

**Selfridges & Co
Supplier Guidelines & Standards**

January 2016

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1.1 Introduction

This document sets out various requirements for the supply of merchandise to Selfridges. It provides guidelines to the expected supply process, sets out standards that Selfridges expects its supply partners to adhere to, details specific delivery compliance issues that must be met and outlines the administrative fees and liquidated damages charges that may be applied for non-compliance. It also highlights how working together, Selfridges and its supplier partners can further develop their relationship and business to mutual advantage.

Appendix 1 to these supplier guidelines sets special requirements which apply to the suppliers of food products only. These requirements add to and/or amend these standard supplier guidelines and should be reviewed carefully by any food suppliers.

Appendix 2 of these supplier guidelines sets out the guidelines which apply to suppliers supplying goods purchased by Selfridges which are not for general resale (referred to in the Selfridges Standard Terms and Conditions for the Supply of Goods and Services as "GNFR Goods").

1.2 Our Brand

Selfridges continues to work hard to increase the benefits to our suppliers of supplying our business and selling through our stores. We represent one of the most recognised retail brand names in the UK and Europe. Selfridges owns over 100 years of international goodwill and reputation in the Selfridges' name. Since 1909, Selfridges and its predecessors have operated the world-famous flagship Selfridges department store on Oxford Street, London (the "Selfridges' Store"). The Selfridges' Store is unique and highly prestigious, stocking over a million goods and supplying numerous services. The Selfridges' Store occupies a retail space of over 540,000 square feet making it one of the largest department stores in the world. In addition to the Selfridges' Store, Selfridges also operates successful stores in Manchester (the Trafford Centre and Exchange Square) and Birmingham (the Bullring). The Selfridges brand has been promoted internationally for many years and its global reputation has been recognised 3 years running as the "Best Department Store in the World" at the Global Department Store Summit in 2010, 2012 and 2014. As a result of the quality of Selfridges' goods and services, the volume of its customers, and its extensive advertising and promotion, the Selfridges' name has acquired substantial goodwill belonging exclusively to Selfridges.

Selfridges aims to continue offering the best and most exciting department stores in Europe, meeting the needs of its customers in a unique and theatrical way whilst maximising operational efficiency and retail performance.

Selfridges recognises the need to forge collaborative working partnerships with our suppliers, so that trading benefit may be realised by both parties. Working more closely and efficiently, we hope to achieve strong year-on-year sales growth and hence, increase buying volumes.

We are committed to improving our own buying process. This includes reducing the lag-time between product selection and final purchase orders (so that our suppliers benefit from earlier commitment), better forward forecasting of demand, shortening delivery windows, improving order fulfilment, reducing delivery error and maintaining prompt payment to those suppliers that adhere to our buying guidelines and standards.

1.3 Date of Release

Selfridges have issued these guidelines on 7 January 2016.

Periodically revisions will be made to these guidelines. These revisions will be sent to all suppliers and will supersede previous versions.

1.4 Supplier Queries

Any queries or issues suppliers have regarding the guidelines, standards and charges set out in this manual must be directed as outlined below. Queries directed to the incorrect department cannot be answered and the supplier will be requested to divert their query to the correct department.

Section 2: Buying Process & PO Specification – direct to your Selfridges' buying contact at Head Office

Section 3: Distribution Centre & Delivery Compliance (Standards) – direct to Selfridges' DHL Distribution Centre

Section 4: Invoice Payments & Account Debits (including Administrative and Liquidated Damages Charges relating to Delivery Compliance) – direct to Selfridges' Accounts Payable

Section 5: Inbound Logistics & International Suppliers – direct to DHL Supply Chain

Please **DO NOT** contact your buying contact to discuss invoicing or compliance queries (Sections 3 & 4). They will not be able to respond or assist you with these issues. Contact details for each of the departments outlined above are provided below.

1.5 Head Office Contact Details

Head Office and Oxford St. Store

Selfridges & Co.
Selfridges Retail Limited
400 Oxford St.
London W1A 1AB

Telephone: +44 800 123 400
E-mail: As notified on the Purchase Order

Please note that **no deliveries** are to be made to Head Office, Leicester Connect or any of the stores unless specifically authorised in writing.

1.6 Accounts Payable Contact Details

Accounts Payable Department

Selfridges & Co.
Selfridges Retail Limited
PO Box 5157
Sunningdale Road
Leicester LE3 1ZW

Telephone: +44 116 273 2022 (Helpdesk)
Facsimile: +44 116 273 2126
E-mail: aphelpdesk@selfridges.co.uk
Invoices can be emailed to: selfinvoices@selfridges.co.uk

1.7 Distribution Centre Contact Details

Distribution Centre

Selfridges DHL Supply Chain
Hams Hall National Distribution Park
Edison Road
Coleshill
Birmingham B46 1DA

Telephone: +44 1675 431222
Facsimile: +44 1675 431223
Booking In E-mail: selfridges.booking.in@dhl.com

1.8 Inbound Logistics Contact Details

For overseas DHL Supply Chain offices and delivery points please contact:

Selfridges' Inbound Logistics Team:

Selfridges & Co.
Selfridges Retail Limited
400 Oxford St.
London W1A 1AB

Telephone: +44 1675 431215

Booking In E-mail: Selfridges.helpdesk@dhl.com.

2.1 Purchase Order Process

Provision of Product Detail:

At the buy, suppliers are requested to provide Selfridges' buyers with all relevant product details required for completing their purchase order. This detail includes: item VPN, item description, fabric/colour codes or names, cost price and EAN codes (where available). If any part of the necessary information is not fully available at the buy, suppliers must provide this information to their Selfridges buying contact within 5 working days of the buy date.

BuyPad:

Selfridges' buyers will initially enter their buy selection and proposed order onto BuyPad. This will detail their buy requirement with regard to individual styles (item and colour description), product codes, sizes required within a style, order quantities by size and the order delivery window. The BuyPad will be sent to all suppliers, at the earliest opportunity, via e-mail. It does not represent Selfridges' final purchase order - FPO (see Final Purchase Order - below).

Supplier Copy Confirmation (SCC):

Suppliers must confirm receipt of the buyer's BuyPad, by returning a 'supplier copy' of the proposed order, to their nominated Selfridges buying contact. The supplier copy must show Selfridges' order as it is loaded onto the supplier's own processing system, outlining all the key product data highlighted above (see Provision of Product Detail - above).

Suppliers must not delay the return of the SCC. They should not wait for the inclusion of any order amendments (e.g. changes to product specification or a supplier's decision to not make a particular garment) that may only be decided by the supplier at the end of their selling period or close to production. These order amendments must be dealt with separately as the order progresses (see Section 2.2 Order Amendment - below).

