

# **General instructions for clothing**

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#### Introduction

The provisions indicated in this document, 'General Instructions for Clothing', apply in addition to the General purchase and order conditions if MSNL gives the Contractor an order to deliver clothing. (Hereinafter referred to as 'contract').

In case of conflict between the terms of the General purchase and order conditions and the terms of the General Instructions for Clothing, the terms of the General Instructions for Clothing will prevail.

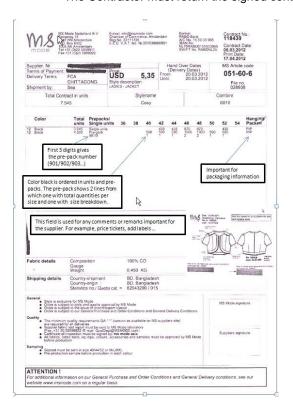
In case of conflict between the terms of the Contract and the terms of the General Instructions for Clothing, the Contract will prevail.

The appendix, 'phone and fax numbers and addresses' and 'contact matrix', contains all relevant contact information.

#### 1 Contract

#### 1.1 Contract

The Contractor must return the signed contract to the relevant buying department within three business days after receipt.



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#### 2 Claim procedure

When a defect has occurred, prior to or after inspection of the goods upon arrival, MS NL B.V. reserves the right to refuse the goods and/or to claim the expenses from the Contractor. See appendix claim procedure for suppliers.

#### 3. Quality requirements

#### 3.1 Fabric

MSNL 's minimum requirements for fabrics are described in the appendix 'Minimum Quality Requirements QA \*.\* (\*.\* = version as now available on MSNL site) and section 3.3 Chemical Management.

**3.1.2** For swatches selected for use, the Contractor must provide technical specifications for the fabric. The specifications must contain at least the aspects as indicated in the 'Tests to perform on fabrics' appendix.

The Contractor must provide quality samples and, for all requested colours, lab dips, to the relevant buyer. MSNL reserves the right to test these samples or have them tested.

3.1.3 Contractor is responsible for the final delivery such that the delivery is in conformity with our quality requirements. The fabric, in all colours, must to be tested in an accredited laboratory. Supplier is responsible for testing and choosing the correct care label. If the fabric is not according the quality requirements (document 06), the contact person from the buying department need to be informed and the buyer will be inform the supplier how to proceed.

#### 3.1.4 Cutting

- All fabrics must be cut without tension. Knitted fabric must rest on the cutting table for at least 24
  hours before it can be cut.
- All pattern parts must be cut in the direction prescribed in the contract and/or specifications (e.g., pattern, nap or stretch).
- For striped or chequered fabric, the pattern must be continuous if the repetition of the pattern is larger than 2 cm.
- Mid front and mid back are always on the square.

#### 3.1.5 Interlining

- The interlining must be suited to the properties of the fabric so that fusing will not result in shine, melted spots, colour differences, stains, blotting or backwash, blisters or delamination.
- Fused parts must not detach during the normal wear and wash process.

# 3.2 Clothing

#### 3.2.1 General

Clothing must comply with the agreements in the contract of the General purchase and order conditions for MSNL , the approved samples and the instructions. If the clothing does not comply, MSNL reserves the right to refuse the batch and/or to cancel or dissolve the agreement with the Contractor, in whole or in part, and/or to claim expenses incurred from the Contractor.

#### 3.2.2

- No differences in colour are permitted in the item or between items if a single colour is prescribed (in a single colour line).
- The item must not contain holes, stains, weaving flaws etc.
- All materials used must comply with the care instructions and environmental requirements for the entire item.
- Real fur is forbidden
- The item must not contain broken needles and/or pins.
- The shipment must be clean, dry, odourless and free of vermin.

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#### 3.2.3 Size chart

Clothing must comply with the size chart. The dimensions of the item must be within the tolerances. See appendix "General size information for clothing".

#### 3.2.4 Control

The shipment must be randomly checked by the Contractor according to AQL (acceptable quality level) MSNL uses inspection level II normal inspection.

