



Title: Sales specification

Cod. Doc.: CDV 01

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Rev. 4

Date: 03/05/2023



Glass and Plastic Packaging

**SALES SPECIFICATION**

Stamp and Signature  
Eurovetrocap Quality Management

Stamp and Signature  
of customer

\_\_\_\_\_  
Date...../...../.....

Written by: RCQ  
D. Garavaglia

Verified by:

Approved by: RGQAS  
P.Foiani



## QMS ISTRUCTIONS

Euromakeup S.r.l.

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**1. Purpose**

The purpose of these specifications is to define:

- the technical characteristics;
- the terms of sale for products supplied by Euromakeup;
- the sampling process;
- defects and acceptable quality levels (AQL) for any type of product/article;
- acceptance checks;
- the management of possible complaints.

**2. Modality**

**2.1. Generality**

**2.1.1. Products/Articles**

Glass, plastic and metal containers for packaging (make-up, cosmetics industries, etc...) and their accessories.

**2.1.2. Validity of specifications**

These specifications countersigned or viewed from the web, as required by the contract (order confirmation), will have validity until the complete evasion of the order in object.

Please pay attention to the order confirmation on the date and the revision indicated referring to the Sale Specifications.

The changes/variations are highlighted with underlining.

**2.1.3. Customer requirements**

The modification of the Specifications by the customer is allowed

Any amendment to these specifications must be discussed, agreed and countersigned by the parties.



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**2.1.4. Duty of confidentiality**

The information that the parties should exchange during the execution of this contract are to be considered confidential (including this document), so do not be disclosed for any reason to third parties, without express consent of the counterparty or legal obligation.

The parties also undertake to engage in any activity to prevent that information can somehow be acquired by third parties.

**2.1.5. Technical specifications**

Shape, dimensions and capacity as shown in drawing and material sheets.

Technical drawings and material sheets can be requested from reference commercial.

**3. Terms of sale**

**3.1. Generality**

The price of items is defined by the order confirmation in force unless otherwise agreed approved by the CEO and / or General Director.

**3.1.1. Invoicing**

For orders below € 250.00 (+ VAT), € 50.00 (+ VAT) will be charged for order management costs.

**3.1.2. Order Confirmation**

Any changes after 24 hours from the order confirmation will not be accepted, unless previously authorized by Euromakeup.

**3.1.3. Ready Order**

If the order has already been prepared for shipment, all operations, excluding the cancellation of the order, that involve modification of the same will be subject to a penalty of € 50,00.

In the event of more than 14 calendar days delay in collecting the goods by the Customer from the collection date agreed upon between the parties, Euromakeup may charge € 2.50 per pallet by way of storage fees for each calendar day of delay.



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**3.1.4. Order cancellation**

In the event of an order cancellation, Euromakeup will debit the cost of any materials

being readied and/or already in transit via sea or air up until that moment, whether for the supply of goods or for any work completed in the process and reserves the right to reject the cancellation request and to deliver instead the ordered goods.

Any changes in the conditions, personal and economic, of the Customer (death and / or dismissal of a legal representative, bankruptcy avoidance, liquidation of assets, insolvency, dissolution, difficulties and late payments to third parties other than Euromakeup, change of company, etc ....) authorizes Euromakeup to cancel orders not yet executed and / or to demand guarantees for the execution of orders already accepted.

Failure to collect a delivery, in case of an order with split deliveries, or failure to pay on the agreed deadline, authorizes Euromakeup to suspend, without further notice or to cancel the other deliveries or other outstanding orders with the same customer.

**3.1.5. Payments**

In case of delayed payment, Euromakeup reserves the right to require the credit as provided in the D.L. 231/02 of 09/10/02 and D. L. 192 of 09/11/2012 subject to the right to the interest calculated pursuant to article. 5 of the said text.

**3.1.6. Variations**

Relating to the articles and services provided, Euromakeup S.r.l. reserves the right to bring improvements without notice.

**3.2. Packaging**

**3.2.1. Boxes**

The boxes used are adequate for the articles they contain.

**3.3. Pallets**

Euromakeup will use 80 x 120 cm and 100 x 120 cm size pallets, with a maximum height of H = 110 cm for stackable pallets and H = 220 cm for non-stackable pallets.

All pallets will be wrapped with extensible film or have a heat-retracted cap.

Pallets will be invoiced allowing the customer to return them to Euromakeup free port under the same conditions.