Provision of a supplier copy of the proposed order will allow Selfridges to complete a cross check of supplier product detail against the entries on the BuyPad, thereby highlighting and correcting any discrepancies prior to the FPO being raised. This will lead to a reduction in purchasing and supply mismatches, which can significantly delay the movement of stock through the supply chain.

Final Purchase Order (FPO):

Selfridges will not raise a FPO prior to the supplier copy confirmation (SCC) being received. Rapid response by suppliers will lead to the receipt of confirmed orders faster, thereby providing suppliers with earlier commitments to buy.

Following receipt of the SCC, the BuyPad order may then be raised through Selfridges' stock management system to generate the FPO. A copy of the FPO will be automatically transferred via email to the supplier.

At this stage, the FPO will have a Purchase Order Number attached to it. Suppliers must confirm receipt of the FPO and this PO Number. This is achieved by simply notifying the relevant Selfridges' contact by e-mail of the PO Number received.

Purchase Order (PO) Number:

A Selfridges PO number is the only order reference recognised by Selfridges' distribution centre, accounts payable and all other functions within the business. This number must be quoted on all communications with Selfridges, and posted/marked clearly on all the following:

- advice note
- invoice
- each carton / pallet / hanging-set
- packing list
- any communication concerning the order

Please note that this purchase order process is varied in relation to food products. Please refer to Appendix 1 for further details.

Supplier Bar Codes

Use of EAN bar codes for products is a standard requirement of Selfridges. Wherever suppliers use EAN barcodes, these must be provided to the supplier's nominated Selfridges buying contact as early as possible. This allows for EAN code information to be entered onto the Selfridges merchandise management system and included on the electronic purchase order details. Physical or digital images of the bar codes themselves must be provided as well as the EANs. This is to ensure that Selfridges' stock management tools and POS scanning systems can read the actual bar codes. Any changes to any of the product details must be provided to Selfridges immediately (e.g., VPNs, EANs, case pack size, vintage years, etc.).

Use of EAN codes can greatly enhance the speed of product processing within the supply chain. The Selfridges warehouse processing system recognises all bar codes that have been loaded onto Selfridges' merchandise management system in advance of physical delivery. Where EAN codes have been provided in advance, warehouse turn-round time is improved by up to 48 hours and invoice reconciliation errors are minimised.

Selfridges' stock management system will also recognise VPN and UPC codes, and similarly suppliers must provide these wherever possible.

Suppliers who use EAN bar codes must provide Selfridges with updates of any changes to EAN / UPC listings immediately.

2.2 Order Amendment & Substitute Items

Any queries or proposed changes relating to a given PO (e.g. product not being produced, specification changes, substitute items etc) must in the first instance be notified to the supplier's nominated Selfridges buying contact at the earliest opportunity, and always prior to the physical delivery of merchandise. A PO may only be amended in accordance with Selfridges' Standard Terms and Conditions for the Supply of Goods and Services. Selfridges' buying team will provide suppliers with details of the agreed update to the FPO where changes do occur.

2.3 Quality of Goods

All goods delivered must conform with the quality and performance requirements set out in Selfridges' Standard Terms and Conditions.

2.4 Order Progress

Progress & Delays:

Suppliers must provide Selfridges with regular weekly updates as to the progress of order production or processing. Suppliers must notify Selfridges immediately of any problems/delays within the production/supply process, which are likely to lead to lag-time within the delivery window or affect agreed minimum drop quantities for each delivery. An extension for the time for delivery/performance may only be agreed between Selfridges and the Supplier in accordance with the Selfridges' Standard Terms and Conditions for the Supply of Goods and Services.

Delivery Estimates:

Suppliers must provide Selfridges, at the earliest opportunity, with advanced estimates as to specific delivery dates and unit delivery volumes within the set delivery windows.

Delivery Windows:

Selfridges aim is to reduce delivery windows to improve new season performance and allow for an increase of in-season repeat ordering to drive greater sales volumes out of best selling lines.

2.5 Ethical Trading Requirements for Suppliers

The Supplier shall at all times comply with and ensure that its suppliers comply with the Selfridges & Co Ethical Trading Requirements annexed to the Selfridges Standard Terms and Conditions for the Supply of Goods and Services, as updated from time to time.

Selfridges have partnered with Sedex to have greater visibility of our suppliers' supply chain information. Suppliers which work in partnership with Selfridges should join Sedex for a nominal fee <http://www.sedexglobal.com/join-sedex/>

3 Distribution Centre & Delivery Compliance

All deliveries (unless otherwise specified) are to be made to Selfridges' distribution centre, at the following address:

Distribution Centre

Selfridges DHL Supply Chain
Hams Hall National Distribution Park
Edison Road
Coleshill
Birmingham B46 1DA

Telephone: +44 1675 431222

Fax: +44 1675 431223

Booking In E-Mail: selfridges.booking.in@dhl.com

3.1 Supplier Compliance & Fining System

Selfridges' distribution centre runs a clear supplier compliance policy with regard to delivery standards and procedures. Details of all DC compliance criteria are provided below. Compliance issues include the following:

- (i) **Delivery Performance** – booking in, cancellations, late delivery/non-arrival, goods not on vehicle, delivery window closed
- (ii) **Packaging & Paperwork** – damaged cartons, damaged content, packing organisation, mixed purchase orders in same cartons, poor/no labelling, illegible/no paperwork, paperwork visibility
- (iii) **Delivery Accuracy** - overs/product not on purchase order, shortages/incomplete shipment, substitutes, concession vs. Selfridges' own bought stock
- (iv) **Returns Procedure** – delivery error returns, RTVs

Failure to adhere to Selfridges' standards and procedures may lead to the imposition of liquidated damages charges and administrative fees on a supplier, reflecting the trading and operational cost of these failures to Selfridges' business. A debit note will be raised for all liquidated damages charges and administrative fees, which will then be deducted from invoice settlement. Details on the various charges relating to compliance issues are provided in –the Liquidated Damages Charging Matrix appendix to the Selfridges Standard Terms and Conditions for the Supply of Goods and Services.

3.2 Third Party Carriers

Carrier Requirements:

Where suppliers contract deliveries to third party carriers, the supplier must ensure that the carrier used is fully briefed regarding the delivery procedures and compliance criteria outlined in this document.

Goods Tracking Capabilities:

It is essential that the carrier operates a suitable, efficient and effective goods tracking service, which can monitor the location of packages within their system at all times, providing immediate information as to the whereabouts of shipments and where necessary, individual cartons. Liquidated damages may be applied for deliveries lost or delayed as a result of inadequate carrier tracking systems.

