



Savings Made Simple

# US Product Safety & Compliance Manual



# Message from Leadership

## Message from Leadership: Beth Schommer

Dear Supplier,

At Walmart and Sam's Club, we are committed to providing our customers and members with safe and affordable merchandise. As a supplier to Wal-Mart Stores, Inc. ("Walmart"), we expect you to be our partner in delivering products that meet this commitment. As specified in your supplier agreement, Walmart requires our suppliers to meet all applicable federal, state, local, and Walmart-specific requirements for any items offered for sale. Additionally, we expect our private brand suppliers to hold their supply chains to the same rigorous standards to which we hold them.



To assist you in creating safe and compliant product, Walmart has established a US Product Safety & Compliance Program which consists of this manual, which contains written policies and standards, a product testing program, and verification programs to monitor compliance. Information regarding the US Product Safety & Compliance Program can be found in this manual and in other publications within the Product Safety & Compliance Library on Retail Link. If you have any questions regarding the US Product Safety & Compliance Program, email [GMComply@walmart.com](mailto:GMComply@walmart.com). We would be happy to assist you.

Be assured that Walmart will not retaliate against suppliers who, in good faith, raise legal, ethical, or compliance concerns. In fact, failure to report a violation could jeopardize your relationship with Walmart. If you become aware that any of your products violate or fail to meet any regulatory standards or Walmart-specific requirements, you must inform Walmart and/or Sam's Club immediately. You can report violations regarding the product itself by completing a *Product Removal Form* on Retail Link or by sending an e-mail to [GMComply@walmart.com](mailto:GMComply@walmart.com).

In addition to the US Product Safety & Compliance Program, Walmart has specific standards for all suppliers. These standards can be found at <http://corporate.walmart.com/suppliers/>. You can report violations of these standards by contacting Walmart's Ethics Hotline (1-800-WMETHIC).

We look forward to partnering with you to provide safe, compliant, and affordable merchandise for our customers.

Sincerely,

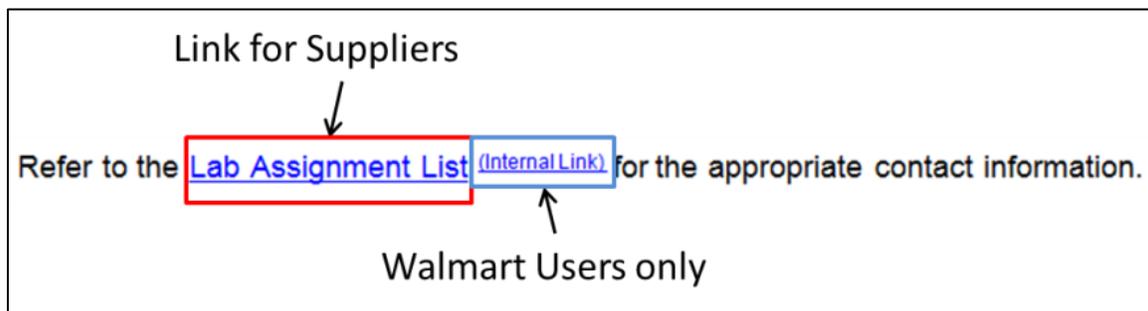


Vice President  
Product Safety & Compliance  
Walmart Stores, Inc.

## How to Use This Manual

This manual sets forth Walmart's policies with respect to consumer product safety and regulatory compliance and Walmart's expectations of its suppliers in support of those requirements. As you work through this manual, you will be directed to links leading to additional documents which function as critical addendums. In an effort to make this manual a comprehensive resource, the addendum documents provided can only be accessed through the links provided within the manual. The manual also contains a list of commonly used terms and acronyms which can be found in [Appendix A](#).

When navigating links, you will come across both supplier links and internal links, such as the ones shown in the box below. Suppliers should only use the supplier links. For security, the system will request the supplier's Retail Link user ID and password each time a link is clicked to access an addendum document. To avoid entering this information multiple times, we recommend using the newest version of Chrome or Internet Explorer in order to save your user ID and password.



This manual is a living document. As revisions occur, the revision date will be visible on the front page. It is the supplier's responsibility to check the Product Safety & Compliance Library on Retail Link regularly to utilize the most current version of the manual. The revision date on the front page of the manual will not change for revisions to the addendum documents. The revision history for this manual and addendum documents is stored in the following link: [Manual Revision History](#). [\(Internal Link\)](#)

- ❖ To access this manual, you must have a Retail Link user ID and password. For access to Retail Link contact: [VendorAccess@Wal-Mart.com](mailto:VendorAccess@Wal-Mart.com) or call the Retail Link Help Desk at (479)273-8888.

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## Welcome: The Purpose and Scope of this Manual

The Walmart Product Safety & Compliance department has produced the US Product Safety & Compliance Manual for use by suppliers. The information contained in this manual sets forth Walmart's policies with respect to consumer product safety and regulatory compliance.

This manual applies to consumer product safety and regulatory requirements for all general merchandise, home, consumables and softlines not including food, dietary supplements, drugs, alcohol, tobacco, or firearms for U.S. and Puerto Rico. The use of the term "Walmart" in this manual includes, Walmart Stores, Sam's Clubs, and Dotcom (walmart.com and samsclub.com).

For information on quality requirements, suppliers should contact the Walmart or Sam's Club merchant responsible for the product, the Walmart or Sam's Club Product Development team, or refer to:

- [Retail Link > Apps > Product Performance and Quality Library](#) (Internal Link)
- [Retail Link > Docs > Apparel, Accessories, Footwear & Jewelry: Manual and Tools](#) (Internal Link)
- [Retail Link > Docs > Sams Quality Library](#). (Internal Link)

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## I. Product Safety & Compliance Department Overview

### A. Product Safety & Compliance Mission

The mission of the Product Safety & Compliance department is to administer programs that identify, mitigate, and monitor product risks and drive business stakeholder engagement in product safety and regulatory programs in order to accelerate the development of a “Best in Class” compliance organization that inspires a culture of compliance.

The purpose of the Product Safety & Compliance department is threefold:

1. To identify, monitor, and prioritize pending legislation and administrative rulemaking and to initiate the implementation of newly enacted legislation or regulations to suppliers.
2. To set and monitor program standards and product controls to mitigate risks and to communicate these expectations to suppliers through the use of this manual and the Supplier Communication folder in the Product Safety & Compliance Library on Retail Link.
3. To oversee recalls and product withdrawals when merchandise does not comply with safety standards or laws and to report any such incidents to the Consumer Product Safety Commission (CPSC) or other applicable regulatory bodies. See [Product Removals](#).

### B. Product Safety & Compliance Library on Retail Link

The Product Safety & Compliance department posts this manual and all supplier communication documents on the Product Safety & Compliance Library on Retail Link at the following location: [Retail Link > Apps > Product Safety & Compliance Library](#).<sup>(Internal Link)</sup>

The following is an overview of the Product Safety & Compliance Library organization on Retail Link:

1. US Product Safety & Compliance Manual: this manual serves as the starting point for suppliers to understand how to comply with the US Product Safety & Compliance Program.
2. Supplier Communication: this folder contains documents that are published to alert suppliers regarding specific program and/or requirement changes and also highlights regulatory topics for continuing supplier education.
  - a. **Toolboxes**: communication that applies to all product categories
  - b. **Notices**: communication that applies to specific product categories
  - c. **Legislative Updates**: communication on enacted legislation that impact product categories

## C. Product Safety & Compliance Contact

Please contact Product Safety & Compliance via e-mail at [GMComply@walmart.com](mailto:GMComply@walmart.com) to submit any questions or comments suppliers may have.