The size of the sample survey (= amount of garments to be inspected) is related to the lot size (= order quantity).

With this schedule you can determine the size of the sample survey.

Examples of critical defects are: all forbidden chemicals (see minimum requirements QA), defects like bad zippers and closers

MSNL uses below schedule that shows the acceptable amount of garments with:

Major defects: Level II/AQL 2.5 (slight color difference between and in article(s), slightly uneven pockets etc.) and accumulation of minor defects

			Single sample			Tolerated defects normal inspection (level II)					
			Level Level Level			Major 2.5			Minor 4.0		
Lot size (pieces)			<u> </u>	- 11	Ш	1 11	Ш	III	9	II	111
51	To	90	5	13	20	0	1	1	0	1	2
91	To	150	8	20	32	0	1	2	1	2	3
151	To	280	13	32	50	1	2	3	1	3	5
281	To	500	20	50	80	1	3	5	2	5	7
501	To	1.199	32	80	125	2	5	7	3	7	10
1.200	To	3.200	50	125	200	3	7	10	5	10	14
3.201	To	10.000	80	200	315	5	10	14	7	14	21
10.001	To	35.000	125	315	500	7	14	21	10	21	21
35.001	To	150.000	200	500	800	10	21	21	14	21	21
150.001	To	5.000.000	315	800	1250	14	21	21	21	21	21
5.000.001	To	Over	500	1250	2000	21	21	21	21	21	21

Derived from Military standard: 105 D, BS 6001, ISO 2859, DIN 40080 Table shows accepted number of defects

During production, MSNL or a MSNL representative may check the goods. The Contractor must cooperate fully with this.

The shipment will be randomly checked by MSNL on arrival. The results will be used for the vendor rating system.

#### 3.3 Chemical management

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The supplier carries full responsibility for ensuring that the products comply with the latest applicable legislation at all times, which includes, but is not limited to, REACH, POP, national legislation on consumer goods and safety, etc.

Each supplier carries the full responsibility to ensure that all materials, parts, trims, chemicals and other goods supplied or otherwise used in/for the products comply with the limitations described in or referred to in the Coolinvestments Restricted Substances List and any additional requirements imposed by law or local authorities. The Coolinvestments Restricted Substances List also lists the required test methods.

The supplier should be able to provide a chemical testing report for any product produced for MSNL as soon as possible if requested by MSNL. MSNL will decide at its own discretion which products should be tested and which tests should be performed. All parts of the product needs to be tested, including, but not limited to, the main (outer) fabric, lining, accessories (zippers, studs, buttons, etc.) and trims. If the supplier does not provide MSNL timely with the requested testing reports, the supplier is in breach with the product requirements: this will be treated as a major quality defect and will be penalized with the related claim (see appendix 'MSNL Claim Procedure').

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will provide a list of credible laboratories recognized by where the products must be tested.

All relevant style names of the selected products must be mentioned in the testing report. All expenses related to testing must be paid for by the supplier.

Copies of the testing reports should be sent immediately by email to by the laboratory directly or by the supplier. Products selected for testing may not be shipped before a testing report has been received by and the approval for shipment has been explicitly given by .

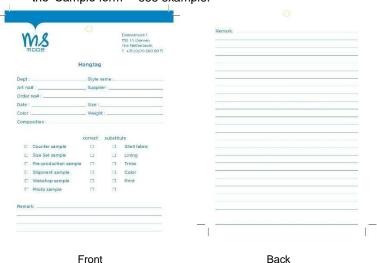
In case a 'failure' was found during the testing, the supplier needs to report this immediately. In case a 'failure' was found on a composite test, further separate testing of the parts needs to clarify exactly which part of the product caused the failure.

reserves the right at all times to test products that are already delivered to our warehouses. In case of a failure, the costs of the test need to be paid for by the supplier.

New production sites and/or suppliers will be required to provide chemical testing reports for the first 5 styles.

#### 4 Sample procedure

4.1 The Contractor must deliver samples to 's Buying Department. Samples must comply with the specifications, the General Size information clothing and General Instructions for clothing as described in this document. Samples must be accompanied by the 'Sample form' – see example.



