URBAN OUTFITTERS INC.

US - URBN Furniture Packaging Guidelines

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Version

Version	Edited by	Date	Revisions
1.0	K. D.	October 2023	New

Packaging Guideline Purpose

The purpose of this packaging supplement guideline is to provide basic packaging reference for various items. Every product and distribution path are unique; therefore it is important to work with your URBN team to ensure proper packaging. This guideline is to be used as a reference but may not be all inclusive of every unique product. For any additional questions or clarifications please reach out to relevant URBN brand contacts.

Packaging Expectations

All packaging for URBN should:

- Enhance the customer's shopping experience
- Provide protection for product integrity
- Serve the customer from pre-purchase through product use and package disposal
- Comply with all requirements within guideline and URBN Vendor Guidelines

Chargebacks

URBN reserves the right to issue chargebacks for noncompliance to Vendor Guidelines, including these Furniture Packaging Guidelines. Vendors are responsible for adherence to this document. If there are any questions about the guidelines, please visit https://vendor.urbn.com/us/contact-us to determine who best to contact. Reference URBN Vendor website for additional information about chargebacks. https://vendor.urbn.com/us/chargebacks/chargeback-information

Package Transit Testing

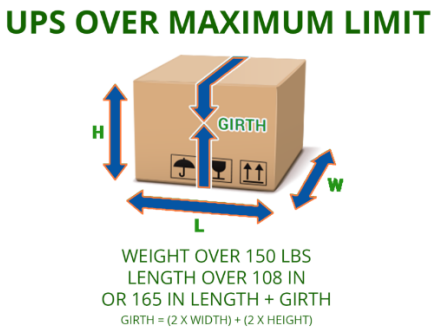
URBN follows ISTA Testing Procedures and Guidelines. URBN allows for in-house testing as well as testing through a 3rd party. For specific package transit testing information refer to URBN Furniture Package Test Requirements. Vendors are responsible for conducting appropriate primary, secondary, or tertiary packaging performance testing to ensure the packaging is sufficient for the supply chain and distribution environment. Distribution hazards include handling, drop, impact, transportation vibration, stacking load, as well as atmospheric conditions. If a product is received damaged, URBN reserves the right to issue a chargeback.

Delivery Methods

URBN utilizes different delivery methods for products including LTL, FTL, along with air and ocean shipments. Packaging should be sufficient to withstand multiple transportation methods (including UPS, for example) and environments.

UPS Size Requirements

Reference below for size requirements to deliver via UPS. Products larger than the UPS over maximum limit shall be evaluated to ship via other methods.



Damages

URBN reviews data reporting to ensure product expectations are met. If a product has a high damage rate the product will be reviewed for improvement. Depending on the revisions it may require transit retesting.

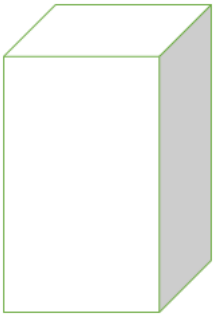
Packaging Level Definitions

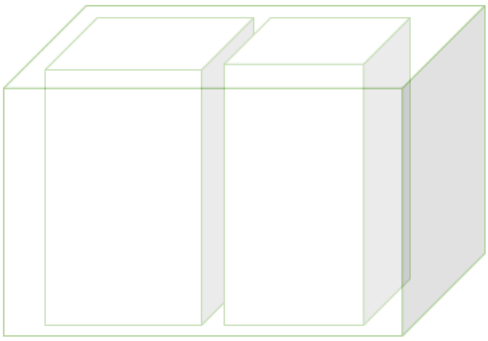
Primary packaging- packaging that contains the product, this is the box the customer will receive

Secondary packaging- packaging that can group an amount of products together. This packaging is used to protect the primary packaging

Tertiary packaging- bulk or transit packaging that groups larger quantities of secondary packaging

NOTE: Master Carton- in some cases master carton may be used interchangeable with primary or secondary packaging. If there is one unit within one carton, the primary packaging is the master carton. If there are two + units within one carton, the secondary packaging is the master carton.





