

# SHOES PACKAGING GUIDELINES

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Ross Stores, Inc.

Last Amended: September 2024



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## 1.0 INTRODUCTION

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### **1.1 Objective**

Below are the requirements to support optimum flow of goods at Ross Stores, Inc. for Shoes merchandise. If any of the requirements listed cannot be met, please contact your merchant for direction.

The guidelines in this document describe the minimum packaging protocols for Shoes only acceptable by Ross Stores, Inc., which includes **Ross Dress for Less** and **dd's DISCOUNTS**. This guide should supersede any other information found in other guides for Shoes products only. If Standard is not listed below for Shoes, please follow general guideline listed in the [General Vendor Shipping Guide](#). The objective is to ensure the vendor's product arrives to the distribution centers and stores undamaged.

### **1.2 Instructions for Ross Partners Website Use**

Any questions regarding this document, please contact [ProductTechnicalServices@ros.com](mailto:ProductTechnicalServices@ros.com).

For additional Ross guidelines and documentation, please refer to the [Ross Partners Website](#).

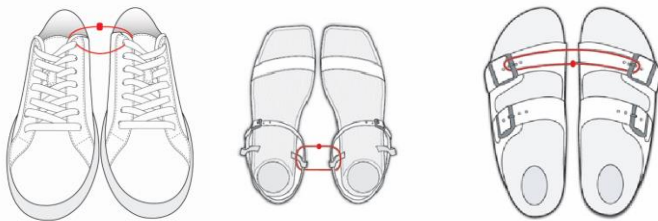
## 2.0 PACKAGING REQUIREMENTS

### 2.1 Carton Packing Standards

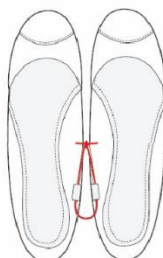
- Items should fit comfortably inside master carton
- Do not pack multiple skus in the same carton
- Do not over-fill or under-fill the master carton
  - If master carton must be under-filled for shipping/packing reason, must mark carton (i.e. “partial” or “empty”)
- Consistent packing of either Musical or Bulk Pack cartons:
  - Musical Packs (Store Ready packs): as directed by merchant, otherwise:
    - No less than 4 sizes
    - No more than 12 pairs
  - Bulk Packs: Pack by same style and one size with consistent counts per carton

### 2.2 Attaching Shoe Pair Procedures

- All shoe pairs are to be attached together using an elastic loop:
  - Color of elastic loop: as directed by merchant, otherwise use:
    - Black elastic loop for color shoes
    - White elastic loop for white and light color shoes
  - Loops should be between 8” and 10” long.
- Shoes with lace eyelets, straps or zippers:
  - Loop is to be run through both shoes and secured.



- Shoes without lace eyelets, straps or zippers:
  - A soft tab must be inserted into the insole of both shoes.
  - Soft tab material must match shoe lining.
  - Tabs should be between ¼ and ¾ inch in width and 1 ½ to 3 inches in length with the hold spaced inwardly about ½ to ¼ inch from the end.



## **2.3 Protective Packaging Standards**

### *2.3a Shoe Stuffing Standards*

- Vendor must stuff shoes properly to maintain shoe shape.
- Materials to be used is at vendor discretion.
- To reduce littering on store floor, whenever possible avoid small pieces of stuffing.

### *2.3b Shoe Box Packing Standards*

- Pack shoe boxes neatly in master carton

### *2.3c Egg Crate Standards (Vendor must have merchant pre-approval)*

- Egg crate to be assembled in full grid
- One pair of shoes per grid section
- Each pair of shoes are in polybag (see polybag standards below)

### *2.3d Polybag Shoe Standards (Vendor must have merchant pre-approval)*

- Polybags must be shipped in packed egg crate (see photo below)
- Size and Style is required on polybag
- 14 font print or larger is preferable
- Polybags must be sealed. Ross does not have sealing type requirements; vendor may use their discretion
- If using UPC label, location can be at vendor discretion. Right bottom corner of polybag is preferred



