Supplier Quality Requirements for Packaging and Labeling 2012
Standard: QA-STD-QC Req Pkg-1.0.8

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CARQUEST Auto Parts
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1. **Purpose:**
   a. To clearly define packaging and labeling quality requirements to suppliers.

2. **Scope:**
   a. This document shall apply to all service parts and accessory products that are to be purchased by the Company dba CARQUEST® Auto Parts (“CARQUEST”).
   b. For artwork guidelines for CARQUEST brand graphic packaging refer to: [http://www.carquestprofessionals.com/aboutCorpLogosPackaging.html](http://www.carquestprofessionals.com/aboutCorpLogosPackaging.html)

3. **Current Version:**
   a. The latest version of this requirements document are located on our web site [http://www.carquestprofessionals.com/packaging/Packaging-Labeling-Supplier-Quality-Requirements.pdf](http://www.carquestprofessionals.com/packaging/Packaging-Labeling-Supplier-Quality-Requirements.pdf)

4. **General Requirements:**
   a. Packaging, including inner packaging, outer pack, and master pack, shall be defined and agreed upon prior to the first shipment. Each packaging configuration and type should be submitted for review to Merchandising for approval.
   b. The supplier is responsible for the design and validation of their own packaging of products supplied to CARQUEST.
   c. Please note that agreement with the specification submitted by the supplier does not relieve the supplier of responsibility for packaging performance.
   d. The supplier is responsible for the packaging of products to assure their proper condition and quality upon delivery to a CARQUEST distribution center or facility. **Parts must arrive at CARQUEST without damage, rust/corrosion, or contamination.** Further, suppliers must utilize packaging materials and methods that insure their packaging products arrive and can be safely handled and/or stored at all CARQUEST distribution centers or facilities, including stores, in the same quality condition in which they were manufactured and at the most economical price.
   e. All service parts and accessories must be packaged one part per box or package, and each box or package will be individually labeled unless otherwise specified and/or approved by CARQUEST.
   f. Appropriate inner packing materials should be used to prevent the product from damaging the box during transit and to keep loose components together.
   g. Suppliers must design packaging to reduce dead space and thus maximize space utilization in containers and in CARQUEST distribution centers or facilities, without compromising safety, or product protection.
   h. CARQUEST may specify or change packaging and labeling requirements at any time.
   i. If there is a conflict in the supply agreement and the requirements listed here, then the supply agreement will prevail.
   j. Packaging, including plastic and cardboard, should be recyclable whenever possible.
   k. Certain part types or situations may allow for product to be packaged in plastic bags but must be pre-approved by CARQUEST. Bagged products have the same packaging and labeling requirements as cartons or other type of packaging.
l. Packaging with graphic images should have an aqueous clear coating to protect the surface from scuffing, smudges, fingerprints, and scratching.
m. All products are required to have a manufacturer, packager, or distributor name and address on the primary retail package

5. Labeling Requirements for Individual Packages
   a. All product labels must contain:
      i. Part number
      ii. Bar Code that conforms to UPC-A (See example appendix). The bar code size should be no smaller than 80% of original size (see Appendix A)
      iii. Country of Origin (unless included on the box graphics)
      iv. Quantity (if greater than one)
      v. Labels should not smear on being touched or rubbed.
      vi. Font Size: see requirements in appendix A
   b. In addition to the above, Products utilizing the CARQUEST Marks must comply with the following:
      i. CARQUEST line code (3 digits) and CARQUEST part number. The font for the line code and part numbers should be large enough to read from 8 feet (2.5 meters) away.
      ii. Date Code or equivalent.
      iii. Country of Origin should be Trilingual (English, French, Spanish).
      iv. Trilingual CARQUEST legal Statement indicating “Distributed by CQ Sourcing, Inc., 4729 Hargrove Road, Raleigh, NC 27616...” (unless box graphics includes) Refer to: http://www.carquest.com/webapp/wcs/stores/servlet/StaticView?storeId=10151&catalogId=10651&content=brand.html
      v. If the product is a white box and is being sold as CARQUEST brand, then the CARQUEST logo should also be on the label. Refer to: http://www.carquest.com/webapp/wcs/stores/servlet/StaticView?storeId=10151&catalogId=10651&content=brand.html
      vi. Labels should be black ink on white background unless CARQUEST has specified otherwise.
      vii. If an individual box is small enough to restrict label contents, then the bar code can be placed separately on the right hand side of box.
      viii. See Appendix A for examples.

6. Master Cartons:
   a. Master cartons should be used whenever possible to limit the handling of smaller parts and accessories.
   b. Each master carton must be clearly labeled as per below requirements

7. Labeling Requirements for Master Cartons (Applies to Private Label Only)
   a. CARQUEST Line code (3 digits) and part number. The font for the line code and part numbers should be large enough to reach from 8 feet (2.5 meters) away.
   b. Bar Code – that conforms to Code 128. (See Appendix A for example) Quantity
c. Date Code or equivalent.
d. Trilingual Country of Origin (English, French, Spanish). (unless box graphics includes)
e. Labels should not smear on being touched or rubbed. Labels should be black ink on white background unless CARQUEST has specified otherwise.
f. Information may be direct printed on to the outer carton as an alternative to using a label.
g. See Appendix A for examples.

