SELFRIDGES&Co

Selfridges Retail Limited
Supplier Guidelines & Standards

Updated guidelines 2026

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Supplier Guidelines & Standards

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1. Introduction and Contact Details

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.

1.2 Benefits to Suppliers

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. We are considered by both our current and potential customer bases to be at the leading edge of retail. We now trade from 4 destination stores within the UK and our digital store, which combined are exposed to an estimated annual footfall of circa 115 million people.

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 02/10/2025.

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:	Sustainability – direct to the Sustainability team
Section 4:	Distribution Centre & Delivery Compliance – direct to Selfridges' DHL Distribution Centre
Section 5:	Ex Works and FCA suppliers -
Section 6:	Invoice payments and Account details – Direct to Accounts Payable Team

Please do not contact your buying contact to discuss invoicing or compliance queries. They will not be able to respond or assist you with these issues. Contact details for each of the departments outlined above are provided on the following page

1.5 Contact Details

Buying and Merchandising Contact details

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

Telephone: +44 800 123 400
E-mail: contact.name@selfridges.co.uk

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

Sustainability Team Contact Details

Head Office
101 Wigmore Street
First Floor
London
W1U 1QU

E-mail: sustainability@selfridges.co.uk

Distribution Centre Contact Details

Selfridges Retail Ltd
C/O DHL Supply Chain
Hams Hall National Distribution Park
Edison Road
Coleshill
Birmingham
B46 1DA

Telephone: +44 1675 431220
Helpdesk: selfridges.helpdesk@dhl.com
Bookings: selfridges.booking.in@dhl.com

Inbound Logistics Contact Details

Selfridges & Co.
Selfridges Retail Limited
Head Office
103 Wigmore St,
6th Floor
London
W1U 1QS

Email: logistics.helpdesk@selfridges.co.uk

Accounts Payable Contact Details
Selfridges & Co.
Selfridges Retail Limited
Lakeside House
4 Smith Way
Enderby
Leicester
LE19 1SX

Telephone: +44 116 273 2022
E-mail for all payment enquiries: APheldesk@selfridges.co.uk
Invoices only can be emailed to: selfinvoices@selfridges.co.uk. (This is an unmanned email address; any payment enquiries should be directed to the e-mail above)

2. Buying Process & Purchase Order Specification

2.1 Purchase Order Process

Provision of Product Detail
At the buy, suppliers are required to provide Selfridges' buyers with the following requirements in order to confirm the order – Style reference, description, colour, colour code, cost price, suggested RRP in GBP, delivery window and shipping terms

Once the final PO is ready to raise, suppliers will be required to provide the following - Commodity code, country of origin, fabric composition, composition code and EANs (if available)

This list is not exhaustive, buyers may request more information as required

If any part of the necessary information is not fully available at the buy, suppliers must provide this information in a timely manner, ahead of the suppliers order deadline, otherwise the order will not be placed, and supplier may incur a charge to revenue lost.

In the case of any Beauty related products the supplier is required to share ingredient composition, namely the inclusion of any possible hazardous ingredients. Suppliers must also share relevant SDS forms with relevant buying contact. Products must also not contain any Selfridges specific banned ingredients. For details on these please refer to your Selfridges Buyer.

Selfridges Order

Supplier Order Confirmation (SOC):
Suppliers must have provided all required information in order for Selfridges to confirm the order; style reference, description, colour, colour code, cost price, suggested RRP in GBP, delivery window and shipping terms, as well as commodity codes, country of origin, fabric composition, composition codes, EANs and terms

Supplier Order Confirmation should be reflective of the Selfridges order, including the terms, and suppliers must highlight any production changes or cancellations at this stage

SOC should be communicated via email, a minimum of 2 weeks prior to the delivery window opening.

Purchase Order (PO):
Selfridges Buyers will raise the opening order upon the Supplier Order Confirmation (SOC) being received. Rapid response by suppliers will lead to the receipt of confirmed orders faster, thereby providing suppliers with earlier commitments to buy.

At this stage, the PO will have a Purchase Order number attached to it. Suppliers must confirm receipt of the PO and this PO Number. This is achieved by simply notifying the relevant Selfridges' contact by e-mail of the PO Number received. In the case of those suppliers set up on EDI an automatic copy of the PO will also be sent.

Selfridges will endeavour to raise the PO ahead of the delivery window opening.

Use of Purchase Order (PO) Number / Pre-advice Number (ASN) (Concessions):
A Selfridges PO number/ASN 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 notes
- Invoices

- Each carton/pallet/hanging set
- Packing list
- Any communication concerning the order

Supplier Bar Codes

Use of EAN bar codes for products is highly encouraged by Selfridges. Wherever suppliers use EAN barcodes, these must be provided to the supplier's nominated Selfridges buying contact before delivery to our Distribution Centre. 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.

Use of EAN codes greatly enhances the speed and accuracy 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. (Reduction of stock going into query)

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.

Supplier Pre – ticketing

In addition to the use of EAN bar codes, it is Selfridges' expectation that all stock will be pre – ticketed by the supplier. The necessary tickets will be sent to the supplier within a time frame that will not delay the delivery of the purchase order to the Selfridges distribution centre.

Use of EDI

Suppliers should inform Selfridges if they are EDI compliant. EDI is the preferred communication channel for downloading product detail and EAN/UPC coding data to Selfridges. It is also the most effective channel for sending final purchase orders to assist in speeding up the buying process.
EDI also allows Selfridges to feedback product sales data to the supplier, should there be a need for the forecasting of demand changes with respect to the re-ordering/replenishment of repeat stock. Any use of EDI for this purpose will need to be previously agreed with Selfridges so that the cost of setting up of this function and the sending of data volumes through the EDI connection can be reviewed against the business benefit.
If suppliers were to require any IT assistance from Selfridges, in the set-up or use of EDI communication from their business, fees for this support would need to be levied to reflect the costs incurred by Selfridges IT department

Use of Joor

In instances our buyers will use JOOR, our new Buying platform, in collaboration with Suppliers to create initial Selections and enter buy quantities for proposed orders. JOOR will be used to provide detailed information about each style, including item and colour description, product codes, required sizes, order quantities by size, and the order delivery window. The JOOR order will be sent to all suppliers as soon as possible, either internally through the JOOR platform or via email, depending on supplier level of access. It's important to note that the JOOR order does not represent Selfridges' final purchase order (PO). Please refer to the Purchase Order (PO) section for more information

Sharing of Concession data

Sharing Foundation Data is a requirement for concession brands to onboard with Selfridges and allows our concession partners to create items and create price changes. Depending on the agreement held with the buying teams at Selfridges, you may require some support from the Digital Operations team or simply upload into sftp.selfridges.com

Concession partners, if capable, can generate the required files from their own systems and integrate directly via SFTP, or manually upload using a tool like Filezilla.

If the Concession does not have the necessary systems or tools to integrate, Selfridges will supply an Excel macro based Spreadsheet that can be used to generate the data in the required format, and then upload to sftp.selfridges.com manually using an FTP client like Filezilla.

Other brands will email the data to the DigiOps team to upload via Filezilla on their behalf.

Selfridges will provide the necessary credentials to connect as part of the setup process, however the preferred authentication method is by use of SSH Keys, however Selfridges can guide through the process as part of setup.

All of the above information will be clearly communicated to you in initial discussions with your Selfridges brand partner.

2.2 Order Amendment & Substitute Items

Any queries or changes relating to a given PO (e.g. product not being produced, specification changes, substitute items etc) must be notified to and agreed with the supplier's nominated Selfridges buying contact at the point of sharing the Supplier Order Confirmation (SOC) – (see section 2.1)

Selfridges will not accept the delivery of any items (substitute or additional) that are not in accordance with the PO, unless the supplier has secured authorisation from its nominated buying contact prior to the physical delivery of merchandise.