For Dotcom specific inquiries please email [CompliaGeC@walmart.com](mailto:CompliaGeC@walmart.com). To ensure a timely response, include the following information, as applicable, in the query:

1. Concise summary of request
2. Related document name(s) and page number(s)
3. UPC, Walmart/Sam's Club Item Number, and Supplier Number
4. Department number
5. Electronic test report
6. Identify as Domestic Private Brand, Domestic Sourced Supplier Brand or Direct Import
7. ICIX request number
8. Purchase Order number

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## II. Supplier Responsibility

Walmart expects suppliers to read, understand, and comply with all applicable aspects of the US Product Safety & Compliance Program as outlined.

1. Suppliers are expected to comply with all applicable federal, state, and local laws, regulations and industry standards which include, but are not limited to, CPSC, EPA, NHTSA, FDA, etc., as well as, Walmart-specific requirements.
2. Suppliers are expected to avoid undue influence or any attempt to persuade, pressure, suggest, or instruct any employee of a third-party laboratory to withhold or change safety or regulatory test results per 16 CFR 1107.24 on third-party laboratories. To report a violations to Walmart, please email: <https://walmartethics.com/Landing.aspx>.
3. Suppliers are expected to raise questions when they do not understand or believe they are unable to meet the requirements and expectations of the programs administered by the Product Safety & Compliance department by emailing [GMComply@walmart.com](mailto:GMComply@walmart.com). For inquiries specific to Dotcom, please email [CompliaGeC@walmart.com](mailto:CompliaGeC@walmart.com).

This manual is not intended to constitute legal advice. Suppliers are solely responsible for the conformity of their products with all applicable laws and regulations. Suppliers should consult with their legal counsel and other experts to determine the conformity of their products with such laws and regulations. Certain of the requirements described in this manual and the addendums are based on industry voluntary consensus standards, with which suppliers are expected to be familiar.

If any safety or compliance issue is revealed in the course of testing/verification or by consumer incidents, it is in the best interest of Walmart, the supplier, and our customer to resolve the issue quickly. To accomplish this, suppliers are obligated to support Walmart in resolving any compliance inquiries with a sense of urgency in the following ways:

1. Register with the Consumer Product Safety Information Database at [www.saferproducts.gov](http://www.saferproducts.gov) to ensure that reports of harm submitted by consumers regarding any of their products are received. *Note: Registering on this database is only required for Domestic suppliers.*
2. Respond to notices of violations or regulatory enforcement actions in a timely manner.
3. Provide advance notice and issue immediate removals in the event that a recall or withdrawal of product is necessary. In such an event, suppliers are expected to follow the supplier obligations as outlined in the [Product Removals](#) procedure.
4. Conduct root cause analysis and develop corrective action plans when required. See [Corrective Action Process](#).
5. Supply test reports and certificates upon request within 24 hours.

6. Create a Compliance Contact for your organization in the Supplier Management System (SMS). To set this up, go to [Retail Link > Site Map > Supplier Profile](#), [\(Internal Link\)](#) expand the “Compliance Information” on the left-hand menu and select “Regulatory Compliance Contact.”

The following process flow walks suppliers through Walmart’s expectation in order to provide compliant products and prevent shipment delays:



## III. Product Removals

Occasionally, a product is identified that does not meet regulatory, legal, or quality requirements. When this occurs, Walmart Product Safety & Compliance removes the item from stores, clubs, distribution centers (DC), and online through a multi-team process initiated by a Retail Link Product Removal. An overview of the process and the obligations of each stakeholder is outlined below:

### A. Supplier Obligations

1. Contact Walmart Product Safety & Compliance ([Safety@wal-mart.com](mailto:Safety@wal-mart.com)) when it appears that merchandise, whether currently or previously carried in stores, clubs or online, will be subject to a federal agency recall.
  - a. Walmart Product Safety & Compliance should receive at least 3 business days notice of a recall.
2. Submit a Retail Link Product Removal Request form, located in the 'Apps Tab' on Retail Link.
  - a. Help document and Processing Fee guide are located under the 'Doc Tab'.
3. Destruction of merchandise should be the last disposition option considered. *Import suppliers must use the Return Centers when removing product.*
4. Provide a Return from Stock (RFS) form to the Replenishment Manager to remove products from the DCs.
5. Change UPCs for corrected product before resuming shipments, when required. See [UPC Change Requirement](#) for details regarding when a UPC must be changed.

### B. Merchandising Obligations

#### 1. Buyers

- a. Review and approve the Product Removal Request form upon its submission.
- b. Notify the Product Removal Manager when resuming sales of merchandise with the same UPC.
  - i. Sales Restrictions will not be lifted until supplier provides assurance that product issue has been corrected and product has passed any required testing.
  - ii. Sales restrictions will not be lifted on recalled merchandise.

#### 2. Replenishment Managers

- a. Communicate the RFS information to the DCs.
- b. Place requested omit traits on product and ensure all items within a cross reference chain, assortment, and shipper have the same omit traits.
- c. Cancel purchase orders for product that has not shipped and cancel lines on purchase orders that have shipped.

## C. Product Removal Manager Obligations

1. Review and confirm the information on the Product Removal Request form:
  - a. Check UPC numbers to ensure all linked items are included.
  - b. Ensure state specific removals include all retail locations within that state.
  - c. Ensure requested disposition is valid.
  - d. Determine need to place sales restrictions, omit traits, or manual order blocks to prevent additional shipments or sales of merchandise.
2. Send notification to supplier of the fees that are assessed for specific product removals and process CO-OP to recoup costs.
3. Communicate product removal instructions to the stores, clubs, and online teams and request omit traits, sales restrictions, and manual order blocks when necessary.

Questions regarding the Product Removal process may be sent to: [Safety@wal-mart.com](mailto:Safety@wal-mart.com).

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## IV. Product Category Directives

The first set of addendum documents linked in this manual are Product Category Directives. The set of directives can be accessed by clicking the following link: [Directives](#) (Internal Link) **OR** through the individual links provided in [Appendix B](#).

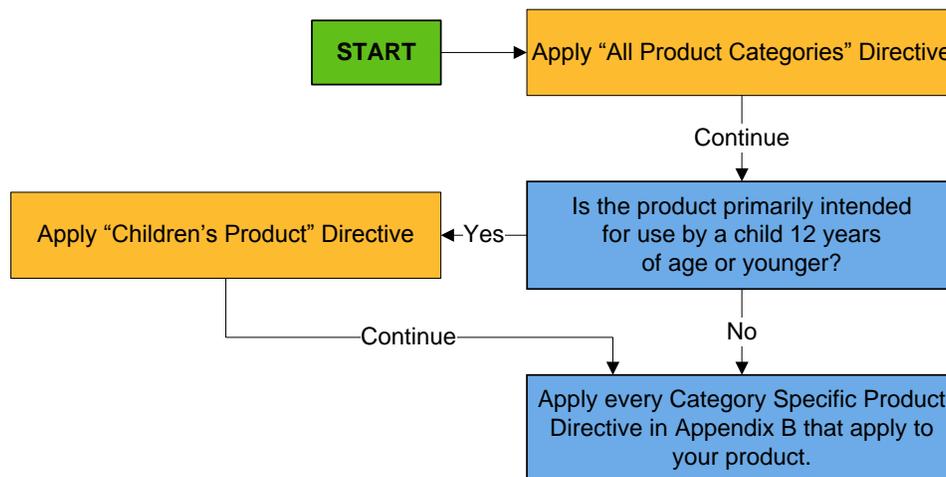
The Product Category Directives begin with flowcharts and pictorial guidance tables to help you determine whether or not your product fits within a specified directive. These directives further outline the comprehensive safety and regulatory requirements to which your products **must** comply in order to be offered for sale by Walmart.