#### 4.2 Sample

Immediately after receiving and signing the contract, the Contractor must produced an approval sample in size 44 or L or sizeless to check the fit, styling, materials, colours, trim and other order details. If the actual materials are not yet available, the sample must be executed in available materials of comparable quality. These approval samples or fit samples maybe requested several times, until fit and make are agreed by .

#### 4.3 Size set sample

Immediately after approval of sample as described above a size set is sent to for approval

# 4.4 Pre-production sample

Pre-production – size 44 or L or sizeless samples must be produced, based on 's basic size specifications. Samples must be in the correct fabric and colour (unless otherwise agreed) and must carry the correct brand and size label and the correct trim. The Contractor guarantees that the samples have been produced according to maximum ability. If the sample is rejected by , will be entitled to cancel the contract. The Contractor may not put the contract into production until has approved the size set samples in writing.

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#### 4.5 Shipment sample

Shipment sample – size 44 or L (or the size that is requested), is from the delivery that is ready to ship to and needs to be send for approval. Without an approval on the shipment sample the contractor may not ship the order.

#### 4.6 Promotional samples

These are used to maximize our sell-through: for visuals on the web and in the store, for clear instructions for our windows. For each order, each colour line we need:

1 size 44. 1 size 48 or 1 size L and 1 size XL

Accessories 2 sizes L/XL or 2 sizeless

Due date at our office to the attention of the buying dept with tag promotional samples: For production in the Far East: 1 week before handover

For production in Europe or air shipments from the Far East: 2 week before handover

#### 5 Trimmings

- All trimmings (buttons, zippers etc.) must comply with the quality requirements and the washing instructions for the item.
- All metal trimmings (buttons, zipper etc.) must be nickel free.
- · All trimmings must be according to approved sample.
- All trimmings must be firmly attached and must not damage the fabric.
- All trimmings must work properly.
- All trimmings must be colourfast and rustproof and have no sharp edges.
- Buttons and buttonholes must be placed at equal distances and the same height so that the closure does not give
  out.
- The size of the button and buttonhole must correspond.
- If more than one button is used, a spare button in a small plastic bag must be attached to the composition label.
- The stitch density of the buttonhole must be sufficient to prevent fraying.
- The closing pressure of the snap button must be proportionate to the fabric quality.
- The zippers to be used need to be of a good quality. Use only with the quality standards 'BS 3084'. The zipper must have a top and bottom stop. The slider must be able to run freely between the fabric and the lining. The zipper must be able to be set in place with a stopping mechanism.
- Drawstrings must have a stop and/or knot to prevent fraying and sliding back into the tunnel. The ends of the drawstring may also be melted.
- and neatly attached to prevent sagging.

The fabric colour of the shoulder pads must be discussed with buying  $\square$ 

- The shoulder pads must be firmly
- Belt loops must be attached firmly and be large enough for the belt.
- The length of the belt must correspond to the width of the garment.
- Double-breasted garments must have an inner closure.
- The thread must correspond to the properties of the fabric, comply with the care instructions of the item and be colourfast. The tensile strength must be at least 30 cN/tex 30 RKM. Colourfastness must be at least 4 (rubbing, washing, water).
- Monofilament yarn must not come into contact with the skin.
- Elastic must not pinch and must retain its stretch recovery with normal and frequent use and washing.
- Appliqués and embroidery must be firmly attached and must not fray or detach in the normal washing and wearing process. The surrounding fabric must not pucker.

#### 6 Seams + seam finishing

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- Sewing machine settings and needle type must suit the fabric so that it will not be damaged and a good final result is achieved.
- · Needle type, strength and width must suit the stretch and tensile strength of the fabric and the weight.
- All stitching and seams must be smooth, undamaged, even and neatly finished.
- All stitching must be firmly attached at the ends using stitches, finishing loops or cross-stitches.
- · Darts / Peaks must taper off smoothly.
- Space must be distributed evenly between gathered parts of the fabric.
- Seams with blind stitching must not be visible on the good side of the fabric.