3.3 Booking-In Procedure

Delivery Times/Slots:

Selfridges' distribution centre operates a strict booking-in diary. The distribution centre is open to receive deliveries Monday to Friday, from 06:00 to 14:00. A delivery slot can be reserved by email, phone or fax. Contact details for the DC are provided at the start of this section. If communicating by fax or e-mail, please ensure all relevant supplier contact details (names and numbers) are provided, to enable the distribution centre to make additional contact if appropriate.

Selfridges will normally provide every supplier with a delivery slot no later than the second working day following the request. (e.g., Monday request for Wednesday delivery). The Selfridges distribution centre operates 30-minute delivery slots, with a +/- 30 minute tolerance.

Where a supplier or carrier has a requirement for a regular delivery day/time, this can be arranged subject to availability by contacting the distribution centre booking-in team.

Any goods arriving by mail will require a booking reference.

Booking In Information:

When arranging a delivery slot, the distribution centre booking-in team will validate the supplier's PO details and give the supplier a booking-in reference. The delivery driver on arrival must quote their relevant booking-in reference. Selfridges' distribution centre reserves the right to refuse deliveries without a booking-in reference.

Suppliers (or their designated carrier) must provide the following information when requesting a delivery slot:

- purchase order number(s)
- unit quantity for delivery, by PO
- supplier name and number
- Selfridges department number
- number of cartons (for boxed stock)
- number of hanging sets or units (for hanging stock)

Accuracy of the above information is essential and represents a key compliance issue. If incorrect or incomplete data is provided, Selfridges' distribution centre may either reject the delivery or charge for the administrative costs of clarifying the discrepancies between the delivery details as booked-in and the actual delivery specifics. These charges will be levied directly against the supplier rather than their carrier (if one is being used).

Suppliers are required to retain booking in reference numbers as in the event that a proof of delivery is requested, the booking in reference will be required for that particular delivery. If a proof of delivery is supplied without the valid booking in reference, it will be deemed an invalid proof of delivery, irrelevant of a signature of receipt.

3.4 On-Time Delivery Standards

Delivery Windows:

Delivery windows will be clearly stated on the purchase order generated by Selfridges' buying teams. All delivery timings for a given PO must be respected. These will include as standard: not before date, not after date and the maximum number of shipments. If an order is likely to arrive over more than one delivery, Selfridges' buyers may also set requirements of suppliers regarding the minimum proportion of an order to be delivered in each shipment and by when.

Selfridges' distribution centre reserves the right to reject deliveries received outside the agreed pre-determined delivery window. Where a supplier has agreed with their Selfridges' buying contact for a late delivery to be accepted, the Selfridges buying contact may require a late delivery discount, sell through guarantee or sale or return agreement to reflect the likely sales potential of the late/under-delivered stock. This is also the case where the buyer has agreed specifics surrounding minimum drops during the delivery window periods and the supplier exceeds these.

Once booked-in for a specific delivery date, suppliers will normally be given a 30-minute delivery slot. Selfridges reserves the right to refuse any delivery arriving outside the +/- 30 minute tolerance of this slot.

Changes To Agreed Delivery Dates & Slots:

Suppliers/carriers must notify the distribution centre of expected delivery delays at the earliest opportunity. The supplier must give the distribution centre at least 24 hours' notice if there is a requirement to change or cancel a delivery slot time or date. Delivery time changes requested later than this notice period may

incur a liquidated damages charge to reflect loss of productivity and increased costs resulting from a re-arranged drop time/date.

The highest charges will be applied for non-arrivals, where the distribution centre has received no notification - i.e. if a delivery has been booked-in and the supplier (or their designated carrier) simply fails to arrive – as this causes the greatest level of disruption and lost opportunity.

3.5 Packing Requirements

Please note that these packaging requirements are varied in relation to food products. Please see Appendix 1 for further details.

General Standards:

Due to the high quality of Selfridges' products, any merchandise delivered that fails to meet acceptable standards of presentation or fails to comply with packaging legislation may be rejected through the RTV process.

All goods must be packed so as not to damage stock or product packaging. Goods must not be packed too tightly resulting in damage to presentation packaging or the goods themselves. There must be sufficient packaging to protect each individual product from damage. The following forms of packaging are not acceptable: loose fill polystyrene, shredded newspaper, loose waste products and material. Delivery of damaged goods may incur liquidated damages charges.

Individual SKUs for each style must be consolidated and packed together. SKUs must be loaded in order, with dividers between each change in style.

The distribution centre is not equipped to receive deliveries from curtain-sided vehicles.

Pallets:

For health & safety reasons over-stacked or unstable pallets may be rejected. Pallets must not be greater than 180cm in height. All pallets must be shrink-wrapped. Cartons must not be damaged, ripped or open. Selfridges reserves the right to reject damaged outers, charging any administrative expenses and carrier costs for their return to the supplier. Liquidated damages charges may also be incurred due to the impact of delaying stock entering the business.

Hanging Product:

All hanging garments must arrive on hangers, as agreed with the buyer. Each item must be individually poly-bagged for protection. Pre-ticketed and bar coded goods must have this information clearly visible through the protective packaging.

Boxed:

No metal straps or metal clasps or nylon straps are to be used to seal outers. The maximum carton weight is 26kg. Any cartons above this weight will be returned to the supplier at their cost and administrative charges applied.

Multi PO Deliveries:

When delivering product from separate purchase orders within the same shipment, suppliers must ensure that clear demarcation exists between the products from the different purchase orders. The preference is the use of separate cartons for each order, with each box clearly labelled (see Section 3.6 Delivery & Packing Documentation - Box Labelling below).

It is also essential that all the relevant documentation is provided for each separate order in a clear and visible manner (see Section 3.6 Delivery & Packing Documentation - below). Failure to do so can cause a significant slow down in stock throughput at the distribution centre, may lead to goods being returned to supplier and may lead to problems with invoicing of goods later in the process. Delivery of separate purchase orders in a mixed consignment, under a single PO number will be subject to additional administrative fees.

Pre-Ticketing:

Where suppliers have agreed to pre-ticket items and then do so incorrectly, resulting in Selfridges' distribution centre having to print and attach correct tickets, fines may be imposed to reflect the cost of this resource commitment.

3.6 Delivery & Packing Documentation

Please note that these packaging requirements are varied in relation to food products. Please see Appendix 1 for further details.