The requirements are outlined, as applicable, in five major sections:

1. Restricted Substances
2. Physical & Mechanical
3. Packaging
4. Labeling
5. Reporting/Record Keeping/Registration/Certification

It is important to note that each Product Category Directive covers a range of products. Your product may fit within several product categories and therefore multiple directives may apply. It is your responsibility to ensure that your product conforms to all the requirements in the All Product Categories Directive and if applicable, the Children's Product Directive, in addition to any applicable Category Specific Product Directives.

The following sections contain the product categories for which Walmart has published product category directives. The list of available directives is subject to change as documents are added or updated. Use the following flowchart to determine which directives apply to your product:



## A. All Product Categories

All general merchandise, home, consumables and softlines, not including food, dietary supplements, over-the-counter drugs, or pharmacy, alcohol and tobacco or firearms, must comply with the standards and policies detailed in the [All Product Categories Directive](#).<sup>(Internal Link)</sup>

## B. Children's Products

If your product is intended for use by a child 12 years of age or under, it is considered a children's product per CPSC's definition of a children's product. Children's products are subject to stricter standards and requirements as detailed in the [Children's Product Directive](#).<sup>(Internal Link)</sup>

## C. Category Specific Product Directives

Each Category Specific Product Directive listed in [Appendix B](#) covers a specific category of products. Your product may fit within several product categories and therefore may have multiple directives that apply to it. It is your responsibility to ensure that your product conforms to all the applicable requirements from the relevant directives.

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## V. Controls for Monitoring Compliance

The Product Safety & Compliance department has instituted a set of controls to help monitor supplier compliance with the program as outlined in this manual. These controls assist the supplier in creating safe and compliant product before it is offered for sale.

### A. Global Registration Services (GRS)

Walmart uses the *Vendor Watch* program through GRS to verify and monitor the compliance status of registered licenses. Suppliers selling any type of product that is stuffed or upholstered must create an account with GRS and subscribe to the *Vendor Certification* service in order to register the necessary state licenses for their stuffed and/or upholstered articles.

The GRS website and all relevant information can be accessed at the following link: <http://www.globalrsinc.com>.

### B. Worldwide Environmental & Regulatory Compliance Systems (WERCS)

Suppliers are required to complete the Chemical Assessment Review Process by submitting formulation information to the WERCS, for a compliance assessment of products that contain any type of **chemical, aerosol, or pesticide, batteries** and for products that contain **batteries with lithium or lead**.

Access the following site for additional information: <https://secure.supplierwercs.com/> or call WERCS directly at (518)720-6220.

### C. International Compliance Information Exchange (ICIX)

Walmart Stores and walmart.com are utilizing ICIX, a third-party service provider, to retain compliance documents that substantiate product compliance. Direct Import and Private Brand suppliers will be required to participate in the ICIX program; however, the service is currently at no charge for Walmart exclusive suppliers.

ICIX consists of three sequential workflow steps between Walmart, suppliers and third-party test laboratories for Production Testing/Verification.

When a purchase order (PO) is initiated by Walmart, ICIX automatically sends a notification to the supplier to complete a Test Request Form (TRF) or upload a passing Walmart production test report.

If a Walmart passing production test report (see [Product Testing/Verification Program](#)) has not been uploaded into ICIX prior to shipment, the product may be held at port or pulled for [In-Store Product Testing/Verification](#).

For detailed information, please reference the FAQ document provided here: [ICIX Program Management FAQ](#). [\(Internal Link\)](#) The icix website and all relevant information including training can be accessed at the following links: <https://www.icix.com/> and <http://customers.icix.com/walmart/>.

## D. Proof HQ Pre-Approval

Sam's Club Private Brand Team has established a label review process for medical devices. All private brand medical devices for Sam's Club must complete the Proof HQ Pre-Approval process prior to shipment. For more information about this process contact your Sam's Club Private Brand Manager or gmcomply@walmart.com.

## E. Compliance Omit Trait Monitoring

Compliance omit traits are utilized by merchant teams and the Product Safety & Compliance department to prevent shipment of products into areas where such sale would violate certain laws and regulations. The Product Safety & Compliance department monitors on-hands/shipments of items with compliance omit traits in areas where that item cannot be offered for sale and reaches out to suppliers using the regulatory compliance contact in the [Supplier Management System](#) to alert them on any findings that could lead to a [Product Removal](#). Please let your merchant know if your item cannot be sold in certain areas due to compliance during the item creation phase or upon discovery of items that are geographically non-compliant.

## F. Third-Party Laboratories

To verify compliance, Walmart has assigned third-party laboratories that have been accredited to perform safety and regulatory testing/verification for products sold at Walmart. For consistency and efficiency, suppliers are required to use the same assigned third-party laboratory company for all pre-production and the initial production testing/verification of product.

The Product Safety & Compliance department has published a [Third-Party Laboratory Assignment List](#) [\(Internal Link\)](#) that identifies the laboratories assigned to test specific Walmart categories. Refer to this list to determine which laboratory you should submit your product to for testing/verification.

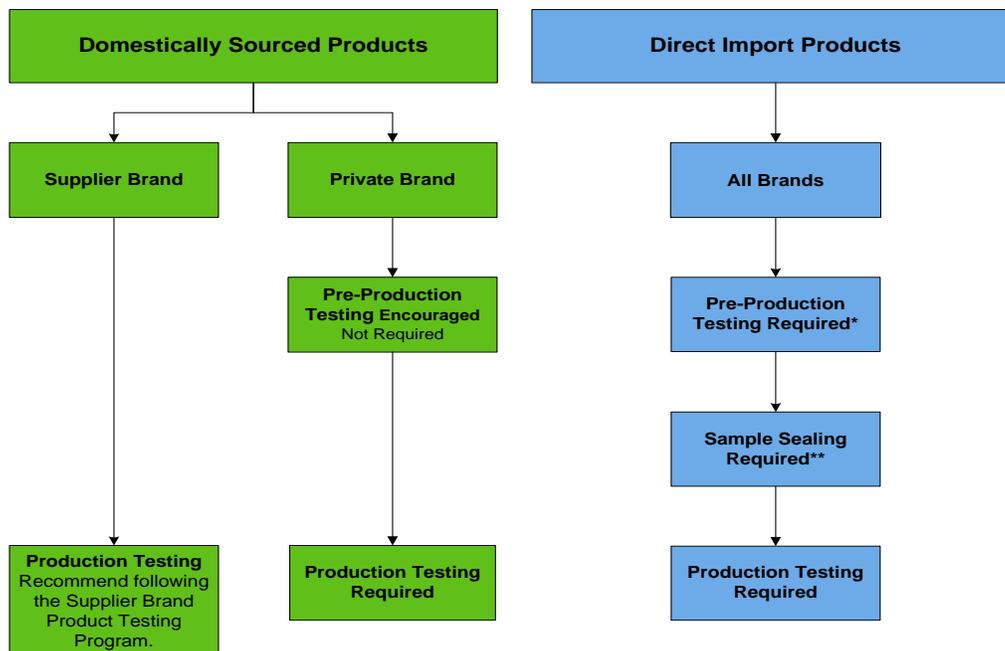
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## G. Product Testing/Verification Program

### 1. Testing/Verification Process (for products sold in stores/clubs and online)

Walmart direct import and private brand products must undergo a more rigorous testing/verification process. Use the following overview to understand our expectations.