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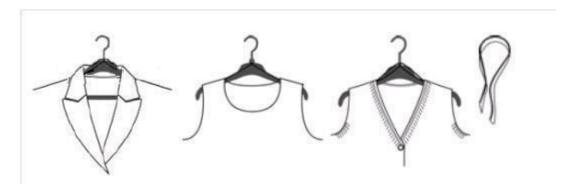
- For stretch fabrics, the shoulder seams must be reinforced with a non-stretching strip. If a reinforcing strip is used, it must not be visible on the good side of the fabric. Crossing seams must be continuous and inner seams must lie on the same side.
- Where the lining is not stitched to the fabric seam, the seams must be finished at least 30 cm from the bottom.
- Lining must not protrude under the garment.
- The lining must be stitched in the armhole.
- The colour of the padding must not create a visible difference in colour in the upper fabric and the fibres must not come through the fabric or lining. The batting must be attached to prevent sagging.
- · Loose threads are not permitted.
- The depth and opening of the pocket must suit the purpose for which they were designed.
- Pocket openings must be reinforced in the corners and must not stretch.
- · Number of stitches 3 per cm, conform sample and requirements buying.

# Hanging loops for tops and bottoms Made of satin ribbon and colour dye to match

Hanging loops are mandatory for all H/H (hanging) deliveries and for P/H deliveries upon request. Please make sure the hook of the hanger is fixed they may not twist. (See 10.2 Hanger page 17 of 17)

#### 7.1 For tops

Hanger loops must be wound around the hanger to prevent the goods from falling off the hangers.



- Coats, blazers, jackets with 2 cords (loops) from shoulder seam to shoulder seam (one loop is neck width).
- Knits with wide necks from shoulder seam to shoulder seam (1 hanging loop neck width + 5cm).
- Dresses and blouses with wide necks from shoulder seam to shoulder seam (1 hanging loop neck width +5cm)

#### 7.2 For bottoms

Hanger loops must be attached on the inside below the waistband in the side seam. The hanger loop must be 8cm, this is for all the sizes the same.

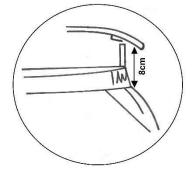
When the waistband is higher than 5cm, please contact the Buying department for the right solution

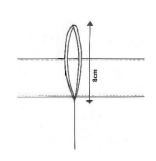
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# 7.3 Hanging loops for jackets, blazers and waistcoats with collars Made of main fabric

A hanging loop must also be stitched in next to the label. The loop must be made of the main fabric unless it cannot hold the weight of the garment. In that case, lining or selvedge braid must be used.



# 8 Labelling (brand label and size, composition and care label)

All garments must be fitted with labelling according to the following instructions. The labels must be attached firmly, in the same place in each garment, and may not cause irritation during wear.

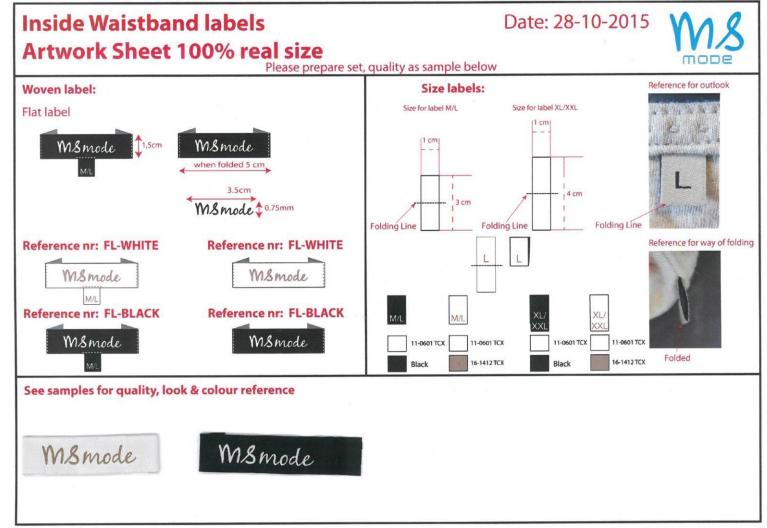
# 8.1 Brand label and size

Please check with your contact person of the buying department which brand label and size label you have to use. On the purchase order there is always mentioned which type and color you need to use for the specific order.