Packaging Level Requirements

Reference URBN Vendor Guidelines for Packaging Level Requirements based on PO attributes.

https://vendor.urbn.com/us/product-packaging/direct-po-product-packaging-requirements

https://vendor.urbn.com/us/product-packaging/retail-po-product-packaging-requirements

https://vendor.urbn.com/us/product-packaging/omni-po-product-packaging-requirements

Regulatory Guidelines

All vendors are required to follow URBN Regulatory Guidelines. Please reference the URBN Vendor Website Regulatory tab for more information.

https://vendor.urbn.com/us/regulatory/overview

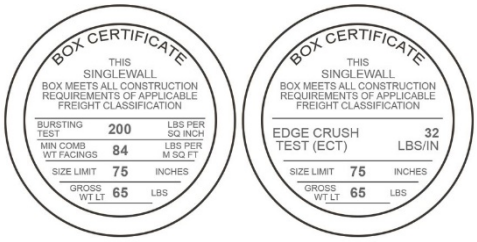
Corrugate Requirements

Corrugated requirements must be considered when packaging products. Corrugate must be strong enough to hold specific product(s) and provide enough protection throughout the shipping process. Reference table below for product specific requirements.

Virgin vs recycled corrugate

URBN does not require virgin corrugate to be used for boxes. URBN does require that a box is in good condition and has all the correct attributes to provide safety during transportation for the products within.

Box Manufacturer's Certificate



A box manufacturer's certificate gives information on how strong a box is. Box Certificates include box manufacturer, board construction, bursting test, size limits, weight limits, and additional information. Corrugate boxes within URBN should have a Box Manufacturer's certificate and the box should be correct for the type of product. Reference table below for general guidance on box strength per categories.

Edge Crush Test (ECT)- method of determining the force needed to crush corrugated board to failure. It also measures the stacking strength of a box

Bursting strength- how much pressure a box can have before its walls become punctured

Product Category	ECT	BS Requirement
Furniture Wooden	44	275lb/in2
Furniture Marble	44	275lb/in2
Lighting Chandeliers	32	200lb/in2
Lighting Table Lamps	32	200lb/in2
Lighting Table Lamps Glass	32	200lb/in2
Lighting Floor Lamps	44	275lb/in2
Decorative Accessories	32	200lb/in2
Standard Mirrors (Below 40 Pounds)	32	200lb/in2
Large Mirrors (Above 40 pounds but UPS shippable)	32	200lb/in2
Oversized Mirrors (Home Delivery Mirrors)	44	275lb/in2

Flute Direction

Flute direction is extremely important in increasing the stacking strength of a box. Flute direction should be parallel to the direction of stacking- reference picture above.

Carton Styles

Carton style selection is based on the size and weight of the product. Some common carton styles includes Regular Slotted Container (RSC), Overlap Slotted Container (OSC), Full Overlap Slotted Container (FOL), Fully Telescopic Design (FTD), Double Cover Container (DCC). Each product will require specific carton styles and strength

Packaging Materials

Some common packaging materials are referenced below. This list is a suggestion for packaging materials but may not be all extensive.

Corrugated

EPS Foam

Honeycomb

Paper

MDF

Bubble Wrap
(Paper / Plastic)

Foam Density Requirements

URBN promotes the use of sustainable materials when appropriate. In some cases foam may be the best option for a specific product. If using foam, utilize the below density chart to determine appropriate foam strength.

Product Category	EPS foam density
Furniture Wooden	(16 kg/m3)
Furniture Marble	(20 kg/m3)
Lighting Chandeliers	(16 kg/m3)
Lighting Table Lamps	(14 kg/m3)
Lighting Table Lamps Glass	(12 kg/m3)
Lighting Floor Lamps	(14 kg/m3)
Decorative Accessories	(12-14 kg/m3)
Standard Mirrors (Below 40 Pounds)	(12 kg/m3)
Large Mirrors (Above 40 pounds but UPS shippable)	(14 kg/m3)
Oversized Mirrors (Home Delivery Mirrors)	(16 kg/m3)

Polybag Requirements

Refer to URBN Vendor website for polybag requirements.

- https://vendor.urbn.com/us/product-packaging/polybag-requirements

Component Packing

For Component Packing Guidelines reference URBN Vendor website:

- https://vendor.urbn.com/us/tradestone-training/documents/component-packing-guidelines

Branding

Branding of boxes or packaging shall follow relevant brand guidelines, if applicable. There shall be no identification of supplier within the packaging (ex: AI with supplier name on directions, supplier branded boxes). If no branding guidelines are provided for products all cartons (individual/master) shall be blank (aside from relevant packaging symbols).

Packaging Symbols

Carton packaging symbols are an important part in identifying the care required to handle the package and are required as needed for the product. Some common symbols are below as a reference but should be corrected for the individual product.