#### Compliance Testing/Verification Process (for products sold in stores/clubs and online)



**Disclaimer:** This flow chart doesn't incorporate Quality testing requirements. Refer to the Purpose and Scope section of this manual to access links to the Quality Manuals.

\*To determine if you qualify for a pre-production exemption, contact Walmart Global Sourcing (WGS) team by emailing [WGSGENER79@email.walmart.com](mailto:WGSGENER79@email.walmart.com) for hardlines related inquiries or [WGSAPPAR24@email.walmart.com](mailto:WGSAPPAR24@email.walmart.com) for softlines related inquiries.

\*\*For further information, regarding the Production Sample Sealing Process or to determine if you qualify for a sample sealing exemption, contact the relevant Walmart Global Sourcing (WGS) team as mentioned above.

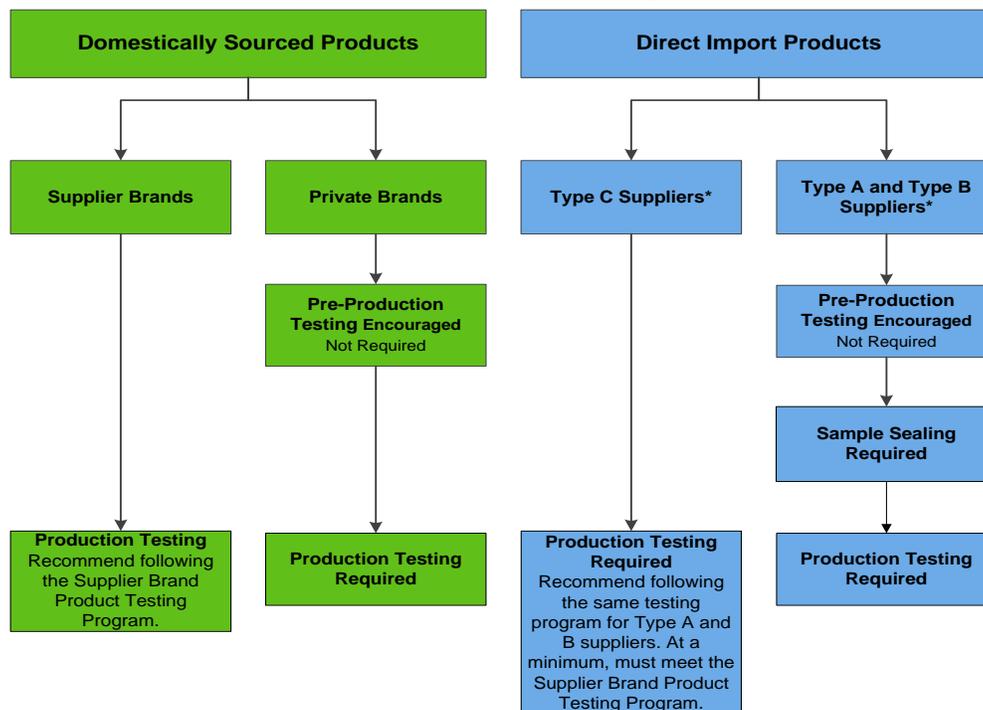
- ❖ **Production testing/verification for safety and regulatory requirements is mandatory on domestically sourced and direct import products every 12 months.**

## 2. Testing/Verification Process (for products sold exclusively online)

All products sold online that are shared with Stores and Clubs must follow the testing/verification process as outlined in the section above. Products that are not shared with Stores (i.e. products sold exclusively online) are permitted to follow a modified testing/verification submission process as depicted in the flowchart below. If suppliers have questions regarding the product testing/verification program for products sold exclusively online, please email [CompliaGeC@walmart.com](mailto:CompliaGeC@walmart.com).

Please review the following flowchart carefully:

### Compliance Testing/Verification Process (for products sold exclusively online)



\*Supplier Type A, B, and C designations can be found on the Purchase Order (see sample below)

Purchase Order: 5110946528		WAL-MART STORES INC. USA		Page: 1	
Status: ACTIVE	Quote ID: 1069270	Buy Plan ID:	Buy Temp ID:	Form Date: 07/28/2016 09:24:05	By: MCLB
Feeless Status: COMPLETE	Feeless Approval Date: 05/23/2016	Revised Date: 06/29/2016 09:30:00	By: AUTODP	Created Date: 05/24/2016	
Division: 12	Ordering Dept: LOKE MEYER	Managing Dept: LOKE MEYER	Credit Office: WGS SHENZHEN	Logistics Office: WGS SHENZHEN	Creation Office: SUPPLIER QUOTE APPLICATION
Department: 7	Destination: UNITED STATES	Class Type: A-OVERSEAS MANAGED	Buying Agent1: BSL	Buying Agent2:	
			WGS SHENZHEN 2/F, SHENZHEN RUBY CENTRE RENMINHUA ROAD SHENZHEN GD 518001 CHINA		

**Note:** All Direct Import Private Brand suppliers will follow the Type A/B process flow. Online exclusive suppliers should check the Walmart.com box on the Test Request Form (TRF) when submitting online exclusive products for testing. Also, DI suppliers must include a note as to whether they are a Type A, B or C supplier on the TRF or risk delays in testing or shipment.

- ❖ Production testing/verification for safety and regulatory requirements is mandatory on domestically sourced and direct import products every 12 months.

### 3. Supplier Brand Product Testing/Verification Program

Supplier branded products may be subject to product safety and compliance testing/verification requirements by multiple retailers. To minimize duplicative testing/verification, suppliers of **domestically sourced supplier brand products** AND **direct import supplier brand products sold exclusively online** may submit samples with a passing third-party test report in lieu of testing/verification for regulatory requirements not listed on the [Document Acceptance List](#) to their Walmart assigned lab, using the following guidelines:

- The test report must be dated within twelve months and performed by one of the six global Walmart assigned third-party labs. Assigned labs or specific category assignments by lab can be found in the [Third-Party Laboratory Assignment List](#) (Internal Link)
- The test report must reflect testing/verification for the exact product sold to Walmart or Sam's Club.
- The test report must include the date, item identification, testing/verification performed and designated pass result for the requirement.

The third-party laboratory will review the test report against the product testing/verification protocols and only test any gaps identified.

The Supplier Brand Product Testing/Verification Program **does not** affect the Walmart or Sam's Club quality testing program and is **not an** available option for any private brand, or direct import products.

### 4. Sample Sealing Requirements

Direct Import products are required to go through a sample sealing process of having a third-party service provider (Bureau Veritas, Intertek, or SGS North America Inc.) or a Direct Sourcing Group (DSG) inspector select and seal samples from the factory floor. These sealed samples are sent directly to the Walmart approved third-party laboratory designated by the supplier for production testing/verification.

For further information, regarding the Production Sample Sealing Process for direct import or to determine if the supplier qualifies for a sample sealing exemption, contact Walmart Global Sourcing (WGS) team by emailing [WGSGENER79@email.walmart.com](mailto:WGSGENER79@email.walmart.com) for hardlines related inquiries or [WGSAPPAR24@email.walmart.com](mailto:WGSAPPAR24@email.walmart.com) for softlines related inquires.