#### Sizes:

S, M, L, XL, XXL, 3XL, S/M, L/XL, XXL/3XL And possible; 36, 38, 40, 42, 44, 46, 48, 50, 52, 54





Examples label:



# **Example how to attach** neck & size label to garment

Example of size label attached to neck label Note: always use matching size labels

#### **EXAMPLE:**

size label attached to loop label



## **EXAMPLE:**

size label attached to square label



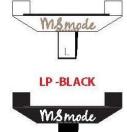
#### **EXAMPLE:**

size label and square label attached on piece of fabric

Buying always will inform you what kind piece of fabric you can use







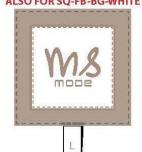




SQ-BLACK



SQ-FB-SM WHITE



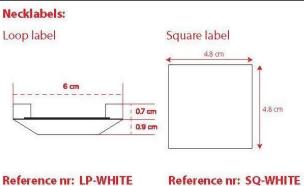
SQ-FB-SM BLACK



LP label for: T-shirts, blouses, trousers, skirts, dresses, pulls, cardigans & scarfs SQ label for: jackets, coats & cardigans

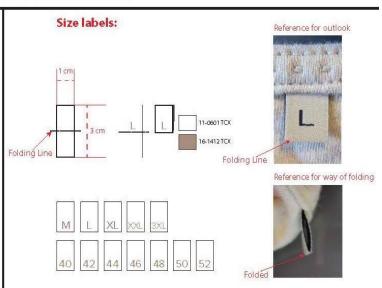
# Neck & size labels white **Artwork Sheet**

Please prepare set, quality as sample below









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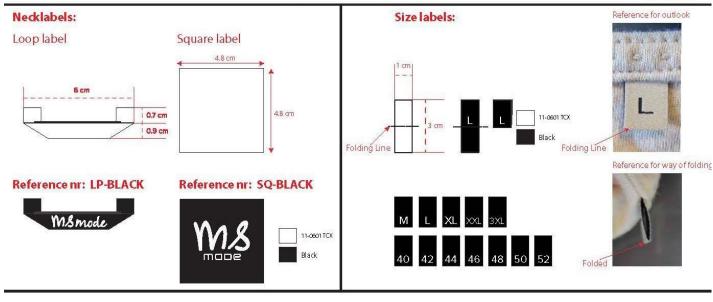


# Neck & size labels black Artwork Sheet

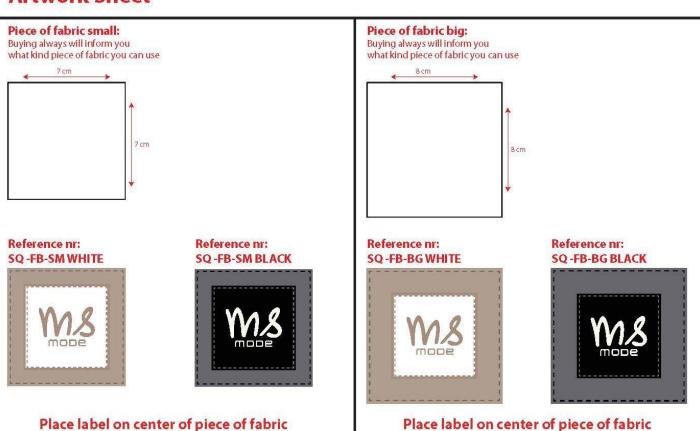
Date: 11-09-2014



Please prepare set, quality as sample below



# Neck label on piece of fabric Artwork Sheet





#### 8.2 Brand and size Print

When requested, can order a brand and size print in the centre back of a T-shirt, see the example below. The colour of the print must be silver foil print.