Box Labelling:

Suppliers must ensure that the purchase order number, supplier name and booking reference are posted clearly on every carton, pallet, or hanging-set. The distribution centre will always refuse to accept any delivery without a PO number. Required information on box labelling is detailed in the example below:

Booking Reference		BA18 / 2MC / 11	
Due Date	25-Apr	Due Time	12:30
Courier		PARCELFORCE	
Delivery location -		<i>DHL-Selfridges Hams Hall NDP Edison Road Coleshill B46 1 DA United Kingdom</i>	
From		<i>ABCDE Outfits 123 Main rd Oxford</i>	
Purchase Order(s) 123456	Concession		Box 3 OF 12
	Yes	No	
	Store Destination		
FOC			
Yes		No	
Does this Box contain the Paperwork			Y N
Does the delivery contain complete P/O			Y N
Food Order	Y N	Batch Number	(Non-Food Delivery)

Delivery Documentation:

All delivery documentation accompanying deliveries must be accurate, legible, neatly presented and completed in English. All deliveries to Selfridges must be accompanied by a packing list, which must carry the following information:

- * supplier name, address and number
- * department number
- * PO number
- * booking-in reference number
- * total number of outers
- * number of units in delivery by SKU
- * SKU detail (e.g. VPN code, item description, colour, fabric & colour codes, size)

Location & Attachment:

If a single packing list is being provided for the whole delivery, it must be placed in a clear envelope and attached to the first outer of the consignment. If packing lists are provided individually for each carton, they must be attached to each corresponding carton. A total packing list (incorporating all cartons) must also be included with the shipment.

Packing lists must not be placed inside the outer below the goods packed within it, as this significantly delays processing time. Documentation must be attached to the carton rather than shrink-wrap used around the carton.

Illegible pack notes, pack notes attached to external wrap and missing pack notes represent a compliance issue. Failure to present pack notes appropriately creates additional administrative costs, charges for which may be passed on to the supplier.

3.7 Goods In, Delivery Processing, Error Returns & Incomplete Deliveries

Please note that these delivery requirements are varied in relation to food products. Please see Appendix 1 for further details.

Goods In – Outers:

Selfridges' policy is to check and sign for outer quantities only at the point of delivery. Outer quantities are considered to be as follows:

- * pallets (where pallet is shrink-wrapped)
- * cartons (where loose)
- * sets (where hanging merchandise is grouped)
- * units (individually presented hanging merchandise only)

Goods Processing – Units:

As part of the detailed receiving processes at the distribution centre, every item received by Selfridges is unit checked against the supplier's packing note and Selfridges' PO. This operation takes place in the 24-72 hours immediately following physical receipt of merchandise (Goods In). Goods may not be accepted, or may be subject to a charge, if they represent over-deliveries of stock, non-agreed substitute items or if they fail to meet Selfridges' compliance and quality criteria. Selfridges does not accept delivery of or liability for goods with latent defects, i.e. those not apparent upon arrival at the distribution centre.

Delivery Error Returns:

Delivery, packing, compliance, quality or order process errors, which lead to the rejection of stock and which are attributable to the supplier, are to be collected from the distribution centre by the supplier. Suppliers will be contacted within 5-10 working days from the day of goods-in receipt and be given details of the return.

Suppliers are expected to pick-up any error returns within 10 working days of notification. Stock error pick up times will need to be arranged with Selfridges distribution centre in the same way as the booking in procedure.

Suppliers will be responsible for all costs related to the return of these error deliveries, including administrative costs incurred by Selfridges distribution centre. If identified delivery errors are not resolved by the supplier within 10 working days, Selfridges' distribution centre will organise for goods to be returned to the supplier, with costs being charged accordingly.

PO invoices will not be settled prior to the resolution of any supplier delivery errors relating to that PO number.

General Stock Returns (RTVs):

Once agreed between the supplier and their Selfridges buying contact, standard RTV (return-to-vendor) stock will be collated at the Selfridges distribution centre from the stores and put-away. The total return will then be prepared for collection and the supplier will be notified of the returning stock's availability. Collections must be made from the Selfridges' distribution centre within 30 days of notification of the stock's availability.

Suppliers that operate specific return procedures must notify their relevant Selfridges buying contact of their request to apply these procedures and seek agreement to them. Any agreement regarding supplier specific return procedures must be agreed in writing in accordance with the variation procedures in the Selfridges Standard Terms & Conditions and established prior to the occurrence of any delivery errors. Negotiations will not be held retrospectively. If agreement has not been previously reached, Selfridges reserves the right to return goods based on its own return procedures.

Any returns not collected from Selfridges' distribution centre, within 30 days of the date when the return was notified to the supplier, will enter Selfridges' stock return resolution/write off process. Selfridges may organise for stock to be returned to the supplier, with all administrative and carrier charges being charged to the supplier. Alternatively, stock may be written off. Selfridges' finance department will value the stock and suppliers will be notified of the planned write-off. Notification will include details concerning the stock, the original purchase order number, the age of the return, and the volume/value of the stock. Suppliers will then have a further 30 days to reclaim the write off stock, using the due process detailed above. Failure to do so will lead to the stock being disposed of by Selfridges.

Shortages:

Incomplete shipments/shorts are also considered as a compliance failure. In accordance with Selfridges Standard Terms and Conditions for the Supply of Goods and Services Selfridges will apply liquidated damages charges where deliveries do not match quantities booked-in or where goods are on a supplier's pack note but have not been physically delivered with the drop. These charges will be applied on a per SKU basis.

Concession vs. Own Bought Stock

All concession stock delivered to the distribution centre must be packed separately and clearly marked, as concession stock passes through the distribution centre in a different way to own bought stock. It is essential therefore that suppliers, who deliver both concession and own bought stock to the distribution centre, always pack the different types separately and label/mark all cartons correctly. Significant resource and administration is required when mixed concession/own bought deliveries arrive at the distribution centre (and sometimes feed through to the stores), these costs will be charged to suppliers where concession and own bought stock is not separated accordingly.

3.8 Direct Store Deliveries

Although Selfridges operates a central distribution function, there may be exceptional circumstances where suppliers are required to deliver direct to store. Written permission is required before deliveries are accepted direct to store. Written permission will not be given unless there is a real business case for a delivery arriving direct to store. The need to deliver direct to store must be agreed with the supplier's relevant Selfridges' buying contact at least 15 days in advance of the delivery. Necessary contacts for direct to store deliveries will be provided to the supplier by their Selfridges buying contact, if an agreement for a direct-to-store delivery is reached.

Direct to store deliveries are subject to delivery standards and rejection criteria identical to those in place for the Selfridges distribution centre.