### 5. Submitting Samples for Testing/Verification

The number of samples to be submitted at each phase of program testing/verification will vary based on a variety of factors. Suppliers should contact the designated third-party laboratory directly for information on submitting samples for testing/verification.

- Pre-production - samples should be constructed in the same manner as a production samples and be submitted at least 90 days prior to ship date or as far ahead of production as possible to ensure that any problems identified during testing/verification can be corrected before production begins.
- Production - samples must be taken from actual production lots and be representative of what will be sold in all retail formats at least 60 days before Ship Date or after ~10% of Production is complete.
- If an item is produced in multiple factories, pre-production and production samples must be submitted separately for each factory and any new factory that may be contracted for item production.

Suppliers will be required to fill out a Test Request Form (TRF) when submitting samples for testing/verification. Please work closely with the third-party laboratory to ensure all information is filled out completely and accurately. Missing and inaccurate information will slow down the testing/verification process. Ensure that the UPC, item number, and factory information used on the TRF is consistent with Online Item File and the Purchase Order. If Online Item File information needs to be corrected, work with the merchant team. Suppliers should refer to the [Lab Assignment List](#) <sup>(Internal Link)</sup> or <https://www.icix.com/> for more information on completing a TRF.

## 6. Test Protocols

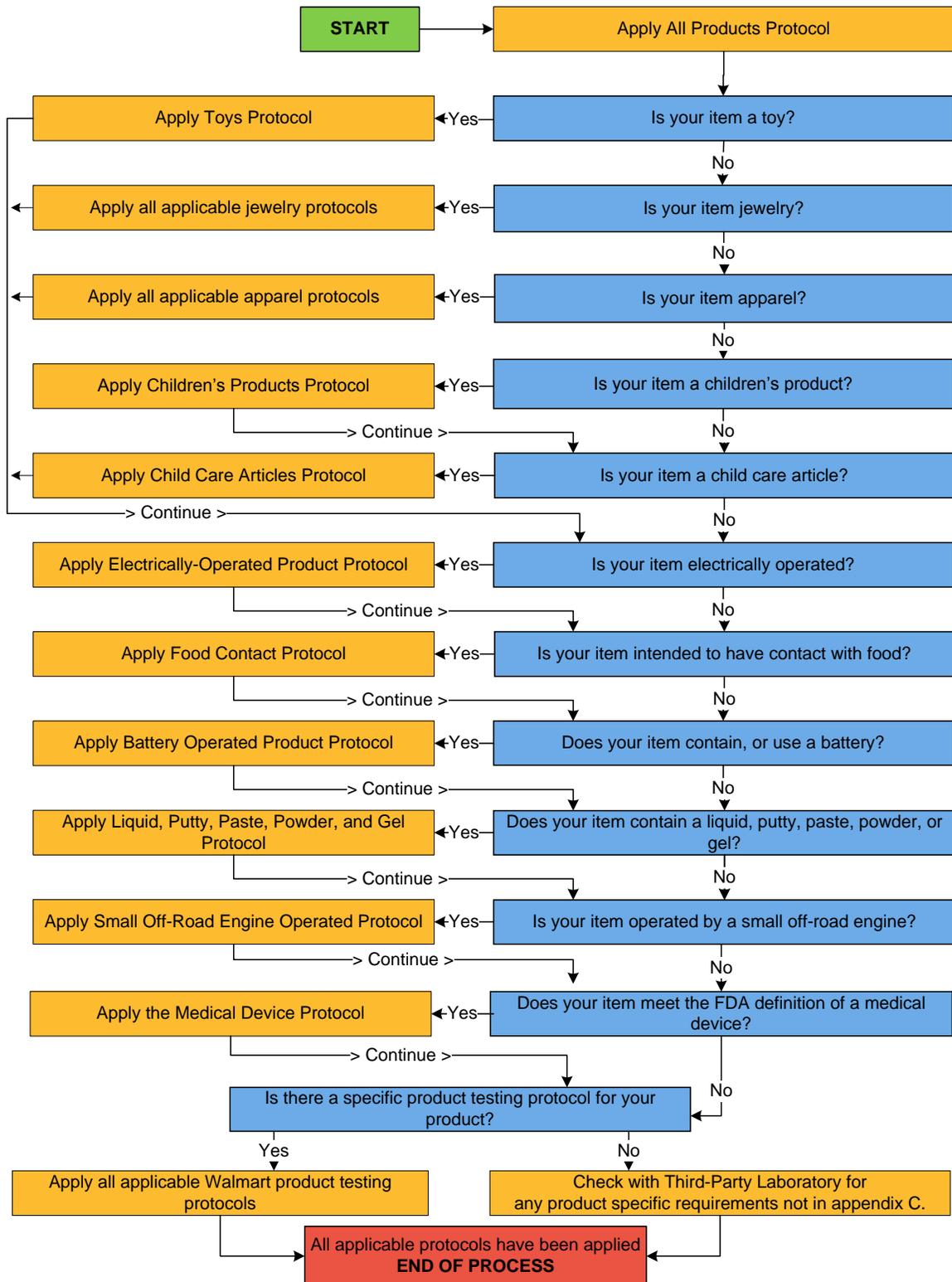
The safety and regulatory protocols can be accessed by clicking the following link: [Testing/Verification Protocols](#) <sup>(Internal Link)</sup> **OR** through the individual links provided in [Appendix C](#).

Each regulatory requirement will have information in the following columns:

Evaluation	Citation	Criteria	Comments
Aspect of the product being tested	Authority, either a federal, state, or local law or regulation OR an/industry standard adopted by Walmart	Description of limitation and any other information necessary to explain the scope and applicability of the requirement	Additional clarifying information to help in applying the evaluation to the testing/verification of the product

To help suppliers determine which protocols apply to the product, the Product Safety & Compliance department has developed the following flowchart. If the product is a combination of multiple items, then suppliers must complete the testing/verification outlined in each protocol that is applicable to each of the items in the product.

# Compliance Controls



## 7. General Certificate of Conformity & Children's Product Certificate

Suppliers of domestically sourced product must be able to produce a valid General Certificate of Conformity (GCC) or Children's Product Certificate (CPC) for their products within 24 hours of request. Refer to 16 CFR 1110 for certification requirements and related information: <http://www.ecfr.gov/>.

## 8. Document Acceptance List

The [Document Acceptance List](#) <sup>(Internal Link)</sup> outlines when prior third party test reports or documentation can be accepted by the Walmart-assigned third-party laboratories in lieu of conducting physical and/or chemical tests or verifications. Please review carefully and regularly.

Suppliers should refer back to the [Supplier Brand Product Testing/Verification Program](#) before utilizing the Document Acceptance List.

The list contains 3 columns of information:

Test	Citation	Documentation Accepted
The product, chemical, requirement, or law to which the document must relate	The requirement or law to which the document relates	Outlines what is required to be an acceptable replacement for the Walmart protocol specification

- ❖ **In accordance with the Document Acceptance List, the Product Safety & Compliance department reserves the right to verify products where documents have been submitted in lieu of performing testing.**

## 9. Letter of Guarantee Guidelines

### *i. Scenarios for Use*

Letters of Guarantee (LOG) can be applied in conjunction with the Document Acceptance List and in the following situation(s):

1. Product was previously carried as direct import and is being switched to domestic or vice versa.
  - The supplier can provide a LOG certifying that the product sold as direct import was produced at the same time, in the same factory, and using the same materials as the product currently being sold to Walmart AND
  - The buyer or member of the sourcing team confirms that the product's sourcing methods have not changed.

