



Quality Assurance

Every one of our customers is guaranteed 100% satisfaction. This guarantee begins with the quality of the merchandise you supply. To maintain the guarantee of providing quality merchandise to our customers, we have developed quality assurance standards.

If you have any questions about these standards, please contact the appropriate Product Manager.

Quality Standards

Quality standards are broken down into three categories:

1. General Defects
2. Garment Defects
3. Fabric Defects

General Defect Type & Definition

Soilage

- a. Oil marks, soil marks, spots, ink, and etc.
- b. Rings left after cleaning of soil
- c. Any objectionable odor

Not as Specified

- a. Any measurements not as specified or outside established tolerances
- b. Any item not conforming to construction specs if non-conforming is a problem
- c. Substituted or missing parts, unless authorized
- d. Marked "Seconds"
- e. Shaded parts
- f. Color off standards - must fall within acceptable shade bands (when available)

Appearance

- a. General appearance must be acceptable

Garment Defect Type & Definition

Irregular Stitching

- a. Any concealed stitching showing
- b. Contrast color stitching uneven or not uniformly spaced
- c. Broken stitches if they affect function or appearance



- d. Excessively tight or loose tension
- e. Double top stitching not parallel or unevenly spaced
- f. Use of monofilament thread, unless approved
- g. Skipped stitches on chain stitch
- h. Skipped stitches on lockstitch - maximum 1 per seam (2 if long seam) when affecting function
- i. Needle cuts that appear objectionable or could develop into a hole

Irregular Seams

- a. Crooked, puckered, curled, pleated, twisted, wavy or uneven seams. (Certain fabrics or techniques will have a tendency to do this and will be dealt with individually)
- b. Open seams
- c. Excessively "grinning" seams
- d. Excessive puckering along seams
- e. Uneven seam margins, + or - 1/8", but not both
- f. Seam wrong side out
- g. Excessively bulky seams
- h. Unfinished seams should be taped, over-lock stitched, etc.

Buttons/Buttonhole Findings

- a. Buttonholes unopened or missing, too small, anchored yams, stitches broken, incorrect stitch density, poorly formed, etc.
- b. Buttons, buttonholes, snaps and components not aligned, so as to be objectionable
- c. Buttons not securely sewn, not conforming to spec, etc.
- d. Components that become prematurely defective or nonfunctional as a result of normal garment use or care
- e. Exposed or wavy zippers, if not intended
- f. Defective or malfunctioning parts
- g. Parts set improperly, backward, twisted, etc.
- h. Zipper tape color that doesn't match garment (if match was intended)

Pockets

- a. Noticeably uneven in size, shape or locations
- b. Flap improperly shaped
- c. Sewn in pleats or excessive pucker
- d. Corresponding pockets horizontally uneven or misaligned more than 1/41t
- e. Mismatch on front of garment

**Labeling/Packaging**

- a. Incorrect labels
- b. Labels not positioned as originally specified
- c. Label off-center in back of neck (+/- 1/4")
- d. Miter fold label not flush with bottom of collar (+1/8)
- e. Missing or incorrect packaging
- f. Handwritten, illegible, incomplete, incorrect or missing care labels, hang tags, packaging labels, etc.
- g. Incorrect style numbers on tickets or tags
- h. Multiple labels must be properly aligned

Pressing

- a. Excessively wrinkled garments, unless specified
- b. Dampness in garment
- c. Improperly pressed garments
- d. Press marks resulting from the use of clamps or other holding devices
- e. Burn, scorch or mark on surface of garment probably caused by pressing

Hems

- a. Puckered or twisted hem
- b. Too deep a "bite" in garment, causing puckering or folding or hem rollover
- c. Excessive roping or puckering

Threads/Yarns

- a. Excessive and/or loose threads
- b. Thread other than specified color, size, type
- c. Proper thread match, if match is intended

Collar/Neck

- a. Collar points improperly shaped, ill shaped, or not uniform (+/-1/4") or having uneven turn-out of edges and points
- b. Off-quarter or skewed collar (+1-1/2")
- c. Neck trim puckered or stretched
- d. Neck opening off-center