3.9 DC Visitor Security

All drivers must carry some form of official identification. Drivers arriving at the distribution centre gatehouse will be expected to quote their delivery booking-in reference number, without this access to site may be denied. In accordance with Selfridges' security policy all vehicles entering or leaving the distribution centre or stores may be subject to random searches.

4.1 Accounts Payable Department

All invoices must be forwarded to our central accounts payable department at the address below.

All queries relating to invoices and payment must be made to the accounts payable Helpdesk (see below for telephone number).

PLEASE NOTE that Selfridges' buying teams and distribution centre are **not** the point of contact for any account queries. Any account queries made to the buying teams or distribution centre will be diverted to Accounts Payable.

Accounts Payable Department

Selfridges & Co.
Selfridges Retail Limited
PO Box 5157
Sunningdale Road
Leicester LE3 1ZW

telephone: +44 116 273 2022 (Helpdesk)

facsimile: +44 116 273 2126

email: aphelpdesk@selfridges.co.uk

Invoices can be emailed directly to: selfinvoices@selfridges.co.uk

4.2 Invoices

Suppliers are advised that all invoices:

- * must be sent directly to the accounts payable address (preferably in English) within a week of the invoice date
- * must never be sent with the delivery to the warehouse
- * must never be sent to the stores or head office
- * must be purchase order and delivery specific
- * must always state the Selfridges PO number they relate to
- * must never consolidate multiple POs
- * must include the supplier's VAT registration number where applicable
- * must include the suppliers contact name and number in case of invoice queries
- * must include the supplier's letter head, and registered address information
- * must include Intrastat details where applicable
- * include the full description from the original Selfridges PO
- * must reflect prices agreed as set out on the PO
- * must never include settlement discounts - these will automatically be deducted from the payment
- * must not be issued prior to delivery of orders to Selfridges' distribution centre
- * must include trade discount and be deducted at line level, clearly showing the amount of discount granted

Failure to comply with the above requirements will delay account settlement.

Invoices not quoting the valid PO number will be returned unpaid.

4.3 Payment Method

Please note that settlement periods begin on the later of (i) the invoice date or (ii) the date the invoice was received or (iii) the date of receipt of the corresponding goods into Selfridges' distribution centre.

Standard discount terms currently apply at 5% 21 Days, 4% 30 Days, 3% 60 Days settlement discount will be deducted from payments made to Suppliers by Selfridges & Co and so settlement discount should not be included on invoices under any circumstance. Settlement discount will not be repaid if stock is sent back at a later date as this discount is granted for swift payment of invoices and is not included in the ordering or retail price of stock.

UK Suppliers

Payment will only be by Bankers Automated Clearing System (BACS).

Non-UK Suppliers

Payment will be in an approved currency and paid by Electronic Funds Transfer (EFT).

Any bank charges arising are charged to the Supplier. These charges should not be included on any statement sent to Selfridges & Co, be deducted from any payments received from Suppliers, or be charged back to Selfridges & Co from the Supplier.

BACS and EFT remittances will be either e-mailed or faxed to the supplier's accounts address.

4.4 Sale or Return (SOR)

Where a sale or return arrangement is agreed this must be set out on the PO or otherwise agreed between the parties in writing and the process will be managed in accordance with the applicable provisions of the Selfridges Standard Terms and Conditions for the Supply of Goods and Services.

4.5 Returns, Shortages, Over Charges, Compliance Fees, Sales Invoices, Sundry Invoices & Liquidated Damages Charges

Debit notes will be raised for the value of each of the above and automatically deducted from the supplier's account. Returns, shortages and over charges will not only reflect the value of the stock but will also include any costs for administration, shipment etc. If any of the above charges have not cleared against current orders within 30 days from the date of the invoice / debit note, Suppliers are required to make full payment to clear their account. Any discrepancies with these charges must be reported to the Accounts Payable Helpdesk no later than 14 days after the debit note / invoice date.

4.6 Account Disputes & Reconciliation

Suppliers will be notified of all Liquidated Damages and Administrative Fees by invoice/e-mail. Any reason for disputing such charges or fees must be notified in writing to Selfridges' Accounts Payable no later than 28 calendar days of the date of the Selfridges invoice/e-mail, failing which Selfridges will not enter into discussions in relation to these charges or fees.

Statements must be sent on a monthly basis to the Accounts Payable Department, showing only what is outstanding on the ledger. Payments must not be quoted on the statement, as they should be allocated against the invoices they relate to. Any deductions being disputed must be quoted on the statement along with the specific debit note number for that deduction.

In the event that suppliers continually require assistance from Selfridges' Accounts Payable with the reconciliation of payments, administrative costs incurred relating to this assistance will be charged to the supplier and will be automatically deducted from a future payment. If there is no future payment, the Supplier will be required to send payment to settle the invoice in full.

5.1 DHL Supply Chain

Selfridges has out-sourced its inbound freight management function to DHL Supply Chain Limited. Selfridges will provide details of the nearest DHL Supply Chain office and delivery point in the supplier's country at the time the order is agreed.

Selfridges' Inbound Logistics Team:

Telephone: +44 1675 431215

Booking In E-mail: Selfridges.helpdesk@dhl.com.

5.2 Booking Deliveries

A booking must be made with the supplier's local DHL Supply Chain office at least 2 days in advance of delivery. Please contact Selfridges' Inbound Logistics Team for confirmation of your local DHL office. At the time of booking, DHL Supply Chain will require the following information in order to process the request:

- * Supplier name
- * Selfridges department number
- * Selfridges purchase order number
- * outer count for delivery, i.e. number of boxes, pallets, etc.
- * total number of units for delivery
- * total consignment weight (KGs)

DHL Supply Chain will use this information to seek shipping approval from the Selfridges buying team. Merchandise will not be shipped until this approval is secured.

5.3 Delivery to DHL Supply Chain

Deliveries to DHL Supply Chain must be accompanied by the following original copy documentation:

- * commercial invoice
- * packing list

If applicable:

- * certificate of origin (note: most garments require this if imported from outside EU)
- * export licence / generalised system of preference (GSP)
- * quota notification
- * any other documentation required for country, e.g. China visa

Each carton must be clearly labelled with the appropriate PO number and delivery address (as detailed at the start of Section 3 of this document).

5.4 Local Charges (F.O.B. Suppliers Only)

All local charges need to be settled directly with DHL Supply Chain, for example:

- * container freight station (CFS) charges
- * receiving charges
- * customs clearance charges

5.5 Customs & Shipping Documentation

All appropriate customs documents required for importing into the UK must be provided by the supplier. This may include: Certificate of Origin and Export Licence.