2. Product is carried in Walmart under one UPC and/or item number, and it is now being added to Dotcom under another or vice versa (also applicable to products changing departments).
  - Supplier can provide a LOG certifying that the product sold to the Walmart was produced at the same time, in the same factory, and using the same materials as the product now being sold to Dotcom.
3. The product was manufactured during the effective time frame of the last production test and the inventory is still being sold when the next production test is required; the product has been stored with no new merchandise introduced into the existing inventory; and no change has been made to the stored product.
  - Supplier can provide a LOG linking the stored product to the test report by tracking label, lot code, etc. for products requiring a tracking method (e.g. children's products, wood products, etc.).
  - Only in this scenario can the test report be applied outside of Walmart's defined time frame for testing/verification.
4. As otherwise described in a testing protocol.

## ii. General Requirements

Letters of Guarantee must include the following:

1. Supplier's company letterhead or an e-verification of the origin of the LOG
2. Date
3. Product name, UPC, item number and description
4. Original test report number and test date, if applicable
5. Statement of guarantee certifying that the original test report provided applies to the product being shipped to Walmart/Sam's Club, if applicable
6. For products requiring a tracking method (e.g. children's products, wood products, etc.), indicate how the product can be linked to the test report (e.g. tracking label, lot code, etc.)
7. Signature of an officer of the company
  - For the purpose of letters of guarantee, an officer is a high-level management official with authority to act on behalf of the company
8. If applicable, a copy of test report must be attached showing that:
  - Product was tested by a Walmart approved test laboratory to the Walmart product testing/verification program, AND
  - Test report meets the Walmart product testing/verification program time frame, AND
  - Test report meets the current Walmart testing/verification requirements
9. ICIX request ID(s), if applicable
10. Any other information described in a testing protocol.

## 11. Corrective Action Process

If a sample fails to meet safety and regulatory requirements at any program phase of testing/verification, the supplier is responsible for correcting the deficiency or non-conformity, and submitting a corrected sample for retesting/verification with the completed Corrective Action Plan (CAP) form provided by the third-party laboratory.

The CAP must be submitted and approved before submitting the product for retest. The table below identifies the required source of CAP approval based on the sourcing of the product:

Product Sourcing	Required Source of Approval
Direct Import	Appropriate Merchandise Quality Engineer (MQE)
Domestic	Walmart-Approved third-party laboratory

Merchandise Quality Engineers (MQE) are part of the WGS team. Refer to the WGS contact emails listed under the [Sample Sealing Requirements](#).

## 12. Retest Samples

The retest sample must be submitted within 3 months of the failed report being issued and must be retested by the third-party laboratory that issued the failed report. Document acceptance is not permitted for a retest if the actual evaluation was conducted on the original fail report.

Any retests past the maximum number allowed must be approved in writing by the Product Safety & Compliance department (contact [GMComply@walmart.com](mailto:GMComply@walmart.com) or [CompliaGe@walmart.com](mailto:CompliaGe@walmart.com) for online exclusive questions). The table below notes the maximum number of retests allowed based on the product's program phase:

Program Phase	Retests Allowed
Pre-Production	2
Production	1

## 13. In-Store Product Testing/Verification

Walmart reserves the right to in-store test product, for regulatory and safety requirements, in the event the supplier doesn't complete the testing/verification in a timely manner or once a problem is discovered.

## 14. Material Change Declaration

### *i. Children's Products*

For children's products that undergo material change, suppliers are required by federal law (enforced by the Consumer Product Safety Commission) to declare the material change, retest the product, and to update the Children's Product Certificate (CPC) accordingly to show compliance with all consumer product safety rules. See [Material Change Declaration](#) [\(Internal Link\)](#) form.

### *ii. All Product Categories*

If any part of the product undergoes a material change, suppliers are expected assign a new UPC to the product and begin the product testing/verification process from the beginning of the program. See [Product Testing/Verification Program](#).

For every product that is submitted to a third-party laboratory for testing/verification, suppliers **must** indicate if the product has undergone a material change on the TRF by marking the Material Change box "Yes" or "No." See [Submitting Samples for Testing/Verification](#).

Refer to 16 CFR 1107 for the definition of a material change and related information: <http://www.ecfr.gov/>.

## 15. UPC Change Requirements

If a product or product package is altered due to any of the following reasons, a new UPC number **MUST** be assigned to the altered product:

1. Regulatory change
  - Law (enacted or pending)
  - Standard enactment or revision (i.e. ANSI, ASTM, UL, Walmart US Compliance Standard, etc.)
  - Ruling or clarification of a ruling from any governing body (i.e. CPSC, FTC, FDA, etc.)
2. Product Safety – recall or withdrawal of your product or a competitor's product for a safety reason (i.e. a competitor announces a voluntary recall based on a feature that may pose risk and your product has the same feature so you change your product to be proactive)
3. Formulation change – change of color, formulation, or core composition of a product that would potentially alter any regulated portion of the product
4. Packaging – change in product size or package statement of size affecting how product would be regulated (i.e. adding 20% more product to the container of a product that has regulated size limit in some areas);
5. Design change – changes made due to patent or trademark infringement or alleged infringement

## 6. Additional –

- Adding or removing marks obtained through certifying bodies (i.e. Juvenile Products Manufacturers Association Certification [JPMA], Carpet and Rug Institute Seal of Approval [CRI], etc.)
- Addition to a product (i.e. gift with purchase, bonus item, or any time an item is added that would be held to different laws or standards than the original product)
- Whenever a need arises to differentiate old product from new product for reasons other than quality

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## VI. Tips for Savings Money on Compliance Costs

Here are some tips for saving on compliance costs:

1. Suppliers could save on testing/verification costs and other incurred fees if they proactively build compliance into their product design, sourcing, manufacturing, testing, and shipping process.
2. Suppliers of domestically sourced supplier brand products may opt to skip pre-production testing/verification. See [Product Testing Program](#).
3. Suppliers of direct import products should comply with the proper sample sealing procedure to avoid costly testing/verification and shipping delays. See [Sample Sealing Requirements](#).
4. Suppliers should obtain a Walmart product testing/verification program discount provided by the designated third-party laboratory. See [Third-Party Laboratories](#).
5. Suppliers should work closely with their third-party laboratory to see if like items or components can be grouped together for testing/verification purposes, potentially reducing the number of samples needed for testing/verification. See [Submitting Samples for Testing/Verification](#).
6. Suppliers can submit acceptable documents in lieu of testing/verification for items listed in the *Document Acceptance List*. See [Document Acceptance List](#) & [Supplier Brand Product Testing/Verification Program](#).

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## VII. Appendix

### A. Commonly Used Terms and Acronyms

This section contains terms and acronyms found in this manual, as well as any addendum documents linked in this manual.