PHOTO: POLYBAG



PHOTO: MASTER CARTON PACKED WITH SHOE BOXES



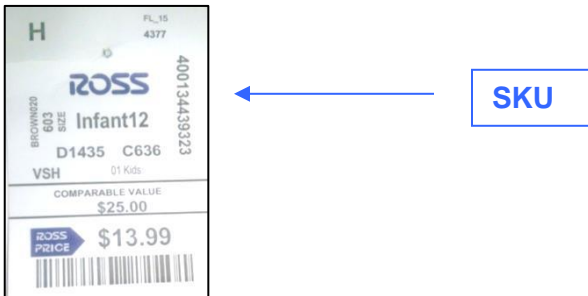
PHOTO: MASTER CARTON PACKED EGG CRATE

## 3.0 TICKETING REQUIREMENTS

### 3.1 Shoe Ticket Types

Order tickets and size pucks from Fineline

- Ready-to-Wear (hard, hanging) tickets – attached to shoe using a 5” loop fastener



- Sticky alpha tickets



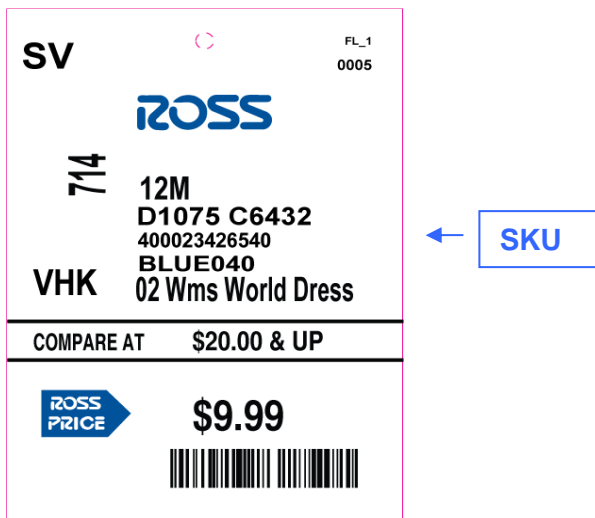
- Sticky numeric tickets



- Sticky tickets – ticket adheres directly to shoe



- Luggage (large, hard, hanging) tickets
  - Attached to shoe using a 5” loop fastener – Ladies Boots ONLY



Please refer to [Fineline](#) for details on ticketing requirements (e.g., general requirements, vendor pre-ticket supplies).

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## 4.0 ROSS PRODUCT MARKING REQUIREMENTS (MAKE UP/UPFRONT ORDERS ONLY)

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### **4.1 General Requirements**

Marking of imported shoes must meet all legal requirements established by U.S. Customs and Border Protection (Customs), the Federal Trade Commission (FTC) and the Consumer Product Safety Commission (CPSC). All imported goods must include a commercial label that is placed in a conspicuous location on the product. Customs and the FTC require that labels be legible (clear enough to be read easily by a person of normal vision without strain) and will stay legible until the final purchase of the product. Imported footwear must be labeled on both the left and right shoe in a pair.

Ross Stores, Inc. requires all Pre-Production Samples (Confirmation Samples) and Top of Production samples marking to exactly match production.

*Failure to include the required information on confirmation samples and TOP's may result in additional sample requests and expense and delay to the vendor*

You are responsible to comply with any changes or updates to the law.

The following information provides all labeling requirements:

### **4.2 Country of Origin**

- Customs requires that every article of foreign origin that is to be imported into the U.S. include a marking indicating the Country of Origin of the good.

### **4.3 Size Requirements**

- Ross Stores, Inc. requires that the shoe size be marked on the product:
  - Numerical Sizes must be indicated numerically; half sizes using ½, example: 8 ½
  - Alpha Sizes must include both the ALPHA size, and also the Numerical Size Range inside of parenthesis wherever possible.
    - Examples S(5-6), M (7-8), L(9-10).
    - A short line should be placed under sizes 6 and 9.
  - Widths should be indicated for all numerically sized footwear as follows:
    - M or MED for medium widths. Examples: 8 M or 8 MED
    - W or WIDE for all wide widths. Examples: 9 W or 9 WIDE

### **4.4 Material Content**

- Ross Stores, Inc. requires that the material content be disclosed to avoid any suggestion of deception to the consumer. Four parts of the footwear should be disclosed in the following order:
  - Upper
  - Lining
  - Sock Lining
  - Outersole

- **UPPER** - footwear uppers that are constructed of multiple materials, should be marked with the percentage of material content by predominate materials followed by each additional material in descending order.