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**3.4. Identification of articles****3.4.1. Containers and capsules / accessories in plastic, anonymous or decorated**

Product identification labels are applied to the boxes, indicating at least the following data:

- N° PIECES
- ARTICLE
- COLOUR
- ORDER NUMBER EUROMAKEUP
- BATCH NUMBER

**3.4.1.1. Types of possible packaging**

- 1) Pell-mell packaging in polyethylene bags into boxes on pallets:
  - a) Bottles;
  - b) Jars;
  - c) Scrapers;
  - d) Complete road with applicator;
  - e) Capsules;
  - f) Covers;
  - g) Caps;
  - h) Droppers;
  - i) Pumps.
- 2) Horizontal packing in polythene bags within boxes on pallets:
  - a) Bottles;
  - b) Jars;
  - c) Capsules;
  - d) Complete capsules with road and applicator;
  - e) Covers;
  - f) Caps;
  - g) Droppers;
  - h) Pumps.
- 3) Horizontal packing on trays with a polyethylene sheet on top and tray on pallets:
  - a) PET bottles.

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**3.4.2. Glass containers**

One or more identification labels are applied on each pallet, indicating at least the following data:

- ARTICLE CODE
- NUMBER OF PIECES (total per pallet)
- DATE AND PRODUCTION LINE
- BATCH NUMBER
- DESCRIPTION

**3.4.2.1. Types of possible packaging**

1) Glass containers (both bottles and jars) can be packed onto pallets in different ways:

- a) On trays;
- b) On heat-retracted trays;
- c) On trays in boxes;
- d) On trays with dividers in boxes;
- e) On trays with dividers and cover;
- f) In boxes with shelves and dividers;
- g) Palletised.

**3.4.3. On-request/personalised labels**

Products can be identified as requested by the customer.

For customised items, the request must be made by the customer at the moment the order is placed so as to allow the sales manager to insert the necessary data into the system to be able to process the request.

Personalised labels are also possible on anonymous items.

The sales manager will inform the customer of the cost for making the personalised labels at the moment the order is placed or during the order confirmation phase.

**3.5. Return of the goods**

The delivery times indicated in the order confirmation, are ex works starting from the Euromakeup office.





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Delivery will take place at the risk of the recipient that, in the event of damage, it will have to settle the dispute solely with the carrier. Unless written agreement to the contrary or expressly indicated on the order confirmation, no penalty for late delivery may be claimed or will be recognized.

Delays in delivery, whatever the issue, will not be cause for cancellation of the orders subject to formal agreement.

Wars, strikes, epidemics, floods, delays or interruptions of transport or customs for any natural disaster or acts of others, shortage of materials, administrative difficulties and any other possible incident that may prevent the normal supply of goods, are considered to cause force majeure, as a result, will free Euromakeup from the obligation to respect the terms of pre-delivery, with the possibility of re-define all the conditions of supply.

**3.6. Delivery time**

In negotiation, Euromakeup will communicate an estimate of delivery time. The same will be confirmed in order.

The times are intended except for reasons of majeure force.

**3.7. Correspondence between orders and supply**

Euromakeup guarantees the supply for of what is specified in the confirmation of the order for quality and price.

For the quantity Euromakeup:

- 1) reserves the right to supply the agreed quantity with a variation of  $\pm 5\%$ .
- 2) the number of closures (caps) may be more than the number of containers, with a variation up to  $+ 5\%$ .

Any differences between the quantities invoiced and the quantities received are regulated by A.Q.L. 1 (see Summary Table).

**3.8. Acceptable Level Over and Above the Standard**

Euromakeup reserves the right to set different Acceptable Quality Levels (AQLs) from the standard and sale price.

**4. Sampling**

Groups of elementary units that form a representative subset of the entire production batch.

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**4.1. Lot definition****4.1.1. Containers caps / accessories in plastic**

A set of homogenous articles produced in a production cycle that lasts a maximum of one week or less.

The batch is identified by a three-digit number.

**4.1.2. Glass containers****4.1.2.1. Anonymous containers (that haven't undergone a 2<sup>nd</sup> working)**

With the term batch is defined the set of product units of the same type, level, class, size and composition which have been manufactured by subjecting them to the same production process in continuous, for which, therefore, has not changed any variables in the production process.

The identification of the batch will be done with a numeric or alphanumeric code.

**4.1.2.2. Containers submitted a 2<sup>nd</sup> working**

All the articles produced in a productive cycle, of the duration of one week or less.