8. Product Identification and Marking
   a. All parts must have a permanent, unique mark to identify the source, supplier, or manufacturer that distinguishes that source from all others after the part has been removed from its original container, unless otherwise specified by CARQUEST.
   b. A lot and/or a date code should be marked on the part or on the package label. Preferably it should be marked on package and master carton labels to facilitate easy identification without opening every package.

   a. All products must be marked on the packaging with the appropriate country of origin in accordance with US/CAN customs requirements (see link below).
   c. Use of, “Made in E.C.”, or “E.U.”, or “European Community”, or “European Union”, respectively, are not acceptable for country of origin since they do not indicate the individual country of origin of the product.

10. Wood Packing Materials
    a. Imports into CARQUEST distribution centers or facilities utilizing wooden packaging or pallets, shall conform to the international standard that was approved by the International Plant Protection Convention (IPPC). Each pallet or crate should have a marking to indicate treatment.

11. Pallets:
    a. Shipments that originate from North American locations should always be palletized unless shipment is being sent as a parcel delivery.
    b. Shipments that originate from overseas should always be palletized unless CARQUEST has pre-approved having the product floor loaded.
    c. Pallet sizes should conform to 48” x 40” (or 122 cm x 102 cm)
    d. If stacking exceptions are required, label accordingly: “DO NOT STACK” or “DO NOT STACK MORE THAN 2 HIGH” Etc. (See Appendix B)
e. Pallet Height:
   i. Mixed pallets are only limited in height by the trailer used for shipping.
   ii. Pallets which are not mixed and do not contain oil or lubes, should not exceed 43” (or 109 cm), including the pallet base.
   iii. Pallets which are not mixed and include oil or lubes, should not exceed 63” (or 160 cm), including the pallet base.

f. Provide a lift clearance of at least 4” (or 102mm) to the top of the door opening.

g. Exceptions to the above must be pre-approved by CARQUEST.

12. Weight:

   a. Manually handled containers, such as master cartons, which contain a multiple of items, should not exceed 35 pounds or 16 kilograms. If an individual item (e.g. large clutch, battery, or floor jack) weighs more than 35 pounds individually, then this is a valid exception. Any other exceptions will require prior approval by CARQUEST.

   b. Pallet weights should not exceed 3,300 pounds or 1,500 kilograms.

13. Corner Boards:
   a. As required to protect and support the pallet. Fiberboard is preferred.

14. Banding/Strapping:
   a. CARQUEST prefers polyester strapping material that is friction welded rather than secured with a metal clip. Exceptions can be made for securing a heavy pallet.
      i. Non-Metallic Strap
      ii. Stretch Wrap or Shrink Wrap (shrink wrap should be clear with no tint)
      iii. Tape

15. First Article Inspection
a. Submission of First Article evaluation samples may be required. To the extent possible, First Article samples should represent the parts that will be delivered to fulfill purchase orders and should meet all the requirements listed in this document.


a. If covered by the CA Act, the following distinct warning message for the types of Products being supplied must be used:

i. Any Products that contain lead, or leaded brass alloys, either as the Product itself or a component of the Product that is reasonably accessible to the end-user, must be labeled as indicated below:

```markdown
**WARNING:** This product contains one or more chemicals known to the State of California to cause birth defects or other reproductive harm. *Wash hands after handling.*
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ii. As illustrated, the word “Warning” shall be in bold font. The words “Wash hands after handling” shall be bold and italicized font. The warning statement shall be directly on or with the unit package of the covered Product. The warning shall be prominently affixed to or on each covered Product or its label or package. If printed on the label itself, the warning shall be contained in the same section that states any other safety warnings, if any, concerning the use of the Product. The warning message must be such that it gives a clear and reasonable warning to anyone who might come in contact with the Product.
**APPENDIX A**

**Sample Master Carton Label**

*Logo is not required*

**Sample Label for Non-Graphic Box that is Private Brand**

- **Part Number**: Helvetica Bold Condensed - 18 pt
- **Country of Origin**: Helvetica Condensed - 7 pt
- **Date Code**: Helvetica Condensed - 7 pt

**Sample Label for Graphic Box**

- **Font Size**: Same as individual labels above, but may also be larger where space allows.

**Sample Master Carton Label (logo is not required)**

- **Part Number**: Helvetica Bold Condensed - 18 pt
- **Country of Origin**: Helvetica Condensed - 7 pt
- **Date Code**: Helvetica Condensed - 7 pt

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**CARQUEST Approved Colors**

- **Pantone 186 (Red)**
- **Pantone 286 (Blue)**
- **Process Black**
Never put a box around a bar code. It will create scanner errors.

If the product is cylindrical, the bar code should be positioned vertically like the example below:
APPENDIX B

Examples of Stack Signs:

- **WARNING! TOP LOAD ONLY!**
- **DO NOT DOUBLE STACK**
- **NO DOBLE AMONTONAR**
- **NE PAS EMPILER**
- **AVISÓ! DE CARGA SUPERIOR SÓLO!**
- **AVERTISSEMENT! RANGÉE DU HAUT SEULEMENT!**

Dimensions:
- 160mm × 170mm