Delivered substitute/additional items, which have not been authorised in this way, will be rejected and/or subject to supplier compliance charges (see Section 3 Delivery to Distribution Centre & Delivery Compliance Issues).

2.3 Quality of Goods

All goods delivered must conform to the original order specification, unless otherwise agreed through the order amendment process detailed above. Goods must be of the same quality and finish as described/promised. Selfridges reserves the right to reject any product that has not been produced to the same specification or level of quality as demonstrated during the buying/order process.

The supplier is responsible for ensuring that all products comply with all UK and European legislation in particular but not limited to product safety and labelling. The supplier shall keep records of all test certificates relating to products for at least three years from the date of delivery and shall provide Selfridges with a copy upon request.

2.4 Order Progress

Progress & Delays:

Suppliers must provide Selfridges with regular 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.

Where deliveries are late relative to previously agreed terms, the supplier will renegotiate in good faith Selfridges payment terms with regard to cost discounts or sales support (eg. sale or return, sell through guarantees etc) to compensate Selfridges for the effect of late delivery. Selfridges are within their rights to cancel, review or change any PO which is no longer delivering within the agreed window

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 reserves the right to amend PO delivery windows in season, based on brand performance

2.5 Replenishment Order Process

Raising Replenishment POs
Once a core/continuity product has launched, Selfridges B&M team will review required replenishment orders in line with business agreed targets/requirements and share relevant PO details with suppliers.

For those suppliers set up on EDI no communication will be sent on orders raised.

Supplier Confirmation
Supplier is required to confirm receipt of POs along with any adjustments required within 5 days of receiving PO. (Adjustments such as, but not limited to; quantity adjustment, product removal etc). Selfridges Merchandisers are then required to amend POs where necessary and share updated PO within 2 working days.

Delivery
Expectations are the same as those outlined in section 2.2 and 2.4. Any supplier not in accordance with this will face a compliance charge as detailed in appendix 6.

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

Fulfilment
Where a supplier does not fulfil a PO completely post adjustments, the balance will be cancelled, and the supplier will not be able to deliver balance against the same PO (This is Beauty ONLY Specific). In cases where supplier continually fails to hit agreed upon fulfilment rates a compliance charge will be issued.

PO Management
In cases where undelivered POs are past their agreed delivery windows communication from the supplier is required to Selfridges, Selfridges B&M team will cancel any open PO past their delivery window if no communication is received from the Supplier as to extension, alterations etc.

NSV
Any provision of NSV by the supplier via the DC needs to be clearly marked as NSV, in cases where this is not the case a compliance charge will be issued for time incurred at the DC to review and sort.

3. Sustainability and Ethical Trade Requirements

3.1 Introduction

Selfridges views suppliers as custodians of its brand values. The conditions under which products are made and the materials that they are made from, are extremely important to us and to our customers. Category-dependent information will be required to establish a trading relationship with Selfridges, followed by ongoing monitoring requirements.

In turn, we hold a commitment to continuous improvement and to assist suppliers, wherever possible, to be able to demonstrate compliance and best practice. As such, if there is any area that you do not feel your business currently demonstrates compliance with our policies, or if you would like to receive further explanation of any subject outlined in this pack you can contact us directly at - sustainability@selfridges.co.uk

3.2 Net-Zero by 2040

Selfridges' sustainability strategy is underpinned by a commitment, as signatories to The Climate Pledge, to achieving **net-zero carbon emissions (Scopes 1, 2 and 3) across the business by 2040**. To support this transition, Selfridges has set and validated **near-term science-based targets** to reduce carbon emissions.
Our near-term science-based targets are:

- Reduce Scope 1&2 emissions 64% by 2030/31 from a 2018/19 base year
- Reduce Scope 3 emissions 30% by 2030/31 from a 2018/19 base year

As our supplier, you play a critical role in the achievement of our Net Zero targets, and we expect you to:

- Set your own science-based targets (validated by SBTi) and Net Zero commitment
- To share your emissions data and progress towards achieving decarbonization of your operations, products, and supply chain
- To collaborate with us to share best practice and pilot new low/no carbon technologies, products, and services.

You will be asked via the Selfridges Self-Assessment Questionnaire (SAQ) to share your emissions data (Scope 1, 2 and 3) and carbon targets so that we can understand your current position, and to commit to continual improvement of your carbon performance.

3.3 Packaging

As our supplier, you will be required to comply with our sustainable packaging guidelines, Ethical Trade Requirements (ETRs), and all relevant legislation.

Our sustainable packaging guidelines encourages packaging be designed for reduction, re-use, recycling, and uses recycled content by considering the following principles:

- **Reduction:** Always start by asking "is this packaging necessary? If "yes", packaging should be reduced while maintaining adequate protection.
- **Reuse:** Can single use packaging be redesigned / switched to a reuse model?
- **Recycled content:** Prioritise packaging that contains recycled content.
- **Recyclability:** Can the packaging be recycled at kerbside as per on packaging customer messaging (OPRL)?

Our Ethical Trade Requirements outline our prohibited products, materials, and ingredients. The following are prohibited for use at Selfridges:

- Timber and paper that does not meet relevant laws including EU Timber Regulations
- Plastic carrier bags

- All items banned or restricted by UK government through the Single Use Plastic Directive e.g. single use plastic straws/stirrers, cutlery, balloon sticks, plates/trays/bowls, and polystyrene cups and food containers.

UK Legislative Compliance

You will be required to comply with all relevant, current, and future packaging and plastic legislation, including but not limited to:

- Plastics Packaging Tax (PPT)
- Extended Producer Responsibility (EPR)
- Single Use Plastic Directive (SUPD)
- WEEE & Batteries

You will be required to provide data/ evidence to demonstrate your compliance with legislation, upon request. For example, you will be asked to confirm via our SAQ that you comply with the requirements of the Plastic Packaging Tax (which took effect in the UK in April 2022), to register with HMRC, submit plastic packaging data and pay the required tax, or to state why this is not applicable to your business.

To meet our packaging legislative requirements, we are required to obtain packaging data from our suppliers. Therefore, you will be contacted on a regular basis by our environmental compliance partner (Ecoveritas) to provide packaging data, including weights and composition data. You will respond fully and accurately, and within the timeframes provided by Ecoveritas.

Ecoveritas contact details: email: data.support@ecoveritas.com, Telephone: 01865 502 143

Plastic Polybag Guidance

We understand that polybags serve a purpose in protecting the integrity and quality of a product transported from a warehouse or manufacturer to our distribution centre and stores. As part of our efforts to reduce plastic waste in local authority waste streams, all our online orders are sent to customers with plastic polybags removed. Plastic polybag waste is instead managed at our DC and stores to ensure that these are processed through suitable recycling streams.

There are things our suppliers and brand partners can do to ensure that the polybags we receive in our business can better support a circular plastics economy:

- Use 100% recycled PE-LD, PE-LLD, PE-HD
- The thickness/gauge should be as thin as possible
- Closure systems should be the same material as the bag (i.e. pillowcase closure design)
- Transparent and unpigmented; removing all inks or printing (i.e. branding)
- No liners, seals, labels, stickers or adhesives attached
- Use the correct size bag for your product: fold all product lines as efficiently as possible to use as small a bag as possible ensuring minimal plastic use

3.4 Ethical Trade Requirements

All suppliers must read and agree to work to our Ethical Trade Requirements These form part of our terms of supply. Selfridges cannot proceed with any vendor who cannot agree to abide by and uphold these requirements.