Size of symbols:

Major Panel Size	Symbol Dimensions (L x W)
< 25 in	2" x 1"
25 in – 42 in	3" x 1.2"
> 42 in	4" x 2"

THIS WAY UP

STACKING HEIGHT

HAND TRUCK

FRAGILE

NO CLAMPING

HANDLE WITH CARE

Container Loading

Product markings (ex: This Way Up) shall be utilized and considered during the container loading process. If a product is incorrectly loaded and damaged a chargeback may be issued.

Stacking Height

To determine stacking height based on container size, divide 110" by the height of the master carton. Height dimension should always follow the directional arrow of the carton.

Example:

Carton Size	Divisor	Equation	Round to Whole # (Stack Height)
22"	110"	110" / 22" = 5	5
21"		110" / 21" = 5.2	5
19"		110" / 19" = 5.8	5

Labeling

For labeling requirements, reference URBN Vendor website:

- Carton Requirements
  - https://vendor.urbn.com/us/carton-and-pallet/carton-requirements
- Pre-Ticketing Requirements
  - https://vendor.urbn.com/us/pre-ticketing/requirements/furniture-and-lighting-pre-ticketing-requirements
- Pallet Requirements
  - https://vendor.urbn.com/us/carton-and-pallet/pallet-requirements

Packaging Requirements

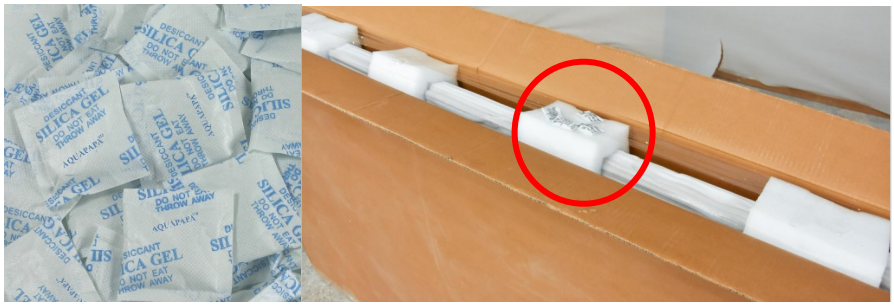
Packaging Space Optimization (Void)

There should be an effort to reduce as much void space as possible within the carton. There shall be no larger than 12" x 12" (30.5 cm x 30.5 cm) void areas. Some common void filler examples are empty set up corrugated cartons or expanded polystyrene (EPS) foam pads. If empty corrugated cartons are used, they must be labeled "EMPTY BOX."

Acceptable	Not Acceptable

Desiccant Packets

Desiccant packets must be used for all packages to prevent damage. Desiccant packets are used to absorb moisture present in the surrounding environment, which can prevent mold, rust, and other destruction.



If the product wrapped in a poly bag, a minimum of 1 desiccant packet(s) should be located on the inside of the poly bag.

Drawer Containment

All drawers, removable shelves, and parts must be restricted from movement during shipping. Brace all moveable parts with non-abrasive material to prevent movement in transit.

Cosmetic Surface Protection

All product surfaces shall be clean before packaging- no dirt or glue should be visible, for example.

To prevent cosmetic surface damage, the product should be wrapped with non-abrasive material such as foam sheeting, polypropylene bags, or kraft paper. It is critical that all protective packaging does not shift during transit or rub against the product. DO NOT ADHERE TAPE DIRECTLY TO THE PRODUCT.

Inlay Packaging

If a product has components that are inlayed into the packaging, there should be ample protection to prevent damage when a customer is opening the product. Protection can include a sticker or a warning on the packaging.

Acceptable	Not Acceptable

Edge Protection

Edge protection must cover a minimum of 75% of any given edge length, with no more than 12” of a gap between protection pieces. Thickness of packaging can be found within specific product Packaging Guidelines.