1. ANSI – American National Standards Institute
2. BPA – Bisphenol-A
3. CAP – Corrective Action Plan
4. CARB – California Air Resources Board
5. CARP – Chemical Assessment Review Process
6. CFR – Code of Federal Regulations
7. cGMP – Current Good Manufacturing Practices (sometimes referred to as GMP)
8. CPC – Children’s Product Certificate
9. CPSC – Consumer Product Safety Commission
10. CPSIA – Consumer Product Safety Improvement Act
11. CWP – Composite Wood Product
12. DAL – Document Acceptance List
13. Direct Import (DI) Products – Products imported into the US where Walmart is the importer of record
14. Domestically Sourced (DO) Products – Products sourced by a supplier who manufacturers in the US or who is the importer of record and delivers products directly to Walmart.
15. DSG – Direct Sourcing Group
16. FDA – Food and Drug Administration
17. FTC – Federal Trade Commission [US]
18. FWS – Fish and Wildlife Services [US]
19. GCC – General Conformity Certificate
20. GM – General Merchandise
21. GRS – Global Registration Services
22. GS – Global Sourcing
23. GUDID – Global Unique Device Identification Database
24. HTS – Harmonized Tariff Schedule [US]

25. HSC – Health and Safety Code [California]
26. ICIX – International Compliance Information Exchange
27. LOG – Letter of Guarantee
28. MQE – Merchandise Quality Engineer
29. Pre-Production – testing/verification of samples prior to full production
30. Private Brand – a Walmart or Sam’s Club “Private Brand,” also sometimes referred to as Private Label or Proprietary Brand, is identified by one or more of the following criteria:
  - a. Items with a brand name or logo that is owned by Wal-Mart Stores, Inc., Sam’s Club West, or its subsidiaries, whether or not the name or logo bears the symbols “TM”, “SM”, or similar designation, and whether or not the brand is registered with the US Patent and Trademark Office.
  - b. Items with a brand name or logo that is licensed to Wal-Mart Stores, Inc. or its subsidiaries by the owner of the brand name or logo.
  - c. Unbranded items labeled as “Distributed by” or “Marketed by” Wal-Mart Stores, Inc. or its subsidiaries and sold exclusively at Walmart or a subsidiary.
31. Production – testing/verification of full production samples (including packaging and labeling)
32. Program Phase – indicates stage of testing/verification and production of a product (pre-production, production, and in-store/online)
33. RoHS – Restriction of Hazardous Substances
34. RL – Retail Link
35. SEC – Security and Exchange Commission [US]
36. Supplier Brand – supplier is the brand owner and products are not exclusive to Walmart
37. SMS – Supplier Management System
38. TPCH – Toxics in Packaging Clearinghouse
39. TRF – Test Request Form
40. UDI – Unique Device Identifier
41. UPC – Universal Product Code
42. USC – United States Code
43. VOC – Volatile Organic Compounds

- 44. WERCS – Worldwide Environmental and Regulatory Compliance Systems
- 45. WGS – Walmart Global Sourcing

## B. Product Category Directives

1. [All Product Categories](#) (Internal Link)
2. [Children's Product](#) (Internal Link)
3. [Accessories](#) (Internal Link)
4. [Apparel](#) (Internal Link)
5. [Automotive, Marine & Off-Highway Vehicles](#) (Internal Link)
6. [Bags – Fashion/Utility/Travel](#) (Internal Link)
7. [Bicycles, Electric Bicycles, & Bicycle Accessories](#) (Internal Link)
8. [Cosmetics & Health and Beauty Accessories](#) (Internal Link)
9. [Costumes](#) (Internal Link)
10. [Electronic Entertainment](#) (Internal Link)
11. [Food Contact](#) (Internal Link)
12. [Footwear](#) (Internal Link)
13. [Furniture & Mattresses](#) (Internal Link)
14. [Home Playground Equipment & Constant Air Inflatables](#) (Internal Link)
15. [Infant & Toddler](#) (Internal Link)
16. [Jewelry](#) (Internal Link)
17. [Lighting](#) (Internal Link)
18. [Medical Devices](#) (Internal Link)
19. [Outdoor Cooking](#) (Internal Link)
20. [Outdoor Heating & Decorative Flame Lighting](#) (Internal Link)
21. [Outdoor Power Equipment](#) (Internal Link)
22. [Pool & Pool Accessories](#) (Internal Link)
23. [Small Kitchen Appliances](#) (Internal Link)
24. [Sporting Goods](#) (Internal Link)
25. [Toys & Games](#) (Internal Link)

## C. Product Testing/Verification Protocols

1. [1a All Products](#) (Internal Link)
2. [1b Electrically-Operated Product](#) (Internal Link)
3. [1c Children's Product](#) (Internal Link)
4. [1d Child Care Articles](#) (Internal Link)
5. [1e Battery Operated Product](#) (Internal Link)
6. [1f Liquids Putties Pastes Powders Gels and Wipes](#) (Internal Link)
7. [1g Food Contact](#) (Internal Link)
8. [1h Food Contact - Ceramicware](#) (Internal Link)
9. [1i Food Contact - Glassware](#) (Internal Link)
10. [1j Food Contact - Metalware](#) (Internal Link)
11. [Accessories Adult and Children](#) (Internal link)
12. [Apparel and Socks - Adult](#) (Internal Link)
13. [Apparel and Socks - Children's \(Sizes 4-20\)](#) (Internal Link)
14. [Apparel Socks and Bibs - Infant and Toddlers \(Sizes 0-5T\)](#) (Internal Link)
15. [Art Materials](#) (Internal Link)
16. [Automatic External Defibrillators](#) (Internal Link)
17. [Automotive - Antifreeze Windshield Fluid and Engine Coolant](#) (Internal Link)
18. [Automotive - ATV](#) (Internal Link)
19. [Automotive - Brake Fluid](#) (Internal Link)
20. [Automotive - Fuel Tank Filler Cap](#) (Internal Link)
21. [Automotive - Go Karts and Fun Kart](#) (Internal Link)
22. [Automotive - Lamps Reflective Devices etc.](#) (Internal Link)
23. [Automotive - Low Speed Vehicles](#) (Internal Link)
24. [Automotive - Minibike Pocketbikes Powered Scooters](#) (Internal Link)
25. [Automotive - Towing Accessories](#) (Internal Link)
26. [Bags \(Adult and Children\) Fashion-Utility-Travel](#) (Internal Link)
27. [Balloons](#) (Internal Link)

28. [Batteries](#) (Internal Link)
29. [Bicycle Child Carrier](#) (Internal Link)
30. [Bicycle Child Trailer](#) (Internal Link)
31. [Bicycle Electric Bicycle and Bicycle Accessories](#) (Internal Link)
32. [Blankets and Throws](#) (Internal Link)
33. [Cameras \(Digital\)](#) (Internal Link)
34. [Candles Candle Accessories and Candle Making Kits](#) (Internal Link)
35. [Cell Phones](#) (Internal Link)
36. [Charcoal and Charcoal Lighter Material](#) (Internal Link)
37. [Children's Flotation Suit](#) (Internal Link)
38. [Christmas Stocking and Tree Skirt](#) (Internal Link)
39. [Computers](#) (Internal Link)
40. [Condoms](#) (Internal Link)
41. [Constant Air Inflatable](#) (Internal Link)
42. [Cosmetics and HBA Products](#) (Internal Link)
43. [Costumes Adults](#) (Internal Link)
44. [Costumes and Masks Children](#) (Internal Link)
45. [Denture Care](#) (Internal Link)
46. [Egg Dye Kit](#) (Internal Link)
47. [Eyewear](#) (Internal Link)
48. [Firelogs](#) (Internal Link)
49. [Footwear - Adult](#) (Internal Link)
50. [Footwear - Children](#) (Internal Link)
51. [Footwear - Protective-Institutional-Work](#) (Internal Link)
52. [Fragrance and Holder Incense/Oil/Potpourri/Aroma Diffuser](#) (Internal Link)
53. [Furniture - Indoor and Outdoor](#) (Internal Link)
54. [Gaming Systems](#) (Internal Link)
55. [Gas Fired Outdoor Infrared Patio Heaters](#) (Internal Link)