Example: If the upper is made of 55% leather, 30 % man made & 15 % textile, the commercial marking would read - Upper: Leather / Man Made / Textile (Examples of exclusions: ornamentation, closures, hardware, zippers, laces, embroidery, labels, strap tabs and goring)

- Fabric/Textile Upper: Ross Stores, Inc. requests marking disclosure identifying “fabric” or “textile” - not as man-made materials. Special legal requirements exist for wool and Fur/Faux Fur:
- FTC’s Wool Products Labeling Act (<http://www.ftc.gov/os/statutes/textile/woolact.shtm>)
  - This act legally requires the disclosure of any amount of wool. Identification of a blend of fibers 5% or more must be disclosed by a common generic fiber name, including percentages of each fiber, listing the principle fiber first. The use of specialty fibers (i.e. Alpaca, Camel Hair, Llama, etc.) and/or use of term “mohair” or “cashmere” in lieu of the word ‘wool’, is acceptable providing the percentage of each specialty fiber name and/or mohair or cashmere is given. Also, the terms “new” or “virgin” or “recycled” should be used as an accurate descriptive of a wool product.
  - Example: Upper 56% Polyester, 24% Cotton, 20% Recycled Wool. This information must be part of the commercial label, not on a hangtag affixed to the imported product.
- FTC’s Fur Products Labeling Act (<http://www.ftc.gov/os/statutes/textile/furact.shtm>)
  - This act legally requires the name(s) of the animal(s) that produced the fur. Disclosure is required if it contains any used fur, bleached, dyed or artificially colored fur and/or paws, tails, bellies, or waste fur. It also requires the name or other identification and registered by the FTC of one or more persons who manufacture the fur product; along with the name of the country of origin of any imported fur used in the fur product. If imported product contains a **man-made or artificial ‘faux’ fur**, product marking should indicate ‘faux fur’ and what part(s) are man-made or artificial fur.
  - Example: Upper: Textile w/ 100% Acrylic faux fur trim
- Leather and/or Rubber/Plastic Upper: footwear uppers constructed of Leather and/or Rubber/Plastic should be marked in compliance with the FTC’s Guides for Select Leather and Imitation Leather Products to avoid deception of the consumer
  - (<https://www.ftc.gov/enforcement/rules/rulemaking-regulatory-reform-proceedings/leather-guides>).
  - All Rubber/Plastic products should be disclosed as “man-made material”
  - Ross Stores, Inc. prefers that ‘genuine’ leather content be disclosed if imported product contains ‘genuine’ leather
- **LINING** - Ross Stores, Inc. requests the disclosure of all types of materials used in the lining (fabric/textile, leather, and/or man-made materials). Linings of multiple materials must be disclosed by percentage of predominant material followed by each additional material in descending order.
  - Example: If the lining is made of 60% man-made (quarters) & 40% textile (vamp), the commercial marking would read – Lining Content: Man Made / Textile
  - Example: If the lining is faux fur, the commercial marking would read - Lining: 100% Acrylic Faux Fur
- **SOCK LINING** - Ross Stores, Inc. requires the disclosure of all materials used in the sock lining (fabric/textile, leather, and/or man-made materials). Sock Linings of multiple materials must be disclosed by percentage of predominate material, followed by each additional material in descending order.
  - Example: If the sock lining is made of 80% textile (heel to ball) & 20% man-made (ball to toe), the commercial marking would read – Sock Lining Content: Textile / Man-Made



- **OUTERSOLE** - Ross Stores, Inc. requires disclosure of all materials used in the construction of the outersole (fabric/textile, leather, and/or man-made materials).
  - Outersoles constructed of multiple materials must be disclosed by predominate materials of the external surface area\* of the outersole (\* that comes in contact with the ground surface) first, followed by each additional material in descending order.
    - Example: If the wear surface of a TPR outsole is textile flocked, the commercial marking would read – Outsole Content: Textile / Man Made
  - Outersoles constructed of leather or composition leather follow the same marking rules as the upper. Please see the leather marking requirements above.

NOTE: If all 4 parts of the footwear (upper, lining, socklining, & outersole) are wholly the same type of material (i.e. all parts top grain or split leather – or – all parts are PVC or Rubber/Plastic) it's OK to disclose as "All Leather" – or "All Man Made Materials" instead of listing material content for each part.

## 4.5 Consumer Product Safety Commission (CPSC)

In order to ensure compliance with the CPSC's Consumer Product Safety Improvement Act (CPSIA) requirements, Ross Stores, Inc. requires that the Style Name or Style number, the factory name or number and the Production Date (Month/Year) are included as part of the commercial markings **for Children's Footwear**.

One example of this label follows:

Girls 13 MED Made in China Upper: Man Made Lining: Man Made Socklining: Textile Outersole: Man Made SN# 73447 F# 96201      09/09
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**Note:** If the commercial labeling needs to be split due to space constraints, the CPSIA content must stay together. The above highlighted content is specific to CPSIA. The factory and product date can be printed next to each other, on the same line.