Matching

- a. Pattern side seam not matched, when specified, must match 3" under sleeve set seam
- b. Uneven stripe alignment
- c. Plaids, checks or horizontal stripes not matching at center front unless otherwise specified



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- d. Unmatched stripe at front seam of raglan sleeve armhole, if specified

Plackets

- a. Placket crooked more than 1/4" from top to bottom
- b. Placket length not as specified (+/- 1/2")
- c. Placket width uneven (from top to bottom) or distorted
- d. Placket sewn off-grain

Mends/Repairs

- a. Threads on inside of garment that interfere with wearability, comfort or appearance
- b. Tie-offs on outside of garment
- c. Poorly done, objectionable mending or noticeable repairs
- d. Loose strings from repairs on outside of garment
- e. On double needle seams, a maximum of 4 overlapped stitches will be allowed and seam should be clipped clean
- f. On chain stitch, repair must tie down (in same stitch line) as original stitching

Construction

- a. Raw or untrimmed edges, except by design
- b. Foreign objects sewn into garment or caught in seam
- c. Twisted sleeves or non-aligned sleeves which appear twisted
- d. Incorrect bar-tack position or type from that specified
- e. Yoke uneven in location, shape, size
- f. Parts sewn on unevenly or in wrong direction
- g. Corresponding parts should measure the same (e.g. left and rights)
- h. Unsymmetrical cables, patterns and designs
- i. Garment which does not have good stretch or adequate recovery, (especially ribbing)

Belt Loops/Waistbands

- a. Waistband extensions crooked (not horizontal to waistband) when buttoned
- b. Closure tabs incorrectly shaped
- c. My raw edge on belt loop causing poor appearance
- d. Missing, crooked, incorrectly placed, not securely sewn or incorrect number of belt loops, when specified
- e. Belt loops extending too far above waistband edge (+1/16" for dress pants – all others +1/8" maximum)
- f. Uneven waistband width (+ or - 1/4", but not both)
- g. Waistband curtain which extends and shows over top of waistband or end of tab
- h. Waistbands which have excessive fullness, puckering, twisting or tieback



Fit Defect Type & Definitions

General Fit Waistbands

- a. Production garments do not measure within tolerance of established fit

Fabric Defect Type & Definitions

Holes

- a. Any holes
- b. Any surface hole, blemish or obvious weakness that could develop into a hole, unless not objectionable
- c. Snagged or pulled threads or yarns
- d. Slub, runs and misweaves, as defined
- e. Heavy barre or machine lines

Dyeing/Printing

- a. Uneven dyeing or printing, unless specified
- b. Objectionable fade or shade bars
- c. Objectionable misprints, off-register

Miscellaneous

- a. Foreign materials in fabric
- b. Poor "hand", i.e. stiffness, etc.
- c. Improper fabric finish
- d. Fabric wrong side out
- e. Broken yarns
- f. Excess organic matter in garment or yarns
- g. All fabrics must conform to stated performance standards (i.e. high performance fabrics such as GoreTex, Thinsulate)
- h. Nap should run in one direction, when specified
- i. My component that is not compatible with garment care instructions

Liquidations of Seconds / Trademark Requirements

No vendor will sell seconds or overruns without first completely removing the label that identifies the merchandise as a PVH Corp. brand. If it is possible to cut out the label without damaging the product (as in a label sewn into the lining of an outerwear garment), you must contact the buyer to discuss the manner in which the products will be liquidated. It is not sufficient to simply deface the label. A PVH Corp. trademark is an important asset, and to protect it, you must comply with our request for complete removal of PVH Corp. Brand identification.



Flammability Test

- The following steps must be followed to test all fabrics for flammability:
- Test method shall be US CPSC CER 16 Part 1610 (Same test shall appear as ASTM D1230-94)
- Fabric tested must be representative of the fabric purchased
- Laboratory used for testing must be an arm of a USA corporation