56. [Generators](#) (Internal Link)
57. [Hazardous Gas Detector RV Boat](#) (Internal Link)
58. [Helmets](#) (Internal Link)
59. [Home Playground Equipment](#) (Internal Link)
60. [Infant Toddler - Add-On Child Seat](#) (Internal Link)
61. [Infant Toddler - Bassinets Cradles and Bedside Sleepers](#) (Internal Link)
62. [Infant Toddler - Bath Seats \(Infant\)](#) (Internal Link)
63. [Infant Toddler - Bath Tub \(Infant\)](#) (Internal Link)
64. [Infant Toddler - Bed Rails: Portable](#) (Internal Link)
65. [Infant Toddler - Bedding \(Infant\)](#) (Internal Link)
66. [Infant Toddler - Booster Seat](#) (Internal Link)
67. [Infant Toddler - Bouncer Seat \(Infant\)](#) (Internal Link)
68. [Infant Toddler - Car Seats \(including booster seats for automobile use\)](#) (Internal Link)
69. [Infant Toddler - Changing Tables](#) (Internal Link)
70. [Infant Toddler - Cribs: Full-Size](#) (Internal Link)
71. [Infant Toddler - Crib: Non Full-Size - Play Yard](#) (Internal Link)
72. [Infant Toddler - Doorway Jumper](#) (Internal Link)
73. [Infant Toddler - Expansion Gates and Enclosures](#) (Internal Link)
74. [Infant Toddler - High Chairs](#) (Internal Link)
75. [Infant Toddler - Hook On Chair \(Portable\)](#) (Internal Link)
76. [Infant Toddler - Inclined Sleeper](#) (Internal Link)
77. [Infant Toddler - Infant Carriers \(Framed\)](#) (Internal Link)
78. [Infant Toddler - Infant Carriers \(Hand-Held\)](#) (Internal Link)
79. [Infant Toddler - Infant Carriers \(Sling\)](#) (Internal Link)
80. [Infant Toddler - Infant Carriers \(Soft\)](#) (Internal Link)
81. [Infant Toddler - Infant Swings](#) (Internal Link)
82. [Infant Toddler - Pacifier and Pacifier Holder](#) (Internal Link)
83. [Infant Toddler - Stationary Activity Center](#) (Internal Link)

84. [Infant Toddler - Stroller and Carriages](#) (Internal Link)
85. [Infant Toddler - Toddler Bed](#) (Internal Link)
86. [Infant Toddler - Toilet Training Seat and Potty Chair](#) (Internal Link)
87. [Infant Toddler - Walker \(Infant\)](#) (Internal Link)
88. [Jewelry Adult Fine Costume and Hair Accessories](#) (Internal Link)
89. [Jewelry Children's Fine Costume and Hair Accessories](#) (Internal Link)
90. [Key Chains Key Rings Key Charms](#) (Internal Link)
91. [Kite](#) (Internal Link)
92. [Laser Products](#) (Internal Link)
93. [Liquid Laundry Pods](#) (Internal Link)
94. [Lawn Mowers](#) (Internal Link)
95. [Lighter – Multi-Purpose](#) (Internal Link)
96. [Lighting Products](#) (Internal Link)
97. [Mattress – Electric Air](#) (Internal Link)
98. [Mattresses](#) (Internal Link)
99. [Medical Devices](#) (Internal Link)
100. [MP3 Players](#) (Internal Link)
101. [Music Players Excluding MP3](#) (Internal Link)
102. [Outdoor Specialty Cooking Appliances \(Gas\)](#) (Internal Link)
103. [Personal e-Mobility Devices](#) (Internal Link)
104. [Pet Toy](#) (Internal Link)
105. [Pipes Fittings Fixtures for Potable Water](#) (Internal Link)
106. [Plumbing Fixture](#) (Internal Link)
107. [Portable Fuel Container](#) (Internal Link)
108. [Printers and Peripherals](#) (Internal Link)
109. [Propane Tanks](#) (Internal Link)
110. [Radios and Clock Radios](#) (Internal Link)
111. [Rattle](#) (Internal Link)

112. [Rugs and Carpets](#) (Internal Link)
113. [Scooter Non-Powered](#) (Internal Link)
114. [Small Engine Operated Products – Non-Road and Marine](#) (Internal Link)
115. [Small Kitchen Appliances – Microwave](#) (Internal Link)
116. [Sports - Exercise Treadmill \(Motorized\)](#) (Internal Link)
117. [Sports - Firearm Safety Devices](#) (Internal Link)
118. [Sports - Fishing Sinkers and Jigs](#) (Internal Link)
119. [Sports - Flotation Device – Throwable and Wearable](#) (Internal Link)
120. [Sports - Gas Fired Construction Heater](#) (Internal Link)
121. [Sports - Gas Heater Camp Heater](#) (Internal Link)
122. [Sports - Gas Lantern \(Propane\)](#) (Internal Link)
123. [Sports - Inflator Deflator 120VAC Powered](#) (Internal Link)
124. [Sports - Inflator Deflator 12VDC or Battery Powered](#) (Internal Link)
125. [Sports - Kneeboard](#) (Internal Link)
126. [Sports - Lantern Compressed Liquid Fuel](#) (Internal Link)
127. [Sports - Non-Portable Gas Powered Torch Light \(Propane\)](#) (Internal Link)
128. [Sports - Outdoor Gas Fireplace](#) (Internal Link)
129. [Sports - Portable Camp Stove \(Liquid Fuel Type\)](#) (Internal Link)
130. [Sports - Portable Catalytic Heater](#) (Internal Link)
131. [Sports - Portable Gas Stove \(Propane\)](#) (Internal Link)
132. [Sports - Residential Basketball Systems](#) (Internal Link)
133. [Sports - Ski Rope and Inflatable Towable Tube Tow Rope](#) (Internal Link)
134. [Sports - Sleeping Bag](#) (Internal Link)
135. [Sports - Snow Sleds Snow Tubes and Sled Toboggans](#) (Internal Link)
136. [Sports - Snowboard](#) (Internal Link)
137. [Sports - Soccer Goal](#) (Internal Link)
138. [Sports - Stationary Exercise Bicycle](#) (Internal Link)
139. [Sports - Towable Aquatic Tube](#) (Internal Link)

140. [Sports - Trampoline and Trampoline Enclosures](#) (Internal Link)
141. [Sports - Treestand and Treestand Accessories](#) (Internal Link)
142. [Sports - Universal Gym](#) (Internal Link)
143. [Sports - Weight Bench](#) (Internal Link)
144. [Step Stool \(Juvenile\)](#) (Internal Link)
145. [Swimming Pool Accessories for Maintenance](#) (Internal Link)
146. [Swimming Pool Aboveground Less than 36 inches deep](#) (Internal Link)
147. [Swimming Pool Aboveground Greater than 36 inches deep](#) (Internal Link)
148. [Swimming Toys and Accessories](#) (Internal Link)
149. [Tampons](#) (Internal Link)
150. [Telephone Appliances](#) (Internal Link)
151. [Televisions](#) (Internal Link)
152. [Tent Canopy Screen House Gazebo Sun Shelter Ice Fishing Shanty](#) (Internal Link)
153. [Toy Box - Chest or Container](#) (Internal Link)
154. [Toy Guns](#) (Internal Link)
155. [Toys](#) (Internal Link)
156. [Toys - Battery Powered Rechargeable Ride-Ons](#) (Internal Link)
157. [Tricycle](#) (Internal Link)
158. [Watches](#) (Internal Link)
159. [Water Filtration](#) (Internal Link)
160. [Window Covering Products](#) (Internal Link)

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