## 4.6 Label Type And Location Preferences

Customs requires size and clarity of print to be **legible** – "easy to read by a person of normal vision without strain". Color of the ink must contrast against the color of what it's printed on and/or background of what it's being adhered to (i.e., outsole) when a clear plastic adhesive sticker is used. If the bottom of the outsole has a lot of design work on it, a clear plastic adhesive sticker should **not** be used because of non-legibility issues.

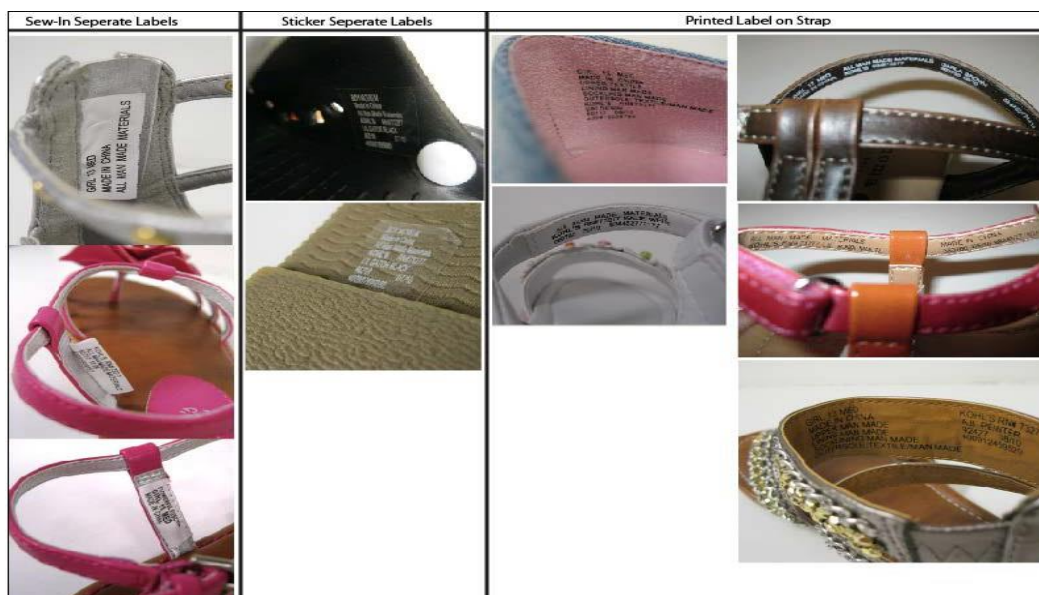
- Direct Print (ink color must contrast with background color)
  - on back of vamp/tongue or vamp/tongue lining
  - on outside quarter or outside quarter lining
  - on counter lining, at outside quarter (do not print at center of counter lining, it gets distorted in lasting)
  - on back of strap(s) or strap lining(s)
- Woven/Printed Label stitched down on all 4 sides (ink color must contrast with label background color)
  - vamp/tongue lining
  - outside quarter lining

- strap lining
- Woven/Printed, Folded Loop Label stitched across the top (ink color must contrast with label background color)
  - below vamp opening
  - outside quarter or outside quarter lining, below topline, or boot shaft opening
  - top edge of strap or strap lining
- Woven/Printed with strong adhesive back (ink color must contrast with label background color)
  - back of vamp/tongue
  - back of strap
- Plastic/Printed with strong adhesive back, adhesive must be compatible with outsole material (clear plastic label & ink color must contrast with background color). **This label option is only for adult footwear.**  
**Adhesive back commercial marking labels/stickers CANNOT be used for children's footwear.**
  - arch area of outsole