Selfridges Self-Assessment Questionnaire (SAQ)

Suppliers will be supplied with a copy of the Selfridges Self-Assessment Questionnaire (SAQ). The Self-Assessment Questionnaire is a vehicle for Selfridges to enact its due diligence obligations, understand how your business operates, map any material certifications you may hold, and share instances of best practice.

Dependent upon the type of product you are supplying to us, you will be directed to one of our two SAQ platforms. You will receive the link to this via email, along with joining instructions. Supplier category dependent, a small fee may be incurred

You will be able to save your SAQ answers as you go along, allowing you the time you may need to liaise with your co-workers and find data. Following submission of your completed SAQ, we may be in touch to request any supporting documents required.

As continued conversation plays a crucial role in meeting our sustainability goals suppliers will be asked to complete the SAQ every two years. Selfridges will be in contact when an update is required.

Selfridges will not proceed with any vendor who cannot complete the SAQ, fails to provide the information requested, or provides false information. Selfridges will review business relationships with any approved vendor who subsequently fails to comply with these terms.

Social Audits

Dependent upon numerous factors (category of product supplied, sector and potential risk), a social audit may be requested of our own-brand suppliers. Selfridges accept third party audits from known bodies such as WRAP, SMETA and Fair Wear Foundation. Where a third-party audit is available, the full audit must be provided as well as the Corrective Action Plan (CAP), together with verification of any progress made against the CAP. In the instance that a third-party audit has been requested but cannot be provided, Selfridges will arrange for an independent audit of the site to be conducted. Whenever Selfridges commissions an audit suppliers will receive a copy and will be welcome to share this report with other customers.

Selfridges will not proceed with any vendor if, when requested, an independent audit cannot be provided and/or access is refused to auditors. Selfridges will review business relationships with any approved vendor who subsequently fails to comply with these terms. Should a vendor cancel a scheduled audit, refuse access to the whole or an isolated part of their business, or provide falsified records to our nominated auditor, the vendor will be liable for the cost borne by Selfridges in the financing of the audit.

Responsible Purchasing Practices

Selfridges is a committed member of the Better Buying Institute. In working with Selfridges, you may be selected to undertake the Better Buying Survey. This is your opportunity as a supplier partner to anonymously rate, and offer feedback on, our working relationship. The survey takes place in Autumn each year and is designed to be time efficient and straightforward. At Selfridges, we believe that offering our suppliers the opportunity to rate our purchasing practices honestly will help us continue to improve the way that we do business.

For more information on the Better Buying programme, please visit: www.betterbuying.org

Remediation

Selfridges due diligence approach emphasises prevention, but in the event that a labour rights violation is identified, our remediation process will come into effect. Where a labour rights infringement occurs, we are dedicated to undertaking collaborative work to develop responsible business solutions. The determined business `relationship to harm' will be a key element of any remediation process.

Suppliers will be expected to:

- Capture and protect any evidence available to them;
- Immediately inform Selfridges and identify fellow stakeholders;
- Instigate a remediation process, to which Selfridges may be invited, or play a participatory role in a remediation process established by Selfridges.

Whilst it is not possible to determine what will be required in any individual case, Selfridges commits to finding the best way to address the consequences of violations in line with The UN Guiding Principles on Business and Human Rights, OECD 'Due Diligence Guidance' (2018) and any other key guidance. Suppliers will be expected to play an active role in any collaborative remediation work required.

3.5 Materials

Material Commitments

As a part of Selfridges promise to change the way we shop and do business, we are committed to sourcing more sustainable materials. As a supplier to Selfridges, you are responsible for working towards meeting our Material Commitments and agree to provide relevant material certifications for your products.

Prohibited & Restricted Materials

Selfridges has a long history of taking a stance on certain materials entering our business. From the banning of fur in 2005, foie gras in 2009 and microbeads in 2016, our commitment to better materials is embedded in our business. As such, it is a condition of supply that our suppliers and brands comply with our Materials and Ingredients requirements. Over twenty prohibited and restricted materials are listed in section six of our Ethical Trade Requirements

3.6 Supplier action list and policy resources

Supplier Action List

- Read and agree to work to our Ethical Trade Requirements
- Complete our SAQ (Self-Assessment Questionnaire) upon request (biennial requirement). This may include:
  - Details of your own due diligence work, including policies, processes, and supplier mapping;
  - Confirming whether you have an SBTi approved Science Based Target (including details of target); Provide carbon footprint data, per scope (1, 2 and 3) for baseline and current year;
  - Confirm your compliance with plastic and packaging legislation, including Plastic Packaging Tax;
- Provide details of material certification valid against products supplied to Selfridges
- Provide a Social Audit. Own-brand suppliers may be requested to provide an existing third-party social audit or host a Selfridges-appointed auditor.
- You may be selected to participate in the **Better Buying Institute** survey (takes place annually).
- Respond fully and accurately to packaging data requests, within the timeframes stipulated by Ecoveritas

Policies

Environmental Policy: 2023_Selfridges_Environmental_Policy.pdf

4. Distribution Centre & Delivery Compliance

4.1 Introduction

This section of the guidelines relates specifically to DDP, DAP, DDU suppliers and Concession suppliers.

If you are an Ex-Works supplier, please refer to 'Section 5 – Ex Works & FCA suppliers'.

DDP Suppliers
As a landed (DDP) supplier you will be responsible for delivering the product to the final destination, covering the cost of Freight and any Duties. Selfridges position in regard to DDP terms is that the seller is responsible for clearing the goods through customs in the buyer's country, including both paying the duties and taxes, and obtaining the necessary authorizations and registrations from the authorities in that country. These terms are listed within our terms and conditions of sales & purchase of the order. This assumes the seller is also IOR in the buyers country.

If shipping via a courier, supplier must ensure all costs are charged to shipper and not receiver

DDP suppliers must follow all below delivery requirements outlined in this section

DAP/DDU Suppliers
For deliveries made under DAP or DDU incoterms, Flexport will import clear the goods only, under these incoterms. Please ensure to email Selfridges.customs@flexport.com giving clear instructions for type of clearance needed. Ensure to send invoices and packing lists in order to support the clearances.

Delivery to Selfridges Distribution centre remains the responsibility of the brand or brand partner once clearances are complete.

Concession Suppliers
As a Concession supplier you will be responsible for delivering the product to the final destination, covering the cost of Freight and any Duties.

4.2 Distribution Centre Contact Details

All deliveries (unless otherwise specified) are to be made to Selfridges' distribution centre, at the following address. The following guidelines relate to both Goods for Resale (GFR) and Goods not for Resale (GNFR)

Address:
Selfridges Retail Ltd
C/O DHL Supply Chain
Hams Hall National Distribution Park
Edison Road
Coleshill
Birmingham
B46 1DA

Telephone: +44 1675 431220
DC Helpdesk E-mail: selfridges.helpdesk@dhl.com
Booking In E-Mail: selfridges.booking.in@dhl.com

4.3 Responsibility & Liability for Goods

Own Bought Suppliers retain complete responsibility and risk liability for goods until they have been fully accepted into Selfridges' internal supply chain unless alternate Inco terms have been agreed with Selfridges. This retention of responsibility includes goods delivered to and held at Selfridges' distribution

centre, that have not yet been fully accepted into Selfridges' internal supply chain due to the delivery compliance issues detailed in section 4.15

Own Bought Suppliers remain wholly responsible and liable for goods in transit from said supplier to Selfridges' distribution centre whether the supplier or a third-party carrier undertakes the transit.

Risk in goods for Concession suppliers shall be as specified in the signed Concession Agreement.

4.4 PO 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.

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.

4.5 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. Compliance charges may be applied for deliveries lost or delayed as a result of inadequate carrier tracking systems.

4.6 Booking-In Procedure

The below booking procedure is to be followed by DDP, DAP/DDU and Concession suppliers booking directly into our DC. If you are an Exworks supplier, please see Section 5 on how to book in with our nominated freight forwarder, Flexport.