DHL Supply Chain will issue a shipping document as required, for example:

- * forwarders cargo receipt
- * bill of lading
- * airway bills

APPENDIX 1

FOOD ADDENDUM

The following additional supplier guidelines shall apply in relation to food goods only. To the extent that the terms of this addendum are inconsistent with the provisions of the main body of the supplier guidelines, this addendum shall prevail.

1. Purchase Order Process

Provision of Product Detail

Prior to placing of initial order, suppliers are requested to provide Selfridges' buyers with all relevant product details required for completing their purchase order. This includes:

- Technical Specifications
- Vendor Product Number ("VPN")
- Item Description
- Cost Price
- EAN Codes (where applicable)
- Total Product Life from Production
- Item Dimensions
- Weight
- Case Size
- Country Of Origin

Purchase Order (PO) Specification

Selfridges will place purchase orders with suppliers by Auto Fax. The purchase order will annotate the PO number, delivery date, destination of delivery, vendor product number, product description, EAN number, units of purchase in each, supplier cost in each, and total cost of order.

If any of these details are incorrect at the time of ordering, suppliers must inform the Supply Chain ("SC") contact immediately with correct information, so as to avoid delays in payment.

Orders will be placed in line with the agreed supplier lead time and subject to agreed product and/or total order minimum requirements.

Product Life

Selfridges requires a minimum of 75% of total life on delivery to ensure our customers have adequate life on their purchases. Product not adhering to this requirement will be rejected, unless prior agreement has been made with the SC contact.

Date and Batch Coding

Where applicable, product must have a Use By - or Best Before End - date code in the recognised UK date format i.e. DD/MM/YY. Products with a Use By Date do not require a Batch Code if traceability can be demonstrated. Batch codes are required where date coding does not provide adequate traceability.

2. Delivering to Selfridges

Direct Store Deliveries

Although Selfridges operates a central distribution function there may be circumstances where suppliers are required to deliver direct to store. Examples may include:

- Fresh produce deliveries for Selfridges Food Halls
- Restaurant deliveries
(this list is not exhaustive)

The need to deliver direct-to-store must be agreed with the supplier's relevant Selfridges' SC contact in advance of the delivery. Details for direct-to-store deliveries will be provided by the SC contact, if an agreement for a direct-to-store delivery is reached.

Direct-to-store deliveries are subject to delivery standards and rejection criteria identical to those in place for the Selfridges distribution centre. For further details see below.

3. Supplier Delivery Standards and Procedures

Packaging & Paperwork

Packing Requirements

i. General Standards

All goods must be packed so as not to damage stock or product packaging. Goods must not be packed too tightly resulting in damage to presentation packaging or the goods themselves. There must be sufficient packaging to protect each individual product from damage. Product presentation conformity will be monitored on a delivery by delivery basis.

Materials used for wrapping and packaging foodstuffs must not present a risk of contamination and if re-used must be easy to clean and where necessary, to disinfect.

Food containers must not be used for non-foodstuffs where there is a risk of contamination.

Where open foods are being transported they must be effectively separated and/or sufficiently covered to prevent against possible contamination.

The following forms of packaging are not acceptable: loose fill polystyrene, shredded newspaper, loose waste products and material. Selfridges reserves the right to reject damaged outers, charging any administrative expenses and LDC's back to the supplier.

ii. Pallets

1. For health & safety reasons, over-stacked, damaged or unstable pallets may be rejected.
2. Pallets must not be greater than 180cm in height (including the pallet).
3. All pallets must be clear shrink-wrapped.
4. Cases must be stacked on pallets in a consistent configuration and case pack quantity.
5. Stacking must be stable, prevent crush damage and avoid pallet overhang.
6. Case labels must be visible from all sides of the pallet (e.g. all labels facing outwards)
7. All mixed product pallets must be stacked in layers with segregation between each layer (e.g. a cardboard sheet or pallet).
 - Same skus must be stacked together.
 - In order to minimise mixed layers, the SC team will order product in whole layers wherever commercially feasible.
 - Please contact your SC representative to advise on the number of cartons per layer of each product supplied.
8. Each pallet should be labelled with the PO number.
9. Selfridges operates a self tip site for small deliveries. Pallets will be provided to suppliers or their carriers on which to unload goods if required.

iii. Multi PO Deliveries

When delivering product from separate purchase orders within the same shipment, suppliers must ensure that clear demarcation exists between the products from the different POs. Products must be clearly separated by spacing and/or horizontal layers provided by pallets or card.

iv. Low Volume Deliveries

In the event of small deliveries of individual products where the guidelines on product separation are not practical, particularly in fresh, it is critical product is presented to the DC in the most operationally efficient way.

The new outer case label will be required to be fixed to each case (see below Carton Labelling).

All other guidelines remain including:

- no mixed cases
- no mixed dates/batch codes
- same skus stacked together

Where these guidelines are not regularly adhered to, we will restrict the number of skus/cases allowed per pallet in order to maintain depot efficiencies.

Please contact your SC contact to discuss arrangements for the suitable ordering and delivery of these goods to maximise efficiencies.

Labelling

i. Outer Case Labelling

Selfridges requires all suppliers to provide key information on the outer cases of all products delivered to any one of its delivery destinations.

This information will ensure clarity of product identification, accuracy of processing and ensure speedy onward transfer to stores.

This outer case information must include;

- Product identification through an Outer Case Bar Code (TUC) or Product Barcode (EAN)
- Product Description
- Product Weight/Size
- Pack size
- Use By / Best Before Date
- Batch Code (where relevant)

Selfridges now has the capability to scan outer case barcodes (TUCs)

Providing all the other information required is clearly pre-printed on every outer case in an accessible position, no other additional label is required.

If the above information is not clearly pre-printed on the outer carton, suppliers must provide the information on every carton as per the example label below:

EXAMPLE	
Product Description	Coke Bottle Regular
Product Weight	330ml
Pack Size	24
Use by Date	
Best Before	30.06.06
Batch Code	1234
EAN Code (For New Lines will be TUC Code)	

Suppliers to provide either Use By Date OR Best Before Date AND Batch Code

In the event that only one single product is delivered on a solid pallet, it will be permitted to apply only one label to the pallet with the information required.

ii. Pallet Labelling

Suppliers must ensure that the purchase order number, supplier name and booking reference are posted clearly on every pallet. The distribution centre always refuses to accept any delivery without a PO number.

iii. Product labelling

All product supplied must be legible in English and comply with all relevant UK/EU labelling requirements under the Food Labelling Regulations 1996 and associated regulations. Over labelling is permitted for imported product, images or import product labelling maybe requested as part of the specification approval process before an order is placed.