#### The sizes are the following.

S, M, L, XL, XXL, 3XL, S/M, L/XL, XXL/3XL

And possible;

36, 38, 40, 42, 44, 46, 48, 50, 52, 54

#### **Example Print:**

INSIDE BACKNECK ARTWORK CODE 4 BASICS CO / EA
REVISED ARTWORK DATE 05-08-2014.

PLS NOTE THAT WE ONLY CHANGED THE SIZE OF THE CIRCLE OF "XXL + 3XL".







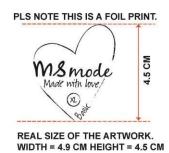




PLACEMENT OF ARTWORK APPR. 2 / 2.2 CM BELOW BACKNECK.



ARTWORK FOR STYLES: ELLY LONG SLEEVE ELLE SPAGHETTI ELLY SHORT SLEEVE ELLY SINGLET



#### 8.3 Composition and care label

# Textile Items ruling

All goods must be labeled with a fibre composition label.

Labels must indicate the international care symbols from Ginetex (Washing, Bleach, Tumble dry, Ironing, Dry clean).



Composition must be according to the "Regulation (EU) No 1007/2011 of the European Parliament and of the Council on textile fibre names and related labeling and marking of the fibre composition of textile products".

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The presence of non-textile parts of animal origin, like leather, horn, mother of pearl or feathers in textile products shall be indicated by using the sentence: "Contains non-textile parts of animal origin".

Data relating to care instruction must comply with the directives for textile care labeling: ISO 3758 2012

#### Additional requirements

Labels must be in six languages, Dutch, German, French, English, Spanish and Italian. See concerned appendix

Website: www.msmode.com must be mentioned

Article/colour number and order number must be mentioned. See example 840045-49 125395

For Spain the CIF number (B65041030) must be mentioned on every carelabel. See example The CIF number is the VAT number of Spain and is meant for the Spanish authorities and must be mentioned because we are selling in Spain.

Below all information, the address of needs to be mentioned. Please mention it as follow (see also example):

B.V. Diemermere 1 1112 TA DIEMEN The Netherlands

Below the address of , you need to mention the country of origin.

The country of origin is the country in which the article is produced and not the country where it is bought.

'Made in' must be mentioned in 6 languages. See concerned appendix.

All fabrics that are used in an article need to be mentioned with their own composition on the carelabel, with a total of 100%. See example

Everything must be machine proof, unless told otherwise. Except goods made of wool (dry clean symbol)

With prints and contrast colours always use the additional text "Wash separately". For all

colours except for light yellow and white must indicate " wash with similar colours" For

knitted fabrics of 100%VI, use the symbol of one dot ironing.

For denim fabrics the additional text "Because of its intensive colour, this article can stain when wearing". (Washtiptext)

For heavy knit (all article numbers starting with a 8), symbol 30 degrees must be used

Articles with rhinestones, sequins, beads, etc. symbol 30 degrees must be used and text "Wash and iron inside out". Crush articles, use the symbol no ironing.

Articles that are completely or partly



made of PU, can not be dry cleaned.

Care label for articles made of PU:

Articles with Metallic fibre use the symbol no dry cleaning.

Labels must always be neutral in colour to prevent the labels from being seen through the outer fabric of an item. The standard label is white with black font, unless told otherwise, than you can use black with white font. The labels need to be readable at all times; all characters on the carelabel need to have the same font and size.

The labels need to be readable at all times, all characters on the same to have the same formation

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# 35x70mm

100% polyester/polyester/ polyester/polyester/ poliester/poliestere









wash separately apart wassen separat waschen laver séparément lavar por separado lavare separatamente

> 922008-05 128507 CIF=B65041030

# www.msmode.com

MSNL B.V. Diemermere 1 1112 TA DIEMEN The Netherlands

Made in China Geproduceerd in China Hergestellt in China Fabriqué en Chine Fabricado en China Fabbricato in Cina



Labels must be stitched into the seam in the following places:

#### Tops:

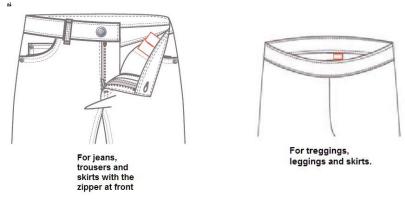


Composition and care label below waist height.