In order to deliver into the DC, you will need to make a booking no later than 48 hours prior to delivery date requested. 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). Due to availability, you may not always receive your requested date. To obtain a booking the below DC booking form will need to be completed.



Selfridges DC Booking Form

This form will need to be emailed through to the bookings team on site at the DC using the below email. The booking in office is open Monday to Friday 08:00-16:00. The DC is open to receive deliveries Monday to Friday 08:00 – 17:00*. Completed forms can be sent to selfridges.booking.in@dhl.com

Please ensure you complete all the relevant fields correctly. Failure to do so will result in your booking request being rejected.

Suppliers (or their designated carrier) must provide the following information on the booking form 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).

The bookings team will respond with a date / time slot that you will be required to deliver in. You will also be provided with a unique booking reference number. No deliveries will be accepted on site without a valid booking reference. 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.

If there are any problems with your booking request, (for example 'invalid PO number') this will be noted in the comments box. Please contact a member of your Selfridges buying team to resolve and re-book if necessary

When booking please ensure all relevant supplier contact details (names and numbers) are provided, to enable the distribution centre to make additional contact if appropriate.

4.7 Delivery Times/Slots:

Selfridges' distribution centre operates a strict booking-in diary. The distribution centre is open to receive deliveries Monday to Friday, from 08:00 to 17:00*

*These hours are subject to change during peak trading periods

The Selfridges distribution centre operates 30-minute delivery slots, with a +/- 1 hour tolerance. Selfridges reserves the right to refuse any delivery arriving outside the +/- 1 hour tolerance of this slot. Please note the earliest a delivery will be accepted is 08:00.

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 also require a booking reference

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

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 compliance charge to reflect loss of productivity and increased costs resulting from a re-arranged delivery time/date.

Compliance 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.

4.8 Packing Requirements

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.

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 compliance 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.

Pallets:
If preparing collection on pallets then please follow the below guidelines:

- UK GKN or Equivalent Standard – 4 way pallets
- Good quality Euro pallets
- If cartons are placed on pallets the following guidelines must be followed:
    - All carton labels must be facing outwards.
    - The height (including pallet) must **NOT** exceed 1.8m
    - The contents must be secured onto the pallets using clear shrink-wrap.
    - Pallets should be clearly labelled with a pallet label, detailing the PO(s)/ASN and the number of cartons per PO on the pallet.
    - Cartons must not be damaged, ripped or open

Each pallet/ shipment should have a Packing List attached to the outer, unless the packing list has been submitted digitally in accordance with Section 4.9.

Selfridges recommends that you pack your products into the industry standard BDCM 1 to 3 series cartons where possible.

For health & safety reasons over-stacked or unstable pallets may be rejected. Selfridges reserves the right to reject damaged outers, charging any compliance charges and carrier costs for their return to the supplier.

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 weight of each carton must **NOT** exceed **22 Kgs**.
Each carton must contain only ONE purchase order.

Multi PO Deliveries:

When delivering product from separate purchase orders within the same shipment, suppliers must ensure that clear demarcation exists between the product from the different purchase orders. Separate cartons must be used for each purchase order, with each box clearly labelled (see Section 4.9 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 4.9 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, compliance charges may be imposed to reflect the cost of this resource commitment.

4.9 Delivery & Packing Documentation

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		ABC1234	
DUE DATE	10/02/2024	**DUE TIME**	12:30
COURIER		Parcelforce	
DELIVERY LOCATION			
Selfridges Retail Ltd C/O DHL Supply Chain Hams Hall National Distribution Park Edison Road Coleshill Birmingham B46 1DA			
FROM			
(Supplier address)			
PO/ASN NUMBERS(S)		123456	
FOC		YES	NO
FOC STORE DESTINATION		n/a	
BOX NUMBER	**1**	**OF**	**4**

All delivery documentation accompanying deliveries must be accurate, legible, neatly presented and completed in English. All deliveries to Selfridges must be accompanied by a physical packing list, unless submitted digitally in accordance with the digital packing list requirements below, which must carry the following information:

- Supplier name, address, and telephone number
- Department number
- PO number
- Booking-in reference number
- Total number of outers
- Number of units in delivery by item/SKU
- Product/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.

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 the shrink-wrap used around the carton.

Illegible packing notes, packing notes attached to external wrap and missing pack notes (including where no packing list has been submitted digitally) represent a compliance issue. Failure to present packing notes appropriately creates additional administrative costs, charges for which may be passed on to the supplier.

Digital packing list:
To improve efficiency, accuracy, and visibility, suppliers are permitted to submit packing lists digitally in advance of shipment receipt. This is an alternative option to providing a physical packing list on the shipment, in accordance with Section 4.9. This process supports faster goods in processing, reduces manual handling, and enhances traceability throughout our operations.

Suppliers must ensure that all packing lists strictly adhere to the requirements outlined in **Section 4.9**. Compliance with these guidelines is essential to avoid delays in receipt and processing.

The digital packing list must be emailed to **packing.notes@dhl.com** prior to, or at the time of, shipment dispatch. To ensure correct identification and timely handling, the email subject line must clearly include:

- Supplier Name
- Purchase Order (PO) Number

Example Subject Line:
[Supplier Name] – PO [123456] – Packing List

By adopting this digital submission process, suppliers contribute to a more streamlined and reliable supply chain. Failure to comply with these requirements may result in processing delays. Where no packing list is provided, digitally or physically, compliance charges will be imposed.

Suppliers are encouraged to integrate this step into their standard dispatch procedures to ensure consistent compliance and optimal performance.

4.10 Documentation Required

- 2 x Packing Lists - Placed on the outside of Carton 1 of PO & one on the outside carton or pallet, or 1 x Packing List submitted digitally in accordance with Section 4.9
- 1 x Dangerous goods documentation (if applicable)

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

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.

Liability for Goods:
Goods are not considered to be within Selfridges' internal supply chain until the goods' processing (highlighted above) has been completed. Goods rejected during processing, due to any of the issues highlighted above, are not considered to have entered Selfridges' internal supply chain and hence,

responsibility and liability remains with the supplier. Rejected goods will be marshalled and stored separately to accepted stock.

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

Suppliers will be responsible for all costs related to the return of these error deliveries, including administrative costs incurred by Selfridges DC.

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

4.12 Return to Vendor shipments (RTVs):

Once agreed between the supplier and their Selfridges buying contact, standard RTV (return-to-vendor) stock will be collated at the DC from the stores and DC stock. As part of this agreement Incoterms for any Return to Vendor agreements must form part of the negotiation between supplier and Selfridges. Both suppliers and Selfridges need to understand their respective obligations for transport, export clearance, import clearance, delivery terms and payment of related customs duties, import taxes and other charges. This must be formally agreed before a Return to Vendor can proceed

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 DC within 28 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 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 28 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 Failure to do so will lead to the stock being disposed of by Selfridges.

Incomplete Deliveries:
Incomplete shipments/shorts are also considered as a compliance failure. Selfridges will apply compliance charges where deliveries do not match quantities booked-in or where goods are on a supplier's packing note but have not been physically delivered with the drop. Please refer to section 4.15 supplier charges

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. These costs will be charged to suppliers where concession and own bought stock is not separated accordingly.

4.13 Direct to Store Deliveries

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

For more details on Direct to Store deliveries, see appendix 2 and appendix 3

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.

4.14 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.

4.15 Delivery Compliance – Summary of Compliance charges

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.