Delivery Documentation

All delivery documentation accompanying deliveries must be accurate, legible, neatly presented and completed in English. All deliveries to Selfridges must be accompanied by a packing list, which is clearly visible on the outside of the pallet and carry the following information:

- * supplier name, address and number
- * department number
- * PO number
- * total number of outers
- * number of units in delivery by SKU
- * Product detail (item description, case pack)

i. Multi PO Deliveries

It is essential that all relevant documentation is provided for each separate order in a clear and visible manner on the outside of the shipment. Failure to do so can cause a significant slow down in stock throughput at the distribution centre and may lead to problems with invoicing of goods.

Goods In

i. Delivery Signed Unchecked

Selfridges' policy is to check and sign for outer quantities only at the point of delivery. Delivery notes will be stamped "Unchecked", and signed with the DC receiver's signature and date. Outer quantities are considered to be as follows:

- * pallets (where pallet is shrink-wrapped)
- * cartons (where loose)

ii. Processing

As part of the detailed receiving process at the distribution centre, every item received by Selfridges is unit checked against the supplier's packing note and Selfridges' PO. This operation takes place on the same day in fresh departments, and currently up to 48 hours immediately following physical receipt of merchandise in all others. Our aim is to reduce the lead time to Day 1 for Day 2, following all the changes outlined in this document.

Goods may not be accepted, or may be subject to a charge, if they represent over-deliveries of stock, non-agreed substitute items or if they fail to meet Selfridges' compliance and quality criteria.

iii. Overs & Substitute Items

Selfridges will not accept the delivery of any items (substitute or additional) that are not in accordance with the PO, unless the PO has been amended in accordance with Selfridges Standard Terms and Conditions for the Supply of Goods and Services.

Items which have not been authorised in this way will be rejected and it is the supplier's responsibility to arrange for collection within 28 days or the goods will be disposed of (see Section 6 – Delivery Error Returns).

iv. Use By Date and Batch Codes

The entire quantity of each product delivered to Selfridges on the same shipment, must have the same **Use By Date OR Best Before Date and Batch code** on each of the outer cases. Selfridges will not accept mixed dates/codes on the same delivery.

In addition, the outer carton date/code must also match the inner carton date/code.

v. Shortages

Incomplete shipments/shorts are also considered a compliance failure. Selfridges may apply LDC's where deliveries do not match quantities booked-in or where goods are on a supplier's pack note but have not been physically delivered with the drop. These LDC's will be applied on a per SKU basis.

vi. Delivery Error Returns

Delivery, packing, compliance, technical, quality or order process errors, which lead to the rejection of stock and which are attributable to the supplier, are to be collected from the distribution centre by the supplier.

- Suppliers will be contacted as soon as possible from the day of goods-in receipt and be given details of the return.
- Stock that has subsequently gone out of life while still at the DC will be destroyed with all costs incurred by the supplier.
- Suppliers are expected to pick-up any error returns within 28 days of notification providing stock is in life.
- Stock error pick-up times will need to be arranged with Selfridges distribution centre in the same way as the booking-in procedure.
- Suppliers will be provided with a booking reference number.
- If identified delivery errors are not resolved by the supplier within 28 days, Selfridges' distribution centre will organise for goods to be destroyed with costs being charged accordingly.

PO invoices will not be settled prior to the resolution of any supplier delivery errors relating to that PO number.

4. Food Technical Requirements

Supplier Assurance

Selfridges recognise the importance of supply chain assurance as part of our on-going commitment to our customers in our food departments. You will be required to use a web based supplier assurance management system (Traceall) to complete your supplier assurance and product specification(s).

Selfridges Supplier Standard

Selfridges' suppliers are risk assessed based on the type of operation and products they will be supplying into the business. As current or potential new suppliers of products to Selfridges you must demonstrate the following:

- i) that you have met and passed a recognised third party accreditation (food audit standard), for example, the BRC Global Standard for Food Safety – and/or;

- ii) for smaller specialist suppliers (or suppliers without recognised third party accreditation) – that you have met and passed a Selfridges Technical or SAI Global/EFSIS Audit against the Selfridges Supplier Standard. Please note - there is a charge for these audits which are required annual; and/or
- iii) for selected, agreed, low risk product – that you have accurately completed a Supplier Self Assessment Form.

HACCP & Selfridges Specification

The basis of all suppliers’ food safety control systems must be a HACCP plan, which must be systematic, comprehensive and thorough and shall be based on ‘The Codex Alimentarius HACCP Principles (ISBN 92-5-104021-4)’.

In addition, a Selfridges Specification must be completed on the web based system mentioned above. The scope of the specification will be dependent on the nature of and risk associated with the product supplied.

Temperature

Vehicles and containers used for transporting foodstuffs must be capable of maintaining foodstuffs at appropriate temperatures.

The following temperature requirements apply for all frozen or chilled deliveries into Selfridges:

	MIN Temperature °C	MAX Temperature °C
Ambient**	-	-
Chilled*	-2	+5
Frozen (excluding ice cream)	-30	-15
Frozen - Ice Cream	-30	-18

Exceptions:

* Oysters – can be delivered above 5°C if accompanied by a letter from the supplier confirming that the Oysters are A grade and have been harvested within the last 24hrs.

** Whole fruits and vegetables can be delivered at ambient temperatures. Whole - refers to products which have not been cut, portioned, dipped or prepared in any way.

Temperature validation will be achieved by the following methods:

- Request for provision of temperature monitoring printout data from vehicles or storage facility
- Use of infra-red probe to conduct a non-destructive temperature test on receipt
- Destructive testing, this will primarily be driven by further investigation of a specific failure, or driven by ‘repeat’ temperature issues with a specific supplier or product

Frozen or chilled goods that fail to meet temperature requirements will be rejected (temperature rejected cases may be marked with an invisible UV marker to prevent redelivery).

Rejected deliveries will be recorded as delivery failures and may incur LDC’s.

Vehicle Specification

- Vehicles and containers used for transporting foodstuffs must be kept clean and maintained in good repair and condition in order to protect foodstuffs from contamination, and must where necessary, be designed and constructed to permit adequate cleaning.
- The type of vehicle used must reflect the risk associated with the product being transported.
- Vehicles must not be used for transporting anything other than foodstuffs where this may result in contamination of foodstuffs.
- The distribution centre is not equipped to receive deliveries from curtain-sided vehicles.

Genetically Modified Organisms EU Policy

The European Union guarantees the traceability and labelling of genetically modified organisms (GMOs) and products produced from these organisms throughout the food chain.

