

REGULATIONS AND STANDARDS OF GOODS IN BOXME WAREHOUSE

1. STANDARDS FOR INBOUND SHIPMENT GOODS

- Products must have barcodes
- Packing regulations when sending goods to Boxme warehouse: SKUs are arranged separately into boxes, with no more than 5 SKUs per box. Each SKU is put separately into a box or bag, and the SKU information is clearly written on the package when entering the warehouse.
- Regulations for product shelf life: The minimum shelf life for products when sending to Boxme warehouse is 12 months.
- Product specifications:

General requirements:

- Brand new product
- Correct product name and image as declared on the Boxme system
- Products are packed for protection purposes
- Seal intact (if any)
- Decent appearance without any distortion, scratches, or stains.

Documentation requirements:

- For imported goods: Customs clearance declaration, warehouse delivery note, relevant papers certified by the government that clearly states the merchant's information. Imported products must have sub-labels detailing product information and expiry date in the local language.
- Domestically manufactured goods: Warehouse delivery note, VAT invoice, and product information displayed in the local language.

Appearance requirements:

- Individual products or goods with no standard packing specifications must be wrapped in shrink films or airbags.
- Goods that are gifts, accessories, or bundles must be packed together to prevent loss during the order fulfillment process. Each combo must be labeled with the corresponding barcode for management purposes.

Product protection guidelines:

- Liquid goods need to be sealed tightly and with the lid being wrapped to prevent spillage during transportation.
- Goods that are easily distorted or deformed must be packed carefully

- Fragile and high-value goods should be wrapped with airbags before packing to prevent damage during transportation.

Label requirements:

- A label is defined as a written, printed, drawn, or photocopied piece of words, drawing, or picture that is stuck, printed, attached, cast, or engraved directly on the goods, its packaging or other materials are attached on the goods or the packaging.
- Goods labeling should show basic and essential information about the goods on the label for consumers to acknowledge and consider for consumption, for manufacturers and traders to inform and advertise their goods, and for relevant authorities to inspect and control the goods.
- The original label of goods is the first label attached by the manufacturers on the goods or its packaging.
- The sub-label is a label showing the information translated from the original label of a foreign language into Vietnamese, plus the mandatory information required in the Vietnamese law but is missing in the original label.

The above requirements are quoted from Decree No. 43/2017/ND-CP on goods labeling.

The label should contain the following information in Vietnamese:

- Goods name
- Name and address of the organization or individual responsible for the goods
- Goods origins
- Other information according to the nature of each product (if any), such as date of manufacture, expiry date, storage instruction, user manual, safety warning. For imported goods, there should be a sub-label if the original label of the goods does not contain the above information in Vietnamese.

2. STANDARDS FOR GOODS PACKAGING

- Regulations on goods packaging before entering the warehouse:

- For fashion items (clothes, shoes, hats), specialized plastic bags should be used to store and protect products from dirt, moisture, and damage.
- Specialized plastic bags must be larger than the product, durable, not deformed, torn or absorbent, easy to replace during transportation.
- Carton boxes must be used for other products, the product must take up at least 80% of the box. The remaining space must be filled with rubber/sponge to keep the product steady inside the box. Carton boxes must have at least 3 layers to ensure the safe transportation of goods.
- Used, distorted, unqualified packaging will not be accepted.

3. STANDARDS FOR INBOUND SHIPMENT

- Inbound shipment information:

- The seller has to create an inbound shipment request on the OMS system with the weight and quantity of the shipment (after packing). Please input the correct information and approve the request on the system.
- The number of SKUs must follow the standards listed in the first section “Standards for inbound shipment goods”.
- On each package, you need to stick the inventory label printed from the Boxme system
- The number of packages delivered to the warehouse must match the number declared on the system
- Boxme will charge counting and inspecting fees with shipments that do not follow the above standards.

- The inbound shipment handling process



- Inbound shipments that can be refused

- Goods sent to the warehouse without creating an inbound shipment request
- Damaged or incorrect goods compared to the information on the shipment request.
- Goods that are not classified before entering the warehouse (refer to the first section “Standards for inbound shipment goods”)
- Goods without origins, invoices, or relevant documents. Such goods can be counterfeit or have a negative impact on customers.
- Goods that are prohibited in accordance to the law.