Corner Protection

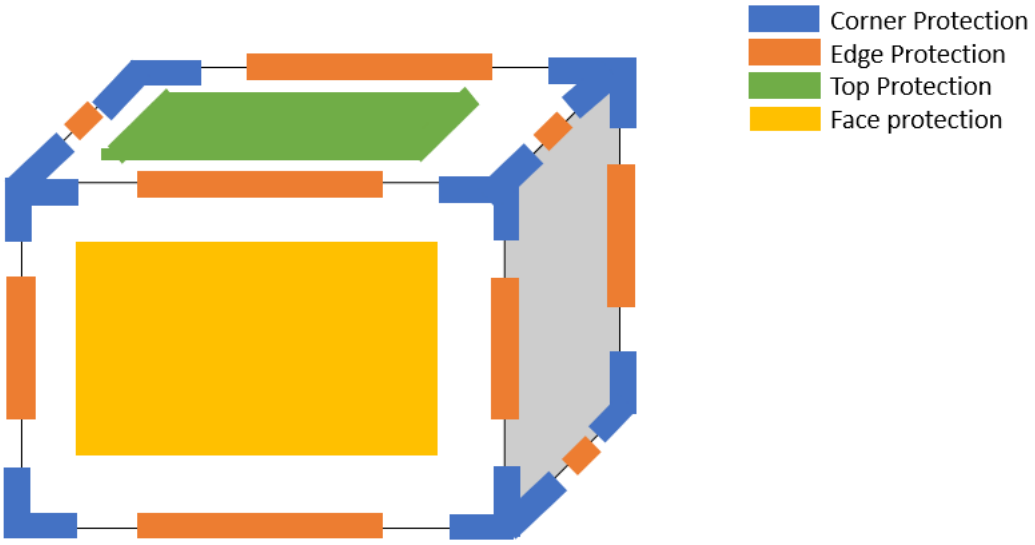
Corner protection should be attached to all corners of the product. Thickness of packaging can be found within specific product Packaging Guidelines.

Top Protection

Top protection may be added to units to prevent damage when opening the carton with a knife. Top protection can include an additional corrugation sheet or other protective material such as foam or honeycomb. Thickness of packaging can be found within specific product Packaging Guidelines.

Face Protection

All products should be packaged to prevent damage to all faces of the product. Minimally 60% of the face of the product should be protected. Thickness of packaging can be found within specific product Packaging Guidelines.



Container Closure

Tape

Cartons must be securely taped to prevent opening in transit. H-method is recommended.

Staples

Staples may be required in certain packaging situations. If staples are required, they should NEVER come in contact with the product or cause damage. If a product is damaged by staples, a chargeback could be issued.

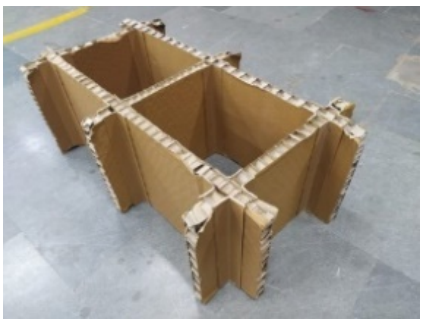
Leg Protection

Assembled Legs

If a product has legs attached to the unit during shipping, they must be sufficiently protected. Legs should be protected with sheeting to avoid direct contact with other components or abrasive packaging such as corrugate or EPS foam. Legs should not puncture through the carton and additional packaging such as corrugated sheets, high density foam, wood frame, etc. should be added to prevent this occurrence. Legs should be sufficiently protected from shock hazards.

To protect legs of small case goods or fragile items, the item may be suspended with a corrugated structure or similar packaging to elevate the legs off the bottom of the carton. The suspension structure must be designed to sufficiently support the weight of the product without the structure becoming damaged.

Legs should be suspended a minimum of 1" off the bottom of the carton.



If a void carton is used to lift the product, there should be reinforcements within the empty box to ensure the carton does not collapse under the weight of the product.

Disassembled (KD) Legs

If a product has legs that are disassembled for shipping, legs should be protected using foam sheeting and/or polyethylene foam socks to avoid direct contact with other components of the product and abrasive packaging material such as corrugated and expanded polystyrene (EPS) foam.

To prevent legs from puncturing cartons or causing cosmetic damage, legs must be packed in a separate carton.

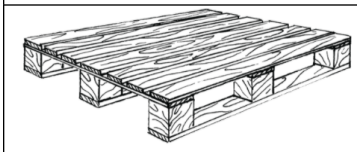
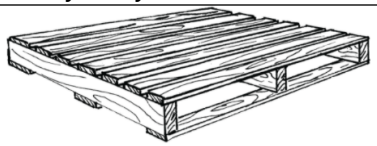
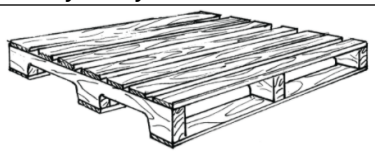
Note: Ensure box is labeled correctly and easily for identification (ex: LEGS INSIDE). A red ribbon shall be used to identify the location of loose components such as KD legs.