All products which consist of GMOs or which contain them are subject to compulsory labelling, which shall enable consumers to be better informed and will offer them the freedom to choose to buy products consisting of, containing or made from GMOs.

All products supplied to Selfridges must comply with this Policy and be labelled appropriately.

Appendix 2

Supplier Guidelines for GNFR Goods

The following is a short guide to highlight to GNFR (goods not for resale) suppliers the main areas of compliance when delivering to Selfridges.

1. Delivering to Selfridges DHL Distribution Centre

This guide should be read in conjunction with the full supplier details issued to you.

All deliveries (unless otherwise agreed with buyers) should be made to:

**Hams Hall National Distribution Centre
Selfridges DHL
Edison Road
Coleshill
Birmingham B46 1DA.**

Telephone +44 (0) 1675 431222

Fax +44 (0) 1675 431223

Bookings E-Mail Selfridges.booking.in@DHL.com

Booking In Office hours 8am – 4pm. (Mon – Fri, Excluding bank holidays)

Supplier Compliance

Selfridges Distribution Centre operates a strict supplier compliance policy that may result in the imposition of liquidated damages for failure to meet standards in:

Delivery performance
Packaging and Paperwork
Delivery Accuracy
Returns Procedures

If a 3rd party carrier is used they must be made aware of delivery procedure and compliance criteria. Any damages will be levied against suppliers not carriers. An efficient and effective tracking system must be in place to monitor stock at all times. Details of the compliance system can be found in the main body of this document.

Stock will remain the liability of the supplier until full received into the Selfridges supply chain.

Booking in Process:

Suppliers (or nominated carrier) must obtain a booking 48 hrs before they wish to deliver. A time slot and a booking reference will be given by the bookings team. The team will need the following information to give a booking slot

- Carrier Name
- A Valid Purchase Order no.(s)
- Unit Quantity for delivery by PO
- Supplier name and contact number
- Number of cartons (for boxed stock) / Pallets
- Number of hanging sets or units (for hanging stock)

Concession and FOC stock suppliers only need to provide the following:

The name of the store that the delivery is for.
The number of cartons, pallets or sets being delivered.

Deliveries to Distribution Centre.

Delivery drivers will be expected to unload their own vehicles and to present deliveries to intake staff.

Delivery windows are clearly defined on the purchase orders generated by Selfridges buying team. All delivery schedules for a given PO must be respected.

Booked delivery slots are for half an hour with +/- 60 minutes tolerance. Selfridges and the Distribution Centre reserve the right to reject deliveries received outside of the above.

Cancellations or changes to booking slots must be advised at least 24hrs in advance. (Excluding weekends and Bank holidays)

On arrival at the DC the drivers must have some form of ID. And they must be able to quote their booking reference. Any vehicle entering or leaving site could be subject to a search. Curtain sided vehicles should not be used.

All orders must be accompanied by delivery documentation for each PO. Clearly identified and in English (refer to full supplier details document). We would suggest that if packing notes are attached to the outside of cartons then a duplicate is also placed inside one of the cartons and carton labelled "documents Enclosed".

Changes to Pos must be detailed on packing notes. Hand written amendments will not be acceptable.

Packing requirements

Any merchandise packing which fails to meet an acceptable standard or the specific requirements of Selfridges may be rejected.

All goods must be packed in a way that does not damage stock or product packaging. The use of loose fill polystyrene, shredded newspaper etc. are not acceptable.

Individual SKUs for each style must be consolidated and packed together, loaded in order with dividers between each change of style.

Pallets must sound, be securely stacked, shrink wrapped and be less than 1.8m high. Hanging Product. Must arrive on hangers, individually poly bagged for protection with any ticketing or bar coding clearly visible.

Boxed goods must be less than 26kg. With no metal or nylon straps.

All goods must be clearly labelled (as per full supplier details), different Pos must be clearly segregated and identified.

The DC will not accept any stock that cannot be identified against a valid PO.

2. Delivering to Selfridges' London Oxford Street store:

In order to make the process of delivering and collecting at Selfridges Oxford Street as easy as possible we operate a strict booking in system.

If you need to deliver or collect goods yourself or will be using third party transport or courier services please ensure these instructions are observed, failure to do so will most likely result in an unsuccessful delivery or collection.

To obtain a booking please phone the Stock Movement Admin Team on 0207 318 3643 between 09.00 and 16.00 Mon – Fri. Bookings must be done no later than 24hrs prior to the delivery / collection date.

The questions asked are:

- Supplier name
- Carrier name
- Vehicle registration (if known)
- Type of goods being delivered / collected and quantity (pallets, boxes , hanging etc)

You will be given an arrival time and a booking reference number, the driver should have the reference number with him, when collecting /delivering.

We allow **30min leeway** either side of the booking time, outside of this the vehicle may well be turned away. If your driver is expected to meet someone on the loading dock please ensure they are aware of the arrival time as vehicles are only allowed to wait on a bay for a **maximum of 15 minutes**.

All visiting drivers are expected to have a Hi Viz vest or jacket to wear if they need to get out of their vehicle whilst in the loading bay area. Drivers are expected to be courteous to other delivery vehicles and loading bay staff. **Selfridges reserve the right to refuse entry to a driver** who has been discourteous in the past.

Security checks will be carried out on all vehicles as they leave the loading bay area, drivers are expected to co-operate with this procedure.

Drivers are not allowed to leave vehicles unattended at any time whilst in the loading bay. There are no canteen or toilet facilities available to visiting drivers.

A Dock Marshal is employed to control the flow of vehicles and allocate loading bays if required, drivers are expected to adhere to directions given by this person.

Directions and opening times for deliveries / collections

Access to the loading bay is via Orchard Street. A ramp goes down below street level and is situated just after the junction with Wigmore Street, on the left hand side of the road. (Orchard Street is one way). See map below.

The sign says **Selfridges Goods Inwards**.

There is a height restriction of 4.11 meters (13ft 6 inches)

Access is via Orchard Street **opens at 6am** for food deliveries & **09h30** for all other deliveries & **closes at 3.30pm** for all deliveries. **Mon – Fri**.

Access via Orchard Street is **06.30am – 12 midday** on Saturday. Orchard Street is closed for access on Sunday. When Orchard Street access is closed vehicles that are booked in can get entry via Duke Street at the security controlled barrier which is approximately 200 meters from Oxford Street.

A speed limit of **5 mph** is in force within the loading bay.

If you have any queries, please contact:

Telephone: +44(0) 800 123 400 ext. 13643 and 13842

Email: loadingbay@selfridges.co.uk

