

Quality Assurance Manual - updates

July 2024



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General information

The **Product Quality Assurance Manual - version 9** is now available via Zalando Partner University (ZPU) and Retail Center (WHS). We actively encourage you to review and implement any relevant changes into your business activities and kindly remind you that the associated requirements are an integral part of our contractual obligations.

Product safety updates

For cosmetic products

- Ban on UV filter and restrictions on several endocrine disruptors: please read Cosmetic Product Regulation, Annex VI - allowed UV Filters Annex VI, Regulation 1223/2009/EC on Cosmetic Products, as amended by Regulation (EU) 2022/2195,

OJ L 292, 11 November 2022, last update 22 May 2024
<https://echa.europa.eu/cosmetics-uv-filters>

- 12 nanomaterials commonly used in make-up products were added on March 14, 2024 to Annex II (list of substances banned in cosmetic products) of Regulation (EC) 1223/2009, details available [here](#).
- From July 31, 2024 products containing preservatives listed in Annex V of the European Cosmetics Regulation that release formaldehyde and are commonly used in personal care products (nail varnish, nail glue, eyelash glue, hair gel, hair straightener, baby shampoo, body soap) in a concentration greater than 0.001% (10 ppm) must have a warning 'releases formaldehyde' on the product label. The latest date for making products already manufactured available on the EU market without the warning is July 31, 2026.

Product quality

At Zalando, we regularly analyse articles that receive an above-average number of customer complaints. This analysis helps us to identify defect trends that we share with our partners for investigation and improvement.

The following two trends are commonly observed across various product types.

To ensure long-term customer satisfaction and durability of the products, we kindly request that you review your processes and make necessary improvements.

Breaking seams

Example for handbag:



Example for shoes:



Example for textiles:



Poorly fixed decorative elements

Example for handbag



Example for shoes



Example for jewellery



Stains

Stains are the most common manufacturing defect identified during our inbound inspections. Additionally, we receive numerous customer complaints about 'box-fresh' articles arriving with stains from new deliveries.

Stains can be prevented during the production process. To eliminate this trend, we recommend you review and implement the following best practices :

- Maintain cleanliness in the receiving area, production lines and storage areas - regularly clean the areas and sewing machines and prohibit food and drinks in the manufacturing areas.
- Ensure workers wear gloves if necessary especially while working with light coloured materials.
- Protect the materials/semi-finished products/finished products - use clean containers, fully cover the products in storage, and keep the products away from walls, windows and off the floor.
- Increase the quality control rate for incoming material(s) - especially for light colour materials.
- 100% final inspection at packing stage - we suggest the quality control should wear clean gloves for final inspections.
- Separate different colour yarns at the winding/knitting/weaving manufacturing area - to avoid contamination/stain defects.

Stains on actual articles

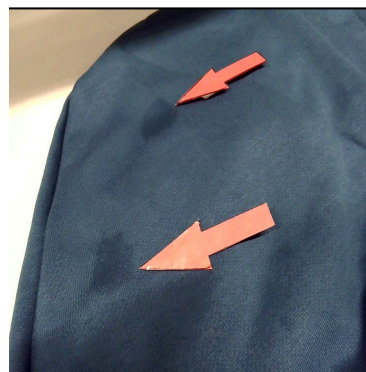
Example for textiles



Example for shoes



Example for textiles



Insects

You as our partners are responsible to ensure that the product arrives into Zalando warehouses/pick up points in the correct state, free from insects (flies, bugs, spiders) and contamination. Please be reminded that insects are regarded as critical failures. Any insect that is detected within a shipment will not be segregated by product code (SKU) or by purchase order, as we will not expose our staff to potential health hazards from insects, therefore contaminated shipments will be blocked in their entirety.

Example for textiles



Example for shoes



Example for textiles



We ask you to review your housekeeping procedures in your production facilities to ensure this is not happening.

Please see the following Zalando requirements:

Pest control and prevention within the process control

- Remove sources of food
- Store food in sealed plastic or glass container
- Garbage containing food scraps should be placed in tightly covered trash cans
- Remove garbage regularly
- Use mosquito nets at all windows
- Use traps

Compliance with general hygiene measures in a production area

- Washing facilities must be provided for the workers
- Changing facilities away from the workplace
- Hands must be washed after taking breaks and at the end of an activity
- Resources for hygienic cleaning and drying of hands, as well as any skin protection and skin care products that may be needed, must be provided
- Work clothes must be cleaned regularly and as necessary
- Street clothes must be stored separately from work clothes
- Waste containing biological agents must be collected in suitable containers

Product safety upcoming legislations

Beauty reminder - Legislative changes impacting cosmetic products and suppliers:

Ingredient name	Regulatory status	Application deadline
Octamethylcyclotetrasiloxane (D4)	Future restriction at 0.1% in leave-on products	Expected in April 2027*
Decamethylcyclopentasiloxane (D5)	Future restriction at 0.1% in leave-on products	Expected in April 2027*
Dodécaméthylcyclohexasiloxane (D6)	Future restriction at 0.1% in wash-off products	Expected in April 2026*
	Future restriction at 0.1% in leave-on products	Expected in April 2027*

*The regulation restricting the use of D4, D5 and D6 in products is expected to be published very soon. From the moment it enters into force, 2 years of transition period for wash-off and 3 years of transition period for leave-on, will be granted to allow the industry to meet the new requirements. The expected deadlines will therefore be at the earliest in Q2/2026 and Q2/2027 respectively. After that deadline, no more non-compliant products can be made available on the market.

It is your responsibility as our partner to ensure any legislative changes applicable to your products are implemented in a timely manner.

Zalando reserves the right to withdraw and return any products failing to meet the requirements outlined above.