The identification of the batch is been made by a 3 digit number.

**4.2. Selection Method**

The sample to be submitted to a testing must be chosen randomly, omitting any boxes/pallets which have been obviously damaged in shipping, following the ISO 2859 standard.

The visual test, in particular, is to be performed with the single sampling plan (see tables).

**4.2.1. Glass containers and other**

General Inspection Level II, Table I: Code Letters for Sample Size (table in appendix)

**4.3. Dimensional/functional checks**

The samples are chosen from among those withdrawn for visual inspection, excluding of containers bearing functional defects which would clearly compromise the results.

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The checks to be carried out are:

- dimensional characteristics: values indicated in technical design (AQL, see point 5.2);
- leakage test: (AQL 0.65 at 0.4 bar for 15 minutes or 0.2 bar for Roll-on with sphere, airless bottles and jars).

**4.3.1 Glass containers and other**

Sampling is to be made following the tables found in ISO 2859, Single-Sampling Plan – Special Inspection Level S-3, Table 1: Sample Size Code Letters (see table in appendix).

**4.4. Selection of sample unit**

The choice of the boxes/packaging from which to take the sample for checking must be made randomly. The number of the boxes/packaging will be equal to  $\sqrt{N}+1$  (rounded off by defect) where N is the number of boxes/packaging which comprises the batch.

**4.5. Withdrawal of sample**

Sampling takes place by subdividing the number of the samples (point 4.2) by the number of the boxes/packaging chosen (point 4.3).

In any event, the withdrawal of the sample must be carried out without deliberately choosing compliant or non-compliant articles.

**4.6. Inspections results**

The containers are examined and the number of defective pieces is determined, identifying or separating them. It is understood that, if a container contains several defects, only the most serious defect must be taken into consideration at the end of the reckoning.

**4.6.1. Acceptance**

If the number of defective elements for each group of defects is equal or less than the acceptance number(AQL): the batch is accepted.

**4.6.2. Refusal**

If the number of defective elements for at least one group of defects is greater than the refusal number (AQL): the batch is refused.

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**5. Defects and Acceptable Quality Levels****5.1. Classification**

Euromakeup classifies the defects and defines the A.Q.L. as follows:

**Critical defects:** A.Q.L. 0.1 (glass); A.Q.L. 0.65 (other).

They are all the defects that can cause danger or injury to the final consumer or make the product unusable.

**Major defects:** A.Q.L. 1.5

They are all the defects that can cause problems during filling, closure or decoration.

**Minor defects:** A.Q.L. 4.0

They are the defects of merely aesthetic nature, which are not seriously detrimental to the overall impression of the packing

**5.2. List for the different types of article**

Where the limits aren't indicated, the defects may be subject of a range board.



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**5.2.1. Blown plastic containers**

#	Defect	Metodica	A.Q.L.
01	Compromised seal to be verified with a vacuum seal test	ICP002	0.65
02	Missing neck, laundry bottles or open at the bottom	ICP001	0.65
03	Clogged neck (closed or partially closed)	ICP001	0.65
04	Burr on the mouth level > 0.50mm (PET/PETG/PVC)	ICP001/ ICP003	0.65
05	Processing residues (PVC). Dimension $\geq 0.50$ mm. Density not > 4 for $\text{cm}^2$	ICP001/ ICP003	0.65
06	Dirt, foreign materials inside the containers. Dimension $\geq 0.50$ mm. Density not < 3 for $\text{cm}^2$	ICP001/ ICP003	0.65
07	Scratches / Abrasions > 25mm visible at 90cm	ICP001/ ICP003	1.5
08	Wires of material on the body > 15mm	ICP001	1.5
09	Dimensions not corresponding to the technical specifications	ICP003	1.5
10	Color outside range board	ICP007/ ICP034	1.5
11	Coverage outside range board	ICP007	1.5
12	Insufficient coverage	ICP037	1.5
13	Deformations: concave or convex surface	ICP003	1.5
14	Ovalized mouthpiece which doesn't allow screwing of the capsule	ICP004	1.5
15	No scraper seal to check with traction test scraper / bottle	ICP019	1.5
16	Drop test if requested	ICP020	1.5
17	Surface defect (orange peel): irregular surface and / or pitted surface visible at 90cm, dimensions of the droplets > 3.0mm, with extension of the zone > 30mm	ICP001/ ICP003	1.5
18	Irregular distribution of the material. Difference in thickness between opposing points > 0.5mm	ICP008	1.5
19	Surface protruding signs > 0.40mm on the junction line (due to gas discharges)	ICP001/ ICP003	1.5
20	Strikes attached	ICP001	1.5
21	Black points visible at 90cm > 2mm. Density 5 dots	ICP001	1.5
22	Halos: change / variation of defined tonality, sometimes, even by a division line visible at 90 cm. Range board at the first event	ICP001	1.5