Pallets

For pallet requirements, reference URBN Vendor website:

- https://vendor.urbn.com/us/carton-and-pallet/pallet-requirements

Examples of different pallet structures:

Block Pallet	2 Way Entry	4 Way Entry
		

https://www.canadianpallets.com/en/about-pallets.aspx

Forklift entry opening must have a minimum 3.5 in (9 cm) height. Products greater than 36 in. depth or width must have solid or deck board pallet design so conventional fork blades may not penetrate the bottom of the product. PALLETS MUST NOT CAUSE DAMAGE TO PRODUCT. If a pallet causes damage to a product, there may be a chargeback issued. Reference Chargebacks for more information.

Strapping

If strapping is required, strapping should be 6 inches from the end of the carton. There should be at least 2 straps on each side of the product.

Crating

In some instances, wooden crates may be required to sufficiently package the product. Wooden crates should be right sized to properly fit the master carton with no void area. Crates should be constructed with screws and not staples or nails. Crates should be no more than 3,000 lbs each due to weight limitations of the distribution equipment. All product and shipping labels should still be visible on each individual item if the product is crated. DO NOT PUT PRODUCT LABELS ON THE INSIDE FACING PART OF CARTON. Crates should follow applicable Pallets guidelines.

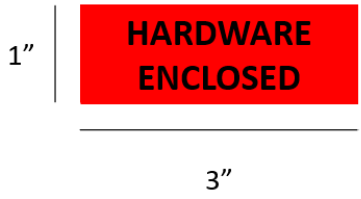
Hardware Packaging

If applicable, hardware must be clearly labeled and easy to identify. Hardware should be in its own individual container (recommendation: corrugated box or plastic bag). The container must be labeled "HARDWARE ENCLOSED" with a red background with the dimensions 3" L x 1" H.

Note: multiple languages for the sticker are not required.

This container must be attached to the unit using a red ribbon for easy and clear identification. The hardware container should be attached and secured to the unit but also not cause damage to the product or be potentially thrown out during unpackaging.

Reference individual Packaging Guidelines for placement requirements of hardware within packaging.



Assembly Instructions

Assembly Instructions (AI) should be packaged within the hardware / loose component container and not freely placed into the unit. If there is no hardware or loose component container, it may be placed into a poly bag and taped within the unit. The AI should NOT be taped onto the product directly. If there is no hardware box for the AI to be placed into, the AI should be placed in a folder (ex: manila envelope, plastic folder/envelope, etc).

Note: The AI should be easily visible to customers opening a package. A red ribbon may be used to alert the customer of the location of AI.

Loose Component Packaging

If applicable, loose components must be clearly labeled and easy to identify. Loose components should be in their own individual container or securely packaged within the product.

If packaged within the unit, loose components should be able to be easily identifiable and packaged sufficiently to not damage the product.

If packaged externally, the loose components should be sufficiently packaged and clearly labeled to prevent accidental disposal during assembly. Reference Component Packing for additional information.

Packaging Guidelines

REMINDER: Corner and Edge Protection are required on almost all products. Reference Desiccant Packets, Packaging Space Optimization (Void), and Packaging Symbols for additional requirements.

Reference Corner Protection, Edge Protection, Face Protection sections within this Packaging Guideline.

Note: Products below are in alphabetical order.

Beds

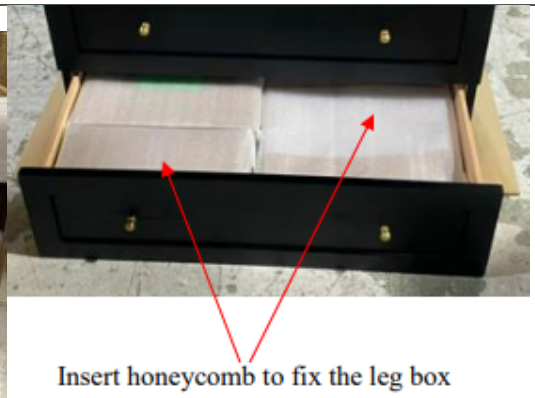
Edge / Corner Protection	Reference Edge Protection and Corner Protection. < 150 lb: Minimum 1" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks
Face protection	Reference Face Protection Minimum 1" thickness of pads/blocks
Surface Protection	Reference Cosmetic Surface Protection. There shall be no direct contact of the product to the shipping carton.
Leg Protection	Reference Leg Protection < 150 lb: Minimum 1" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks
Hardware Packaging	Reference Hardware Packaging. If there are drawers, hardware should be contained within.
Loose Components	Reference Loose Component Packaging. Bedding slats, railings, etc. within the unit must be securely placed and labeled.