- Delivery Performance
    - Booking in, cancellations, late delivery/non-arrival, goods not on vehicle, delivery window closed
- Packaging & Paperwork
    - Damaged cartons, damaged content, packing organisation, mixed purchase orders in same cartons, poor/no labelling, illegible/no paperwork. paperwork visibility
- Delivery Accuracy
    - Overs, product not on purchase order, shortages/incomplete shipment, substitutes, concession vs. Selfridges' own bought stock
- Returns Procedure
    - Delivery error returns, RTVs, stock holding and Non-Moving inventory management.

Failure to adhere to Selfridges' standards and procedures may lead to the imposition of Compliance charges and administrative fees on a supplier (Please refer to Appendix 1/ actual charges) reflecting the trading and operational cost of these failures to Selfridges' business. A debit note will be raised for all compliance 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 appendix at the end of this document.

4.16 Concession Stock Holding & Non-Moving Inventory Management

Concessions are required to maintain appropriate stock holding levels within the Distribution Centre (DC) to ensure a balanced weeks' cover across all size ranges. Inventory levels must be actively managed to support availability, while avoiding excess and aged stock build-up.

Non-moving stock is defined as any item with no sales or stock movement for a period of six (6) consecutive months. Concessions are responsible for taking corrective action on such stock on at least a quarterly basis. Corrective actions may include stock transfers, markdowns, or Return to Vendor (RTV) arrangements, as agreed.

Where non-moving stock is identified and not appropriately actioned, non-moving compliance surcharges may be applied in accordance with Appendix 1.

Selfridges will provide Concession Partners with notification of stock items approaching non-moving status prior to classification as non-moving. This process is intended to allow sufficient time for proactive stock management before compliance measures are enforced.

5. Ex-Works and FCA Suppliers

This section of the guidelines relates specifically to Ex-works suppliers. If you are a DDP or DAP/DDU supplier, please refer to Section 3 - Distribution Centre & Delivery Compliance

Selfridges do agree to FCA terms on the condition that the "named place" is agreed with the brand in advance. Once agreed, the supplier is to follow the Exworks process and contact the relevant Selfridges Freight Forwarding Partner.

5.1 Ex Works Delivery Contact details

As an Ex-Works supplier, PO(s) will be shipped through Selfridges nominated Freight Forwarding Partners.

	Hillebrand	Flexport
Wines & Spirits, Food	X	X
Fashion		X
Beauty		X
Homewares & Toys		X
Accessories		X

Contact Details
Hillebrand
Contact: Florence Forleo
Email: gbs-orders@hillebrand.com
Telephone: 01708 689105

Flexport
Contact: Ilse Dijkstra
Email: Selfridges@flexport.com
Telephone: + 44 2045 187 974

5.2 Ex Works Bookings and Approvals

Hillebrand – Please contact Hillebrand directly on the above details
Flexport – Please see details below

- Please place your booking with Flexport no later than 3 days prior to your cargo ready date.
- Please allow a minimum of 14 working days from the point of collection before end of the delivery window to allow delivery and processing of the product at the DC.
- All bookings will need to be submitted online using the Flexport Platform against the specific PO following the steps outlined in the Flexport Booking Guide.
- If you have not received Flexport log in details, please contact your relevant Selfrdiges contact and flexport@selfridges.com

Ensure to also upload your packing lists and invoices to the booking on the Flexport portal at the time of booking. The commercial invoice need to include the below information:

- Invoice Number
- Invoice Date
- Seller
- Buyer / Importer of Record
- Incoterms
- EORI Number (if you are based in Europe)

- HS code per item
- Total quantity per item
- Total cost per item
- Currency in text format (Example: EUR or USD)
- Description of the goods including material
- Country of origin per item (country of manufacture)
- Preference statement and REX number (if goods exceed EUR 6000) for eligible goods under a UK Trade Agreement. If REX number is not available, please provide documents of evidence the goods originated in the COO stated

Additional information required

- If you are shipping NSV / GNFR ensure to advise the store location
- Please advise if goods T1/2 or EX when sending a collection request. (Europe only)
- Please advise if you are creating your own export documents; if so, please ensure to send copies to Flexport

Selfridges POs have assigned approval rules;

Any orders that cannot be auto approved and fall outside of the assigned rules will be sent to the Buying team for approval.

These include PO's / shipments that:
- Will be delivered outside of the delivery window
- Are above the total order quantity
- Include low units / leave low units open on a PO

On occasion, due to PO size and weight the order may need to ship with our courier partner (DHL Express). This will be advised by Flexport along with full instructions on how to ship by courier.

5.3 Ex Works Collection of Goods

Once collection details have been received and approved, Flexport will liaise with the supplier to arrange collection and onward delivery of the PO(s).
Once approved, please ensure the following are adhered to:

- Once bookings are made, please ensure your goods are ready to go
- Please ship goods as detailed on your original booking, any additional cartons may not be accepted
- Each carton must contain only ONE purchase order
- It is very important that all individual cartons are clearly labelled with the PO number/s of your shipment. This is to avoid confusion and delays when receiving stock into the Selfridges warehouse
- Please ensure packing lists are included in your shipment, unless they have been submitted digitally in accordance with Section 4.9
- Individual boxes must not exceed 22kgs
- If you have more than 5 cartons, they must be palletised
- Pallets must not exceed 1.8m in height
- Pallets must be shrink wrapped, in clear wrap

- If you have specified a reference number on the booking notes when creating the online booking, please ensure this is available when the collection is made.

6. Invoice Payments & Account Debits

6.1 Accounts Payable Department

All invoices/statements of account must be forwarded to Selfridges central accounts payable department at the email address selfinvoices@selfridges.co.uk. **Please note this is an unmanned email address so please do not forward any accounting queries to this address**

All queries relating to invoices and payment must be made to the Accounts Payable Helpdesk (see below for contact details):

Email: **APhelpdesk@selfridges.co.uk**
Telephone: **+116 273 2022 (telephone line open between the hours 9am-1pm on Mon-Fri)**

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.

Should it be necessary to send documents by post, please see address below

Accounts Payable Department
Selfridges & Co.
Selfridges Retail Limited
Lakeside House
4 Smith Way
Enderby
Leicester
LE19 1SX

6.2 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
- Never be sent with the delivery to the warehouse
- Never be sent to the stores or head office
- Be purchase order and delivery specific
- Always state the Selfridges PO number they relate to
- Never consolidate multiple POs
- Include the supplier's VAT registration number where applicable
- Include the suppliers contact name and number in case of invoice queries
- Include the supplier's letter head, and registered address information
- Include commodity codes where applicable
- Include the full description from the original Selfridges PO
- Reflect prices agreed as set out on the PO
- Never include settlement discounts - these will automatically be deducted from the payment
- Not be issued prior to delivery of orders to Selfridges' distribution centre
- Include trade discount and be deducted at line level, clearly showing the amount of discount granted

Failure to comply with any of the above requirements will delay payment.
Invoices not quoting the valid PO number will be returned unpaid.

6.3 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 the following rates:
5% 21 days
4% 30 days
3% 60 days
Net bi-monthly (60 – 90 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 who invoice in GBP

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

Non-GBP & 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 payment runs happen on a weekly basis and remittance advices will be e-mailed to the supplier's accounts address.

6.4 Sale or Return (SOR)

Where a sale or return arrangement is agreed and set out on the PO, the process will be managed as follows.

The selling period for the merchandise will be agreed and put in writing at the onset of the PO being sent. Title, liability and risk relating to the merchandise will be as for non-SOR merchandise until the end of the agreed selling period. All SOR orders are required to be billed in full, per purchase order ("SOR" but be quoted on each Sale or Return invoice). At the end of the agreed selling period Selfridges will return all products in its possession to the supplier and a debit note will be raised. At this point, the invoice will be released for payment along with the debit note raised for returned stock and the Supplier will be paid for good sold only. The supplier will then credit Selfridges to the full value of all returned products so our payment can be correctly allocated on the Supplier's ledger. If the debit note for the stock returned has not been cleared against orders within 30 days from the date of the debit note, the Supplier is required to make payment in full to clear the balance on the account.