#### Dresses:

Composition and care label ±10cm below waist height.

## **Bottoms:**



Composition and care label next to brand label

# 8.4 Size and composition tags for accessories (see also requirements composition and care label requirements)

can order Size and composition tags for some accessories, see the example below.

white PMS nr. 11-0601 tcx blue PMS nr. 17-4433 tcx





100% polyurethaan/polyurethan/ polyurethanne/polyurethane poliuretano(poliuretanica 926067-12 125980 CIF= B85041030 WWW.msmode.com MS Mode Nederland BV

1000 CF B0001 CF B000

than/
100%polyurethaan/polyurethane
polyurethanne/polyurethane
poliuretanic/poliuretanica
925067-12
125980
CIF=865041030
WWW.msmode.com

MS Mode Nederland BV Diemermere 1 1112 TA DIEMEN The Netherlands Geproduceand in Turkije Hangentellt in Turkel Made in Turkey Fabricade on Tunquie Fabricade on Tunquie Fabricate in Turchia and 100% polyurethan i polyurethan polyure

**Belts:** a plastic belt hook must be attached for sales purposes (more information available at the concerned buying group). Punched the Logo on the back side of the belt.

#### Scarves:



Size and composition tag for scarves must be placed 10 cm from the lower side at the left side.

**Size and composition tags for microfiber leggings/tights** (see also requirements composition and care label requirements) Please mention with the NOOS articles the code (season) on the package, for example Code 6, buying department need to inform you which code you have to mention.

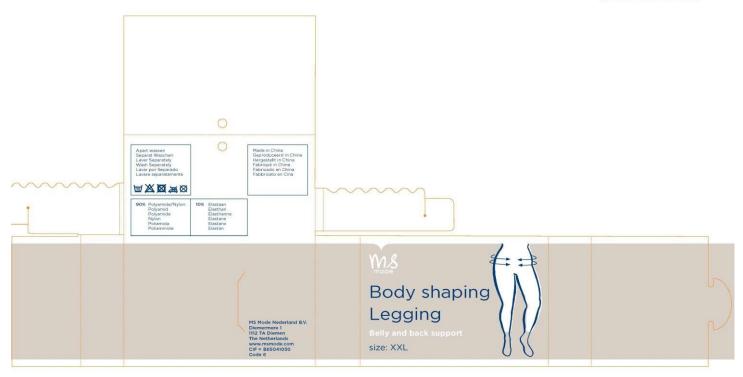
# **Colour Specifications:**

PMS Warm Grey 3 (Full colour: Cyaan 0%, Magenta 4%, Yellow 8%, Black 17%)

PMS 664 U (Full colour: Cyaan 100%, Magenta 67%, Yellow 0%, Black 38%)

Example (legging size XXL/52)





## 9 Price Tags and stickers:

#### 9.1 General

- The price tags and stickers (hereafter revered to as labels) are made available with reference to SAP order number on the site of Check Point. See appendix 'price ticket and label ordering' for more information.
- It is the responsibility of the Contractor to release the price labels on time in order to get the price labels on time for handover date.
- The size breakdown is mentioned on the order. It specifies the quantities per size.
- If the number of items or the article number does not correspond to the order, contact the Buying Assistant as soon as possible.
- Price labels may not be amended by hand under any circumstances.
- Never deliver items without labels.
- Any remaining labels must be destroyed.

## Examples of price tags:



Type 33 N

## And examples of price stickers:



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# 9.2 Which type of tag?

Type of tag will be visible per order on site of Check Point.