Headboards

Frame / Slats / Legs

Case Goods

Edge / Corner Protection	Reference Edge Protection and Corner Protection. < 150 lb: Minimum 2" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks
Top / Face protection	Reference Top Protection and Face Protection. Minimum 1" thickness of pads/blocks.
Surface Protection	Reference Cosmetic Surface Protection. There shall be no direct contact of the product to the shipping carton.
Drawer Containment	Reference Drawer Containment
Hardware Packaging	Reference Hardware Packaging. If there are drawers/doors, hardware should be contained within, easily locatable with a red ribbon attached.
Loose Components	Reference Loose Component Packaging. Shelving within the unit must be securely placed. Loose components should be placed within a drawer, if applicable.
Leg Protection	Reference Leg Protection.
Palletization	If applicable, reference Pallets



Insert honeycomb to fix the leg box

Honeycomb D19x50mm thickness (175gms) at back

Chairs

Edge / Corner Protection	Reference Edge Protection and Corner Protection. < 150 lb: Minimum 1" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks
Surface Protection	Reference Cosmetic Surface Protection. There shall be no direct contact of the product to the shipping carton.
Hardware Packaging	Reference Hardware Packaging
Loose Components	Reference Loose Component Packaging
Leg Protection	Products with legs attached should either be suspended with corrugated structures or put onto a wooden frame. For the suspension structure, the bottom of the legs must be elevated by a minimum of 1.5.
Arm Protection	Arm protection should follow applicable Edge Protection and Corner Protection
Single Chair	Cartons with a single chair should contain a void filler box placed onto the seat, level with the top of the chair back.
Multi Chair	For cartons containing multiple chairs, there should be no direct contact between chairs, or between the chair and the carton. The materials to separate chairs could be foam, corrugated, or paper sheets.
Carton Protection	No legs should puncture through the master carton. Additional protection may be added to the bottom of the carton to prevent this including adding a frame (ex: wood) within the carton to prevent puncture. The wooden frame construction should not cause any damage to the product.

Single Chair

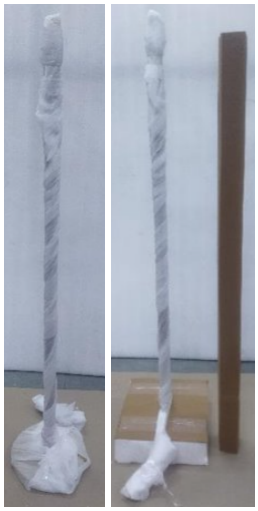
Muli Unit Chair

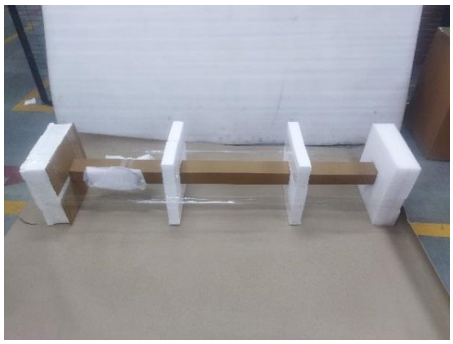
Lighting

Edge / Corner Protection	Reference Corner Protection, Edge Protection < 150 lb: Minimum 1" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks
Surface Protection	Reference Cosmetic Surface Protection. There shall be no direct contact of the product to the shipping carton.
Hardware Packaging	Reference Hardware Packaging
Suspended Packaging	Products that are meant to be hung (ex: chandelier) are recommended to have suspended packaging.
Lamp Shade	If the lighting fixture has a lamp shade, the shade should not be packaged assembled to the product. Reference Loose Component Packaging
Globes	Globes should be properly packaged, if spaced together there should be a minimum 2" of separation between the globes
Crating	Reference Crating. Some lighting may be recommended to be crated due to the fragility of the product.