Risk and title relating to the merchandise becomes the supplier's on despatch from Selfridges.

6.5 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 has been deducted

6.6 Account Disputes & Reconciliation

Suppliers will be notified of all compliance charges 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 fully 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.

7.Dangerous goods and Age restricted products

Dangerous Goods

7.1 Introduction

Any material or substance that poses a risk to health, safety, property, or environment during transportation is classified as dangerous goods.

- In Beauty, cosmetics, perfumes, nail polish (flammable liquid; contains alcohol), and anything that comes in an aerosol or spray can (compressed gas) likely will fall into the 'dangerous' category.
- In Home, Toys & Tech, products that contain lithium batteries (explosive) likely will fall into 'dangerous' category.
- In Food, products that are considered hazardous materials include items such as flammable liquids (e.g., cooking oils, alcoholic beverages), flammable solid (e.g. chafing fuel), compressed gases (e.g., carbon dioxide for carbonation), dry ice, and corrosive substances (e.g., acidic ingredients).

Click link for government legislation & guidelines for the movement of dangerous goods.
https://www.gov.uk/guidance/moving-dangerous-goods

7.2 Information provided to store/buyers

Suppliers must provide Safety Data Sheets (SDS) for the dangerous products which are accurate for the specific product including weights and volumes. The SDS should not be older than 5 years old. Product launch will be delayed if SDSs are not provided to Buying Team and Dangerous Goods team for review.

Click here for SDS guidelines 08e_annex4.pdf (unece.org)

In case of exemptions, an exemption letter must be provided on letter headed paper and signed by a person from the supplier's compliance team, technical specialist, or director. The letter must include the following:

- SKU/Product code
- Product description for each line
- Volume/Size

Where one SDS covers multiple products due to shade/size range for example, an email must be sent to the Buying Team with the following:

- SKU/Product code
- Product description for each line including shade & volume/size

Suppliers must provide Selfridges with any updates to the product specifications (packaging, ingredients etc) for re-approval. Product may be withdrawn from sale if found non-compliant.

7.3 Recalls/Withdrawals

Suppliers must notify Selfridges immediately of any problems/withdrawals/recalls of products.
Guidance can be found on The Office for Product Safety & Standards website.
https://www.gov.uk/government/organisations/office-for-product-safety-and-standards

7.4 Product Packaging & Delivery to Selfridges

Products arriving to Selfridges must bear the correct transport labels and markings appropriate for the substance and package. Failure to comply with the requirements may mean the delivery of goods are quarantined whilst an investigation takes place.

Suppliers must include instructions for use, either on the label or on a leaflet supplied with the product. Correct disposal method must also be provided.

7.5 Training

Those who are onboarding new and existing products with our Selfridges Buying Team must have sufficient knowledge and understanding of the safety data sheet and dangerous goods hazard classification.
Only dangerous goods trained employees may handle and package dangerous goods products.

7.6 Age restricted products

Introduction

Selfridges follows a "Challenge 25" policy for all age restricted products both for instore and online purchases. Challenge 25 is a national retailing strategy that encourages anyone who is over 18 but looks under 25 to carry acceptable identification if they wish to purchase age restricted products.

Click link for government code of practice enforcement information.
https://www.gov.uk/government/publications/code-of-practice-age-restricted-products

Information provided to store/buyers

Suppliers must inform the Buying and Dangerous Goods teams when age-restricted goods are being brought into the business for sale.

Products delivered straight to the customers from the manufacturing site (i.e. direct to customer) must comply with the Challenge 25 policy, and age verification checks should be carried out by the delivery partner.

7.7 Product Packaging & Delivery to Selfridges

Products that could cause harm to Selfridges staff or customers must be securely fastened in suitable packaging to prevent injury (e.g. sharp objects). The packaging for sharp objects must ensure the product is tightly packed in strong outer packaging and must be packed, secured, and cushioned to prevent harm to the team member, customer, and members of the general public.

All products that could be used as an offensive weapon (Sharp implements, Acids or Corrosives) must be controlled and adhere to current UK legislation (Offensive Weapons Act 2019 – updated Apr 2022). Suppliers are required to assist Selfridges in upholding the legislation.
Click here for Offensive Weapons Act 2019 (2022)
https://assets.publishing.service.gov.uk/media/62b5a729d3bf7f0af821f01d/2022-06-24_OWAct_Statutory_Guidance_Final_-SE.pdf

7.8 Training

Suppliers must be aware of the current legislation and support the responsible sale of all age restricted products including but not limited to alcohol, tobacco, sharp objects, acids, and corrosives.

Click here for business guidelines relating to the sale of age restricted products.
https://www.surreycc.gov.uk/__data/assets/pdf_file/0014/19022/Age-restricted-sales-guidance-for-traders.pdf
https://www.businesscompanion.info/en/quick-guides/underage-sales#:~:text=Basically%20you%20must%20prove%20that,under%20the%20minimum%20legal%20age

Appendix 1 – Compliance Charges

ISSUE 1:

All compliance charges also will incur a £75 admin fee per invoice in addition to the outlined charges below

October 2026

Delivery issue charges					
Reason for Charge	Standard Charge (fashion, Non-fashion, Home)	Food Charge	Beauty Charge	Concession Charge	Details of Criteria and Measures
Late Arrival, Non-Arrival	£150	£75	£75	£75	Vehicle failed to arrive within agreed booking slot (Including +/- tolerance of 1 hour)
	Per PO	Per PO	Per PO	Per PO	
Goods Not on Vehicle	£150	£75	£75	£75	Booked in purchase order not on the vehicle
	Per PO	Per PO	Per PO	Per PO	
Un-announced Delivery / Not Booked In	£150	£75	£75	£75	No active booking for that day Vehicles tipped by request (outside of planned deliveries) Additional POs delivered that are not advised at point of booking
	Per PO	Per PO	Per PO	Per PO	
Rejection	£150	£75	£75	£75	No booking/attempted delivery on incorrect day to booking, Invalid PO, shipment not labelled with PO, damaged shipment
	Per Delivery	Per Delivery	Per PO	Per PO	
Ex-works Booking Failed Collection	£150				Supplier failed to provide goods to Selfridges Inbound partner (Flexport) on agreed collection date

Processing issue charges				
Reason for Charge	Standard Charge (fashion, Non-fashion, Home)	Food Charge	Beauty Charge	Details of Criteria and Measures
Damages	£15	£15	£15	Damage to product
	Per Unit (10 unit cap)	Per Unit (10 unit cap)	Per Unit (10 unit cap)	
Shortages	admin fee £75			Missing stock vs. the delivery note
Overs / Substitutes	£25	£25	£25	Charged for overs/substitutes per qty of units, per PO
- stage 1	1 - 10 units per PO	1 - 10 units per PO	1 - 50 units per PO	
Overs / Substitutes - stage 2	£50	£50	£50	Charged for overs/substitutes per qty of units, per PO
	11 - 50 units per PO	11 - 50 units per PO	51 - 200 units per PO	
Overs / Substitutes	£75	£100	£100	Charged for overs/substitutes per qty of units, per PO
- stage 3	51-100 units per PO	51-200 units per PO	201 - 500 units per PO	
Overs / Substitutes	£100	£150	£150	Charged for overs/substitutes per qty of units, per PO

