can supply us with a declaration of conformity (DoC) to any such directives for the relevant product with three days notice.

Contact person: Manager – Technical & Quality

5.3 Dangerous goods

If the product is classified as dangerous goods, information should be given to the contact person at Clas Ohlson along with other information regarding the product.

Dangerous goods should be packed and labelled according to current versions of the ADR/ADR-S and IMDG codes. Both multipack, stock pack, and in some cases sales pack should be available to ship individually. Questions regarding this should be directed to Clas Ohlson´s Dangerous Goods Safety Advisor.

Contact person: Chemical Coordinator/Dangerous Goods Safety Advisor

5.4 Safety data sheets

Safety data sheets compiled according to regulation EC1907/2006 REACH, Annex II, must be sent as a PDF file to your contact person at Clas Ohlson. The safety data sheet shall be translated to Swedish, Norwegian, Finnish and English

When a safety data sheet has been updated, a new version must be sent to Clas Ohlson at once. The safety data sheets should be no more than three years old and should be updated every three years.

Contact person: Chemical Coordinator/Dangerous Goods Safety Advisor

5.5 Environment and Health

Clas Ohlson cares about the environment and health. We are working continuously with the mapping of chemical substances in products and the phasing out of dangerous chemicals. To gather information about chemical content in our products and make sure that the products comply with relevant legislation, we use declaration documents to be signed by the supplier.

REACH_declaration is to state compliance with the REACH legislation. It also contains Clas Ohlson requirements about PAH and phthalates in material with skin contact during use. The declaration is to be signed for all articles.

RoHS_declaration certifies compliance with the RoHS legislation, which regulate the content of certain hazardous substances in electrical and electronic products. The declaration is to be signed for all electrical and electronic products.

Toys_declaration covers the Toy Safety Directives requirements about physical and chemical safety assessment for toys. The declaration is also an EC declaration of conformity according to annex III, EC/2009/48. The declaration apply to toys.

Food_declaration is an assurance of about conformity with the EU-legislation covering material and products intended for food contact. The document apply to food contact products.

Textile_leather_declaration is to inform about the content of certain chemical substances that can occur in textile and leather products, and which are not regulated by legislation. Clas Ohlson complies with the requirements of the Textile Importers. The declaration applies to all products made of textile or leather.

We assume that you, the supplier, know about and comply with the European legislation about chemical content in products, and that you adapt to new requirements without our reminder. Beside legislations mentioned in the documents, the product shall also comply with other relevant legislations. The declarations relevant to your product will be sent to you by our purchase department. They must be signed and returned before orders for the product can be made.

More information about our product requirements is to be found at <http://om.clasohlson.com/en/Supplier/>

Contact person: Chemical Coordinator/Dangerous Goods Safety Advisor

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Returns

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6.1 Returns/Complaints

Returns/complaints shall be dealt with in cooperation between the contact person at Clas Ohlson AB and the supplier.

Contact person: Manager Purchasing Administration

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Special instruction for Agents

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7.1 Shipment and invoice documents

To have an approved handling for customs purpose Agents outside EU must notify shipments of goods to Clas Ohlson (CO) so CO can register the shipments in their IT-system before they arrive to the Swedish border (EU border). This registration will be handled by COs' Shanghai office. Agents need therefore to send copies of documents both to CO Sweden and to CO Shanghai.

Copies of documents; Invoice, packing list, bill of lading,(GSP) should be sent by mail to:

import@clasohlson.se and Logistic-asian@clasohlson.com

Contact person: Manager Import department

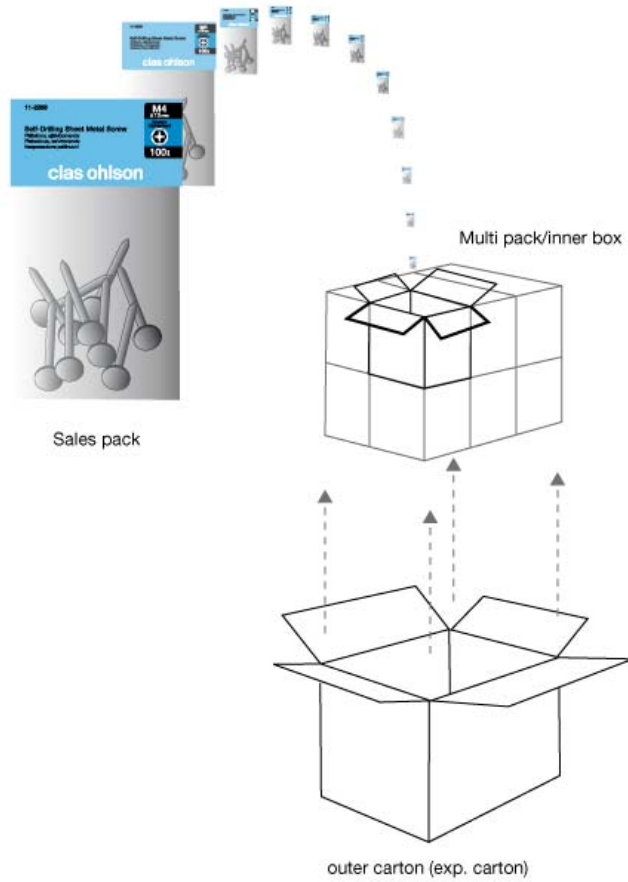
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8.1 Packaging

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NECESSARY ITEM INFORMATION

BASIC INFORMATION

CO item No.			Your item No.		
Description			Custom TARIC No. ¹		
Supplier			Price excluding tax		
Manufacturer ²	Address			Telephone	
Country of origin					

REGISTRATION INFORMATION

Size on sales pack (mm)	Length		Width		Height	
Weight (g)	Incl. packaging		Excl. packaging			
Quantity of sales pack / package ³	MP		LP		Pallet	

PRODUCT/PACKAGING INFORMATION

Trademark ⁴					
Packaging	Type ⁵	Select packaging type, click here >>	Language	<input type="checkbox"/> Sv <input type="checkbox"/> No <input type="checkbox"/> Fi <input type="checkbox"/> Eng	
	Other type of packaging				
Instruction Manual ⁶	<input type="checkbox"/> Yes <input type="checkbox"/> No		Language	<input type="checkbox"/> Sv <input type="checkbox"/> No <input type="checkbox"/> Fi <input type="checkbox"/> Eng	
EAN Barcode	No.				
Material Safety Data Sheet ⁷	<input type="checkbox"/> Yes <input type="checkbox"/> No	UN-No./Hazardous goods ⁸			
Batteries included	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Yes, continue below...			
Quantity	Type	Select battery type, click here >>	Weight / battery (g)		
			Size	Select battery size, click here >>	

Please complete the form with the requested information, email it back to your contact person at our Purchasing Department. The file name of this document should be our item number (e.g. 38-1531.doc).

For more information please read the supplier instruction manual.

¹ Ten digit item code for customs and statistics registration.

² Manufacturer's name and address.

³ Quantity of sales pack per MP (multi pack/inner box) and LP (supplier pack/export box).

⁴ Any trademark that can be connected to the product?

⁵ To select packaging type click to choose suitable alternative from list. Packaging types: print on product, label, hang tag, header label, plastic packaging, half blister, double blister, cardboard tube, carton, window carton, export carton or back card.

⁶ Does the product require a user manual? Check language on possible existing manual.

⁷ Does the product require a 16 point material safety data sheet? If required, the product need required in Swedish, Norwegian, Finnish and English.

⁸ If the product is classified as hazardous goods should a UN number be stated.

Address	Telefon	Telefax	Bank	Bankgiro	Postgiro	Organisationsnummer	Momsregnr
Address	Telephone	Fax	Bankers	Bank transfer service	Postal account	Organization registration number	VAT no
Clas Ohlson AB (publ)			Svenska			556035-8672	SE556035867201
S-792 85 Insjön	+ 46 247 44400	+ 46 247 44425	Handelsbanken	795-9752	9257-7	E-mail: order@clasohlson.se	Systems site / Seat of the Board: Leksand
Sweden							