Chandelier Suspended Packaging

Floor Lamp





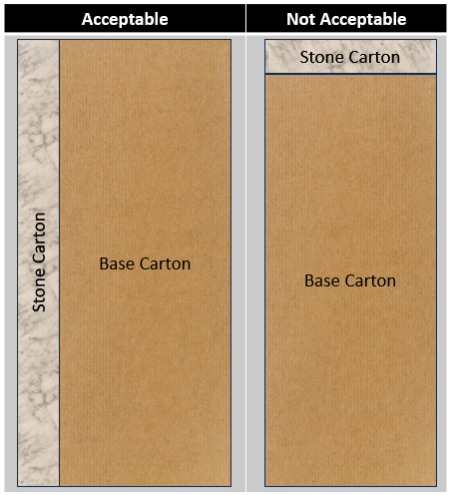
Globes

Shade

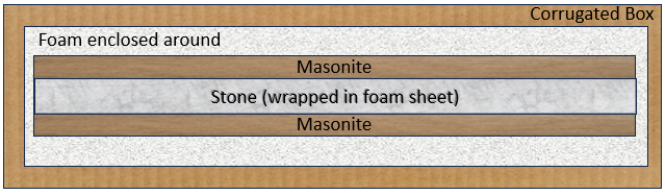
Marble/Stone

Marble tops may require special packaging due to the fragility of the stone.

Edge / Corner Protection	Reference Corner Protection, Edge Protection < 150 lb: Minimum 1" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks Masonite and honeycomb may be added as a layer after the foam for additional protection- reference "Side View Diagram KC Marble Packaging"
Top / Face protection	Reference Top Protection and Face Protection. Minimum 1" thickness of pads/blocks.
Surface Protection	Reference Cosmetic Surface Protection. There shall be no direct contact of the product to the shipping carton.
Hardware Packaging	Reference Hardware Packaging
Loose Components	Reference Loose Component Packaging. All components should be protected and separated from each other.
Leg Protection	Reference Leg Protection
Crating	Reference Crating. Marble is required to be crated. If marble is knock down (KD), only the marble is required to be crated versus the entire product, although this may be encouraged. If marble is assembled, the product should be crated.