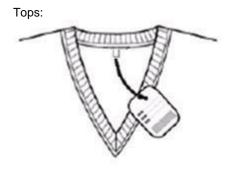
#### 9.3 Placement

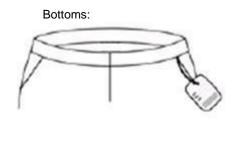
- The price tag must be attached with the selling price visible for the consumer (the front)
- The price tag must be attached with a 30 mm plastic string, using a textile gun, in the garment as shown

below

The price tag must be visible when the article is packed in a polybag.

#### Price tags:





Through the size label.

Through the waistband seam, 10 cm from side seam. (If the item has no waistband, the price tag must be attached in the left side seam, 6 cm from the top).

If the item is made of a delicate fabric, the price tag must be slipped through the hanging loop. This is to prevent damage to the fabric.

- If other additional labels are prescribed (e.g. stretch, wrinkle effect), the additional label must be <u>under</u> the price tag (using the same string) <u>Price stickers:</u>
  - On a waistband Tag or accessories Tag

# Example:



# 9.4 Waistband tags

can order a brand waistband tag, see the example below. The Waistband tag is used for all trousers (unless informed otherwise) and some skirts (see sample information).

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# **Example Tag:**

Sizes:

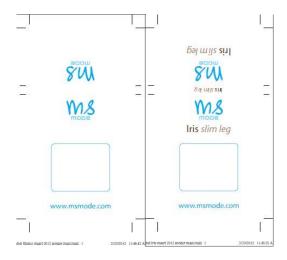
10.8 \* 5.8 cm

#### **Colour Specifications:**

PMS 7460 (Full colour: Cyaan 100%, Magenta 0%, Yellow 0%, black 5%) PMS 7519 (Full colour: Cyaan 50%, Magenta 60%, Yellow 100%, black 48%)

## **Paper Specifications:**

350 grams satin machine coated paper with one side glossy finish (glossy laminate)



Waistband tag should be fastened at the left side 6 cm from the centre back with a bar tag of yarn, which can be easily removed. 10 Folding instructions for delivery of packed and hanging goods (P/P, P/H, H/H)

# 10.1 Folding method

For all articles ordered P/H to simplify any reconditioning process, the items must be folded as less as possible.

If requested by the relevant buyer, tissue paper should be used for delicate materials. Always insert a tissue paper between coats/jackets. A piece of cardboard must be used for blouses with collars. Needles may not be used. After approval by the relevant buyer, a different folding method may be used if the item does not fit in the box or the items must be presented in the shops a special way.

Folding instructions to be found in appendix "folding instructions".

#### 10.2 Hanging goods are forwarded to the shops hanging.

#### Hanger

MSNL B.V.

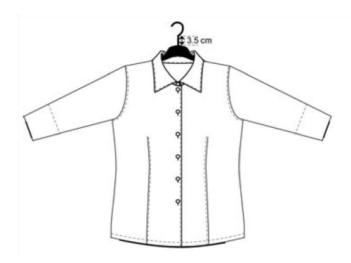
The type of hanger must be as prescribed in the 'Hanger type per product group' appendix unless the order states otherwise. The distance between the plastic part of the hanger and the curve in the metal part may not be less than 3.5 cm. Goods must hang according to the drawing, with the open eye of the hanger on the left. (For information on suppliers, please contact the relevant buyer.)

Please make sure the hook of the hanger is fixed they may not twist.

Our sorting machine is not able to work with hangers with a hook that can twist, so it is a big problem when you use these kind of hangers.

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#### Covers

If the clothing is hanging in a row, a cover must be placed on it every 30 cm, unless otherwise indicated in the contract or technical specifications. A cover for each garment may be requested instead of a master cover in the contract for light colours and/or delicate fabrics.

For more information concerning delivery and packaging instructions, please see separate document on the site.

## 11 Special hangtags

Some articles need to get extra information. Therefor we have special hangtags, which give specific information about the clothing. The contact person of the buying department will always inform you if you need to use this hangtag for the order. You can find these labels in the appendix; special hangtags'

# **Paper Specifications:**

Satin machine coated paper with both side glossy finish (glossy laminate)

Formaat: 43 x 106 mm Blue color: Pantone 7460 C