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#	Defect	Metodica	A.Q.L.
23	Surface defect (orange peel): irregular surface and / or pitted surface visible at 90 cm, dimensions of the droplets > 1.5mm with extension of the zone > 10mm and <30mm	ICP001/ ICP003	4.0
24	Burr > 1mm in any part visible at 90 cm	ICP001/ ICP003	4.0
25	Stability control	ICP009	4.0
26	Higher capacity compared to technical specifications	ICP006	4.0
27	Scratches /Abrasions > 10mm and <25mm visible at 90cm (max 1 on the entire surface)	ICP001/ ICP003	4.0
28	Scratches / Abrasions ≥ 25 mm visible at 90 cm	ICP001/ ICP003	4.0
29	Minimum thickness < 0.25mm	ICP003	4.0
30	Whitening on the bottom. Range board at the first event	ICP001	4.0
31	Black points > 1mm and 2 mm. Density > 1 and < 5 dots	ICP001/ ICP003	4.0
32	Opacity: color difference on the surface. Range board at the first event	ICP001	4.0
33	Wires (PET / PETG) that remain at the bottom of any dimension that could detach	ICP001	4.0
34	Dirt, foreign materials, outside the articles. Dimension ≥ 0.5mm. Density > 4 for cm <sup>2</sup>	ICP001/ ICP003	4.0

**5.2.1.1. Dimensional characteristics**

Dimensional characteristics AQL 1.5:

- Air / gap between shoulder and capsule / pump / cover = up to 1mm is accepted

All other characteristics are defined in the drawings



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**5..2.1.2. Acceptable defects (they aren't classified as defects)**

Dust and / or micro dust aspirable bot inside and outside <0.5mm. Density not >of 4 particles for cm <sup>2</sup>
Flow lines / stripes due to the use of metallized / pearly masters
Material carry-over to the base of the neck ≤ 3mm
Lens / partridge eye (which disappears after filling) (PET/PETG)
Circular line due to the stretching process (which disappears after filling) (PET)
Stains caused by material condensation (PVC) < 0.5 mm
Scratches / Abrasion on black material (PET / PETG)
Scratches / Abrasion of any size even > 1 on the surface for PET / PETG / SAN

**5.2.2. Glass containers**

#	Defect	Methodical	A.Q.L.
01	Spunks: glass attached to the bottom that rises vertically to tip	ICP001	0.1
02	Bird cage: shattered horizontal glass wire connected between opposite walls	ICP001	0.1
03	Interior glass, free or attached	ICP001	0.1
04	Detachable burr: overhanging thin glass, in any part, crushable	ICP001	0.1
05	Mouth internal thread: sharp glass filament attached to the inside of the mouthpiece	ICP001/ ICP003	0.1
06	Choked neck: clogged neck	ICP001	0.1
07	Sharp burrs: protruding glass, in any parts, cutting > 0.5mm	ICP001/ ICP003	0.1
08	Chipping / sharp chipping : lack of sharp glass of any size	ICP001	0.1
09	Cuts that cause breakages: cut through the thickness of the glass that glistening	ICP001	0.1
10	Wrinkles on the base of the neck that causes rupture: series of folds on the circumference (like a radial pattern) at the base of the neck	ICP001	0.1
11	Articles accidentally broken (if they are found inside the box or on an industrial packed pallet)are rejected either the box or entire pallet	ICP001	0.1
12	Cuts on the level of the mouth: cut through the thickness of the glass that glistening that compromises the seal	ICP001/ ICP002	1.5