- stage 4	101 - 200 units per PO	201 - 500 units per PO	501 - 1000 units per PO	
Overs / Substitutes	£200	£200	£200	Charged for overs/substitutes per qty of units, per PO
- stage 5	201 - 500 units per PO	501 + units per PO	1000 + units per PO	
Overs / Substitutes	£300	£250		Charged for overs/substitutes per qty of units, per PO
- stage 6	501 - 1000 units per PO	1000 + units per PO		
Overs / Substitutes	£400			Charged for overs/substitutes per qty of units, per PO
- stage 7	1001+ units per PO			
Mixed PO Carton	£150	£25	£25	A single carton containing more than one PO
	Per Booking	Per Booking	Per Booking	
Missing packing note/ packing note presentation	£150	£150	£150	Paperwork Illegible/not in English Packing note not supplied Wrong paperwork
	Per PO	Per PO	Per PO	Paperwork not containing PO
Shelf Life -		£50		Best before date not stated
		Per Sku		
No Best Before Date		£50		Best before date out of agreed date range
		Per Sku		
Pre-Ticketing	£150	£150	£150	Stock received into the DC not ticketed (subject only to suppliers with agreement with their Selfridges buying contact to pre-ticket stock prior to delivery to the DC)
	Per PO	Per PO	Per PO	

Returns and stock management charges					
Reason for Charge	Standard Charge (fashion, Non-fashion, Home)	Food Charge	Beauty Charge	Concession Charge	Details of Criteria and Measures
Non collection of RTV post 28 days	£150	£75	£75	£75	Supplier fails to collect completed RTV within 28 days. Charge per calendar month
	Per RTV	Per RTV	Per RTV	Per RTV	
Non - moving stock post 6 months (Concession suppliers only)	n/a	n/a	n/a	£8.81	Supplier fails to take action on non-moving stock >6m
				Per Location	

Appendix 2 - Delivering to Selfridges' London Oxford Street Store (Food Suppliers)

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
   - 1.1 Provision of product detail
   - 1.2 Purchase Order Specification
   - 1.3 Product Life
   - 1.4 Date and Batch Coding

2. Food Technical Requirements
   - 2.1 Supplier Assurance
   - 2.2 Selfridges Supplier Standards
   - 2.3 HACCP and Selfridges Specification
   - 2.4 Temperature
   - 2.5 Vehicle specification
   - 2.6 Genetically Modified Organisms EU Policy

3. Supplier delivery standards and procedures
   - 3.1 Packing Requirements
   - 3.2 Labelling
   - 3.3 Goods In

4. Direct to Store food deliveries
   - 4.1 Contact Details
   - 4.2 Direct To Store Booking in procedure (Food only)
   - 4.3 Directions and opening times for deliveries/collections
   - 4.4 Security and restrictions

5. Direct Fulfilment Supplier Onboarding Process

1. Purchase Order Process

1.1 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

This list is not exhaustive, buyers may request more information as required

1.2 Purchase Order (PO) Specification

Once raised, Purchase Orders (PO) will be emailed to suppliers. The PO 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 their Buying and/or Merchandising contact immediately with correct information, 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.

1.3 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 Buying and/or Merchandising contact.

1.4 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.

2.1 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).

2.2 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:

- 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;
- 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
- for selected, agreed, low risk product – that you have accurately completed a Supplier Assurance Questionnaire (SAQ). Once onboarded, suppliers will be sent details on how to complete this questionnaire.

2.3 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 Traceall. The scope of the specification will be dependent on the nature of and risk associated with the product supplied. Once onboarded, suppliers will be sent detail on how to use Traceall

2.4 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	+8
Frozen (Excluding Ice Cream)	-30	-15
Frozen - Ice Cream	-30	-18

Temperature Exceptions:

* 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.

** 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.

Temperature validation

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 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 compliance charges

2.5 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

2.6 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 and the Unique Identifier ID must be provided.

3.1 Packing Requirements

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 and items will be rejected if deemed necessary

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 compliance charges back to the supplier.

Pallets

- For health & safety reasons, over-stacked, damaged or unstable pallets may be rejected.
- Pallets must not be greater than 180cm in height (including the pallet).
- All pallets must be clear shrink-wrapped.
- Cases must be stacked on pallets in a consistent configuration and case pack quantity.
- Stacking must be stable, prevent crush damage and avoid pallet overhang.
- Case labels must be visible from all sides of the pallet (e.g. all labels facing outwards)
- 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.
- Each pallet should be labelled with the PO number.
- 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.

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.

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 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 Distribution centre efficiencies.

Please contact your Buying and/or Merchandising contact to discuss arrangements for the suitable ordering and delivery of these goods to maximise efficiencies.

3.2 Labelling

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 efficient onward transfer to stores.

This outer case information must include;

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

Selfridges 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:

Purchase Order number	
Selfridges Dept number	
Product description	Coke Bottle regular
Product weight	330ml
Pack size	24
Use By Date	
(or) Best before	30.06.25
Batch code	1234
EAN Code (For new lines will be TUC Code)	 4820287750783

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.

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.

Product labelling

All product supplied must be legible in English and comply with all relevant UK 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.

Please note as of 1st January 2024, all food and drink products sold in the UK must have a UK address on the label.

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 either clearly visible on the outside of the pallet or submitted digitally in accordance with Section 4.9 of the main guidelines, and which must carry the following information:

* Supplier name, address and number
* Department number
* PO number
* Total number of outers
* Number of units in delivery by SKU
* Weight per unit
* Product detail (item description, case pack)

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 or, in the case of packing lists, submitted digitally in accordance with Section 4.9 of the main guidelines. 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.

3.3 Goods In

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)

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.

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 - Delivery Error Returns).

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.

Shortages

Incomplete shipments/shorts are also considered a compliance failure. Selfridges may apply compliance 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 compliance charges will be applied on a per SKU basis.

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. Direct to Store food deliveries

Although Selfridges operates a central distribution function there may be circumstances where suppliers are required to deliver direct to store. Examples may include but are not limited to:

- Fresh produce and flower deliveries for Selfridges Food Halls
- Restaurant deliveries
- High value wines and spirits

The need to deliver direct to store must be agreed with the supplier's relevant Selfridges' Buying and/or Merchandising contact in advance of the delivery.

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

4.1 Contact Details

Loading bay delivery address:
Loading Bay Entrance (via Orchard Street)
400 Oxford Street
London
W1U 1LW

Email - foodloadingbay@selfridges.co.uk
Phone number - 0207 318 3643

4.2. Direct to store booking in procedure (Food)

Food bookings must be requested by 8pm to be processed for the following Day

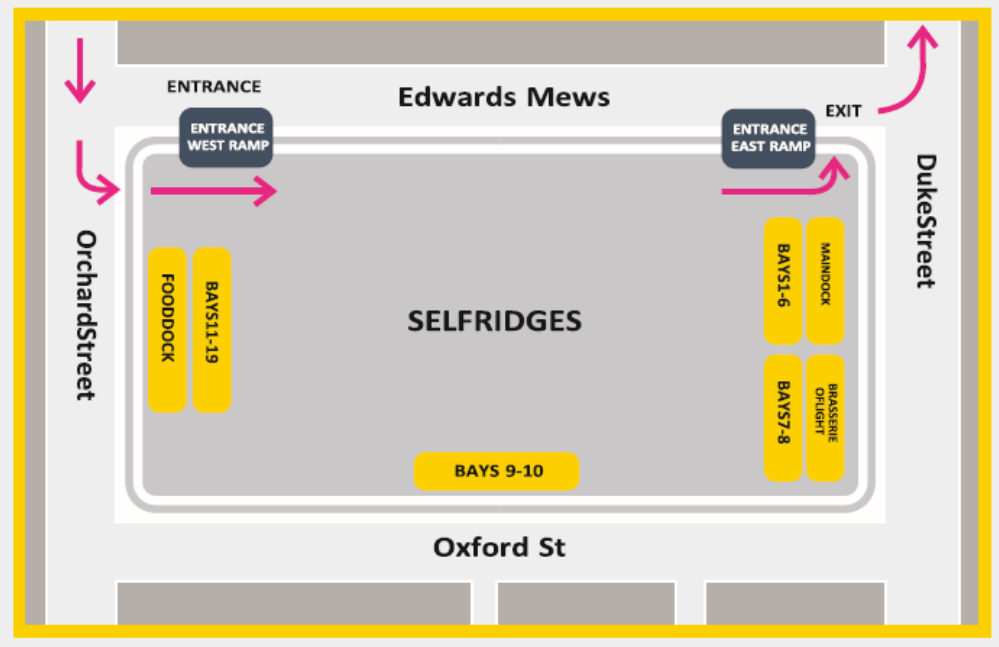
To obtain a booking please email the Loading Bay Team on the above contact details, and ensure to provide the following;