### 4.7 Format/Examples

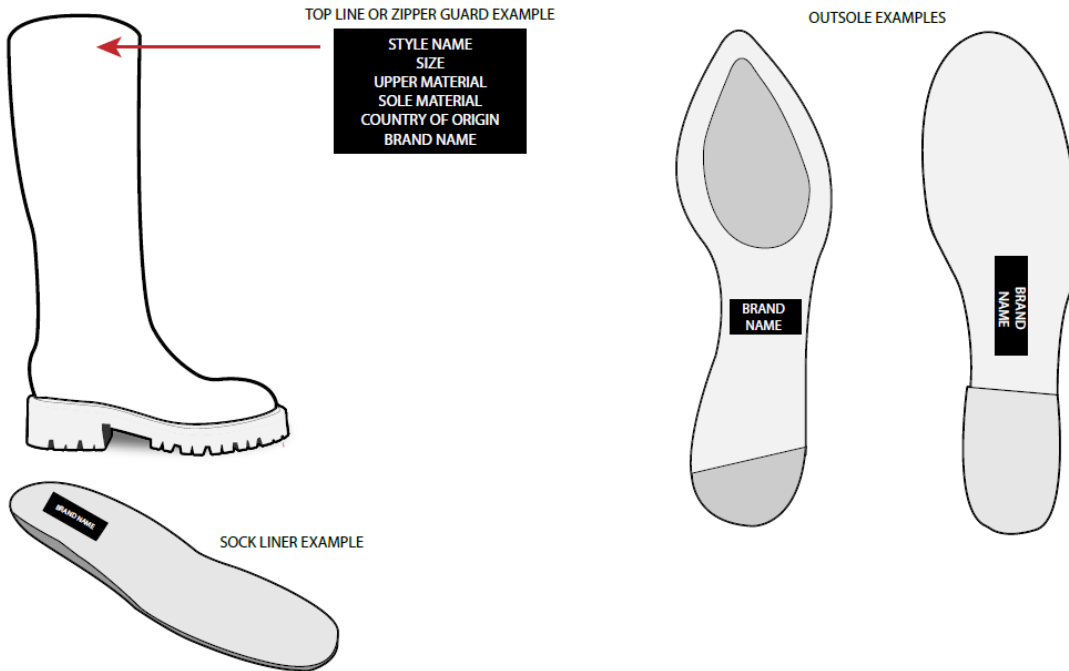
Label Example (Size/Design/Position of label will vary depending on location on imported product)

MENS 10 MED  
 Made in China  
 Upper: Man Made  
 Lining: Man Made  
 Socklining: Textile  
 Outersole: Man Made  
 SN: 56014



## 4.8 Ross Boot Brand Marking Requirements

- Ross Stores, Inc. requires the below brand identification on all Tall and Mid shaft boots as follows:
  - The brand name must be stamped on the inside topline OR zipper guard
  - Brand name should be included in the outsole mold or brand slug in the outsole
    - If unable to include in outsole mold, then either hot stamp or emboss brand logo onto the outsole
    - If neither option is possible please contact Ross Merchant to discuss options and finalize
  - Brand logo screen-printed on sockliner



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## 5.0 ROSS SAMPLE PROCESS

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### 5.1 Confirmation Samples

- **What are they?** A ½ pair shoes (right shoe) representative of the product specifications used for every aspect of production, including fit; must be made in the production factory. (Size 6 For Ladies, Size 9 for Mens, Size 13 for Kids, Size 7 for Toddler)
- **When are they due to be received by Ross?** Due 120 days prior to DC start date. Sample must be received prior to material purchase and production start. Buyer will confirm on Purchase Order.
- The Ross Buyer **must sign off on the confirmation sample before actual production begins and before materials are purchased.**
- It is the vendor's responsibility to send confirmation samples in accordance with the timeline of production/delivery. **Delays will not be accepted due to late or rejected confirmation samples.**

### 5.2 Corrections on Confirmation Samples

- If confirmation samples are rejected, an email will be sent to the vendor detailing the needed corrections and request for a revised sample. **It is the vendor's obligation to send the samples in a timely manner in order for corrections to be made. Corrections to the sample should not delay the delivery of the shoes.**
- Approved confirmation samples must reflect production. If production differs from approved confirmation sample vendor will be held responsible.

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## 6.0 ROSS NO NAIL POLICY

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### **No Nails, Tacks, and/or Staples Policy for Makeup/Upfront Footwear Production and Sampling:**

Ross Stores, Inc. does not allow the use of **Nails, Tacks or Staples** to **secure insoles to lasts** for production and/or sample making

- By **“No Nails, Tacks and/or Staples”** we mean:
  - No Nails, screws, staples or tacks are to be used to attach or hold insoles to the bottom of the last during the lasting process
- **All** Confirmation and Top of Production (TOP) samples must adhere to this **“No Nails”** policy
- Below are several proven methods as options for holding the insole board to the last:
  - Liquid glue/cement (before sock lining inserted)
  - Double back tapes (before sock lining inserted)
  - Lasts with posts/pins designed to eliminate tacking/stapling (before sock lining inserted)
  - Thermoplastic cements (before sock lining inserted)
  - Masking tape to hold insole in position
  - Heavy rubber band or elastic strap wraps to hold the insole in position