Side View Diagram KD Marble

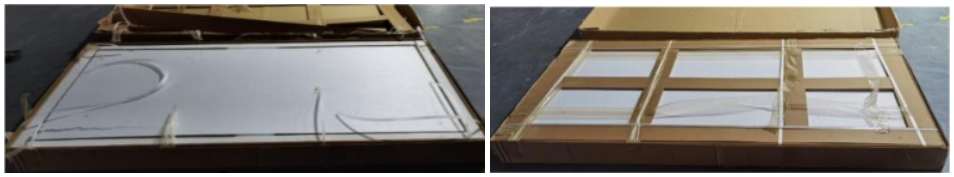


Side View Diagram KD Marble Packaging

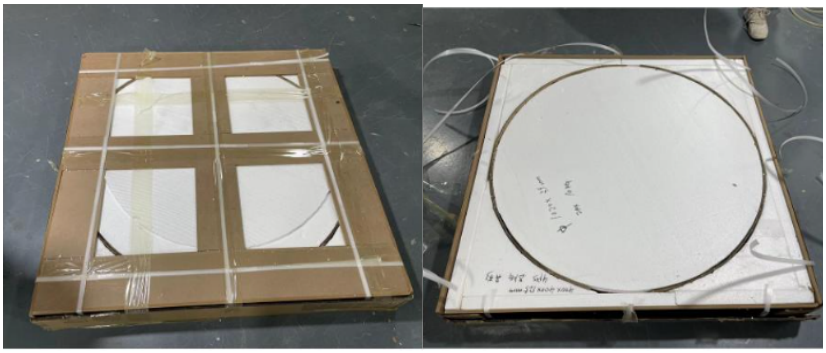
Mirrors

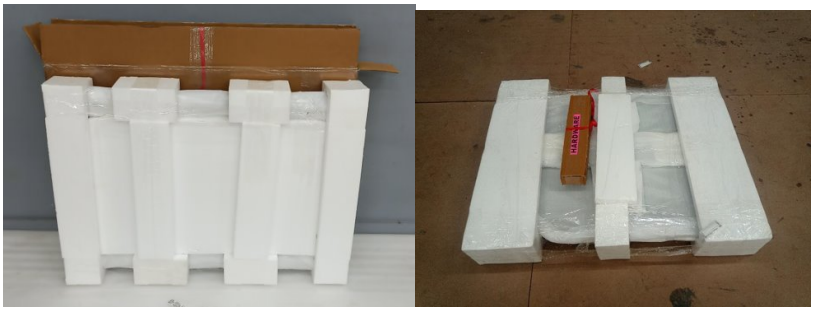
Polybag	Reference Polybag Requirements. Mirrors should be wrapped with a polybag before fully packaging.
Edge / Corner Protection	Reference Corner Protection, Edge Protection < 150 lb: Minimum 1" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks Masonite and honeycomb may be added as a layer after the foam for additional protection. Extra care and packaging should be taken into consideration for decorative or raised portions.
Surface Protection	Reference Cosmetic Surface Protection. There shall be no direct contact of the product to the shipping carton. Mirrors should be wrapped in non abrasive material, especially on the glass. No direct contact with paper/corrugate/abrasive material should occur on the glass. Recommendation for mirrors to be wrapped in a poly bag or foam wrapping to prevent glass damage.
Mirror Surface	There shall be nothing adhered to the mirror surface including, but not limited to, stickers, care instructions, etc
Top / Face protection	Reference Top Protection and Face Protection. Minimum 1" thickness of pads/blocks.
Hardware Packaging	Reference Hardware Packaging. Hardware may be affixed to the back of the mirror.
Crating	Reference Crating for additional information pertaining to weight requirements. URBN requires that mirrors above 50 lbs have inner crating, as well as be crated together for shipping from origin to DC.
Product Orientation and Carton Markings	Mirrors MUST have a "This Way Up" carton marking.

Floor Mirror



Wall Mirror





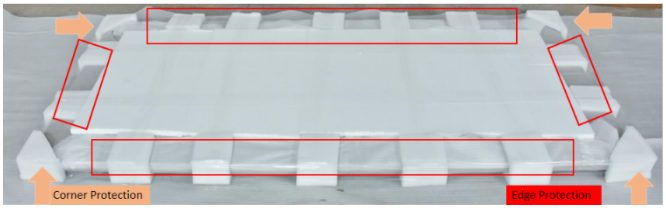
Tables

Edge / Corner Protection	Reference Corner Protection, Edge Protection < 150 lb: Minimum 1" thickness of pads/blocks > 150 lb: Minimum 1.5" thickness of pads/blocks
Surface Protection	Reference Cosmetic Surface Protection. There shall be no direct contact of the product to the shipping carton.
Top Protection	Reference Top Protection
Hardware Packaging	Reference Hardware Packaging
Loose Components	Reference Loose Component Packaging. All components should be protected and separated from each other.
Leg Protection	Reference Leg Protection. Legs may need to be packaged separately within the master carton to sufficiently protect from damage. If packaged separately within the master carton, the legs must be securely placed to prevent movement and clearly marked.
Void Fill	Reference Packaging Space Optimization (Void). There shall be no shifting of components during transportation.

Circular Table

Glass (Fragile) Tabletop

Square / Rectangular Table



Upholstery

Upholstery includes but is not limited to sofas, chairs, ottomans, etc. Upholstery also includes many different types of fabric, including but not limited to, fragile fabric such as velvet.

Surface Protection: Non-Woven lining, Vantex, or similar	A Non Woven lining, Vantex, or similar shall encapsulate the product as initial layer of packaging.
Void Fill	A void fill (ex: box, foam, etc) shall be placed onto the seat, level with the top of the chair back. Special attention on load bearing side of product.
Base Protection	A corrugated base tray shall be used to protect the bottom of the product. If staples are used to form the base tray, staples shall not come in contact with the product or a chargeback may be issued.
Shrink Film	The "tray and shrink" is one method of packaging. After packaging the product, the product may be shrink wrapped to seal all packaging together. Another method for packaging may be placing the product into a plastic bag. For fragile materials (ex: velvet), damages will be monitored to determine if method of packaging needs to be changed.
Leg Protection	Reference Leg Protection. Products with disassembled legs (KD), the legs shall be placed into a separate box. Products with legs attached should either be suspended with corrugated structures or put onto a wooden frame. For the suspension structure, the bottom of the legs must be elevated by a minimum of 1.5". For a wooden frame, the frame must be placed under the wrapped chair legs. The frame should be constructed with plywood or particleboard. The wooden frame construction should not cause any damage to the product.
Arm Protection	Arm protection should follow applicable Edge Protection and Corner Protection.
Master Carton	In certain cases a master carton may be required. Reach out to your specific brand contact for more information.

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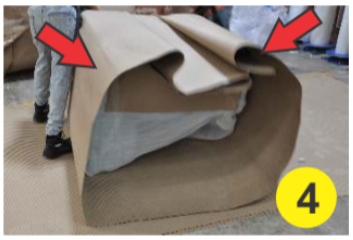
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