Date of delivery
Type: (Delivery/Collection)
Courier/Supplier details
Vehicle Registration
Is the vehicle being met by a store contact?
Store contact information: (Name/Number/Email)

Suppliers will be given an arrival time and a booking reference number; the driver should have the reference number with them when collecting/delivering.

4.3 Directions and opening times for deliveries/collections

The entrance to the loading bay can be accessed via Orchard Street, there is a ramp leading down below street level, adjacent to Edwards Mews.



The Food dock is staffed – 6:00 – 13:00, 7 days a week

Deliveries outside of these hours will be accepted, but suppliers will need to arrange for deliveries to be met by a Selfridges employee. A booking is still required for these out of hours deliveries.

Selfridges Oxford Street allow a 30min tolerance either side of the booking time, outside of this the vehicle may 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.

Failed deliveries will need to be re-booked

4.4 Security and restrictions

There is a height restriction of 4.11 meters (13ft 6 inches), Maximum vehicle length 12.19 meters (40ft urban arctic)

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

Motorcycles, bicycles, scooters, and E-bikes are not permitted in the Loading Bay

All drivers are expected to wear a high visibility vest or jacket if they get out of their vehicle whilst in the loading bay area.

Drivers are not allowed to leave vehicles unattended at any time whilst in the loading bay.

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.

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

Anyone visiting the loading bay is subject to search when they leave the premises. This search will include toolboxes and bags, fixtures removed from site and vehicles parked in the loading bay

5. Direct Fulfilment Supplier Onboarding Process

Products delivered straight to the customers from the manufacturing site will require the below Food Tech documents in addition to the usual onboarding process:

- Complaints Procedure
- Procedure for returned/rejected deliveries
- Temperature monitoring procedure for deliveries
- A copy of the transit trial results
- Food Safety Paperwork covering the last two weeks (e.g. Fridge temperature record, Chilled dispatch temperature record, Traceability record

A sample of the product will need to be sent to Food Technical via Selfridges loading bay, or a personal address using the standard customer packaging and delivery method (Food Tech will check Packaging, Temp, Quality and Allergen/ Product Labelling using Product Sample Review template.)

A copy of the Allergen/ Product Labelling which will be attached to the deliveries, needs to be added to the Selfridges Supplier Assurance System.

The below guidelines refer for NSV, GNFR, Concessions and Contractors.

There may be exceptional circumstances only where suppliers are required to deliver stock direct to store. For more information, please refer to section 4.13 of the supplier guidelines.

For own bought stock deliveries, see sections 4 and 5 of the supplier guidelines

For Fresh food deliveries please see Appendix 2

Contact Details

Loading bay delivery address:
Goods entrance off Orchard Street
400 Oxford Street
London
W1U 1LW

Email - loadingbay@selfridges.co.uk
Phone number - 0207 318 3643

Booking in Procedure

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 email the loading bay with a minimum of 24 hours' notice

Bookings must be done no later than 24hrs prior to the delivery / collection date.

Please provide;

- Date
- Time
- Supplier name
- Carrier name
- Vehicle registration
- Type: Delivery/Collection
- Type of goods being delivered / collected and quantity (pallets, boxes, hanging etc)
- Is the contact meeting the vehicle in the loading bay (Yes/No)
- Contact Name
- Contact Number

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

Delivery

We allow a 30min tolerance either side of the booking time, outside of this the vehicle may 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 high visibility 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.

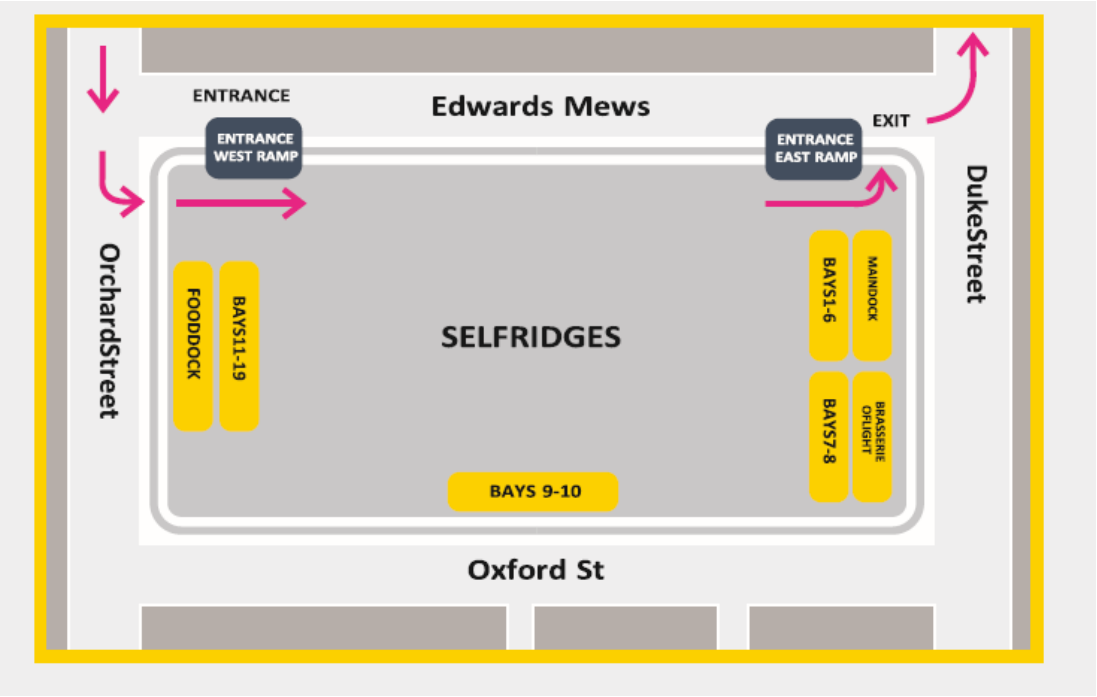
Security checks may be carried out on all vehicles as they enter or leave the loading bay area, drivers are expected to co-operate with this procedure.

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.



The loading bay is open 24/7

The main bay is manned Monday – Friday 07:00 – 15:30. Deliveries outside of these hours will be accepted, but suppliers will need to arrange for deliveries to be met by a Selfridges employee.

A booking is still required for these out of hours deliveries.
Selfridges Oxford Street allow a 30min tolerance either side of the booking time, outside of this the vehicle may 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.

Failed deliveries will need to be re-booked

Security and restrictions

There is a height restriction of 4.11 meters (13ft 6 inches), Maximum vehicle length 12.19 meters (40ft urban arctic)

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

Motorcycles, bicycles, scooters, and E-bikes are not permitted in the Loading Bay

All drivers are expected to wear a high visibility vest or jacket if they get out of their vehicle whilst in the loading bay area.

Drivers are not allowed to leave vehicles unattended at any time whilst in the loading bay.