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#	Defect	Methodical	A.Q.L.
13	Missing mouth: lack of glass on the level mouth that compromises the seal	ICP001/ ICP002	1.5
14	Badly formed thread: mouth that prevents correct closing	ICP001/ ICP004	1.5
15	Thread with burr: non-cutting / shatter lateral burr, higher than the maximum diameter, which prevents tightening or cutting the capsule	ICP001/ ICP004	1.5
16	Burr mouth: burr on the level of the mouth non-cutting / crumbling which doesn't allow perfect closing (sealing)	ICP001/ ICP002	1.5
17	Yarns: stretched bubble, on the mouth level, which compromise the seal	ICP001/ ICP002	1.5
18	Internal dirt: Dimension > 0.50mm. Density not > 3 for cm <sup>2</sup>	ICP001/ ICP003	1.5
19	Concave or convex faces (falling or curved) ≥1.5% of the face in the direction of the decoration	ICP003	1.5
20	Cut in every position: cut through the thickness of the glass that glistening that causing breakage	ICP001	1.5
21	Offset neckline: mouth not concentric to the body according to CETIE standards	ICP003	1.5
22	Abort or deformed containers: container not completely formed (different from the shape of drawing)	ICP001	1.5
23	Bubbles, stones or infusions > 2mm	ICP001/ CP003	1.5
24	Crooked heads: inclined heads > 1° (bubble on a confirmation plane)	ICP036	1.5
25	Bonded containers, on a container you will notice the lack of glass while on the other there will be attached the lack of the missing glass of the other	ICP001	1.5
26	Excess glass, not sharp / crushable, on mold closing > 0.6mm	ICP001/ ICP003	1.5
27	Burr at the bottom: burr between the bottom and the non-cutting / crumbling body	ICP001	1.5
28	Wrinkle, crease: curling on the glass surface. Range board at the first event.	ICP001	1.5
29	Wrinkles, creases: curls on the glass surface (series of parallel lines / creases more or less spaced apart, ladder wrinkles)	ICP001	1.5





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#	Defect	Methodical	A.Q.L.
30	Straight or "S" lines of grayish color that running through the whole container ( zirconium oxide ZrO2). Range board at the first event.	ICP001	1.5
31	Uneven funds: distribution of non-uniform glass with a sinuos / wavy pattern. Range board at the first event	ICP001	1.5
32	Glass wall distribution: non-uniform glass thickness. Range board at the first event	ICP001	1.5
33	Bottom glass distribution: inclination of the material at the bottom. Difference in thickness at opposite points. Range board at the first event	ICP001	1.5
34	Misaligned mold junction (step) > 0.6mm	ICP001/ ICP003	1.5
35	Uneven surface with undulations. Range board at the first event	ICP001	1.5
36	Irregular surface and / or pitted surface. Range board at first event	ICP001	1.5
37	Absent shoulder: profile of the absent at the mold closure	ICP001	1.5
38	Crease / Wrinkle with reduced sharpening shear blades. Crease with a series of perpendicular creases (scar). Range board at the first event	ICP001	1.5
39	Black / Gray dirty surface	ICP001/ ICP023	1.5
40	Double line at the mold junction > 15mm	ICP001	1.5
41	Contact scratches: white surface marks. Range board at first event	ICP001	1.5
42	Series of bubbles: micro-bubbles Ø > 0.3mm. Density >100 for cm <sup>2</sup>	ICP001/ ICP003	1.5
43	Cutting not passing through the thickness of the glass (in case of doubt subject to thermal shock at 50°, if they propagate, they become major defects)	ICP001/ ICP035	4.0
44	Non-cutting chippings: lack of glass with rounded corners 4x4x4mm	ICP001/ ICP003	4.0
45	Bubbles, stones, black points or infusions < 2mm and > 1mm	ICP001/ ICP003	4.0
46	Unstable bottoms: bottle that leaning on the comparison floor they aren't stable	ICP009	4.0



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#	Defect	Methodical	A.Q.L.
47	Wrinkle, crease: curling on the glass surface. Range board at first time	ICP001	4.0
48	Wrinkle, crease: curls on the surface of the glass ( series of parallel lines / creases more or less spaced, ladded crease). Range board at first event	ICP001	4.0
49	Greyish straight or "S" lines which running through the whole container (zirconium oxide ZrO <sub>2</sub> ). Range board at first event	ICP001	4.0
50	Distribution of glass walls: non-uniform glass thickness. Range board at first event	ICP001	4.0
51	Bottom glass distribution: inclination of the material at the bottom. Difference in thickness at opposite points. Range board at first event	ICP001	4.0
52	Excess glass,	ICP001/ ICP003	4.0
53	Misaligned mold junction (step) > 0.4mm	ICP001/ ICP003	4.0
54	Uneven surface with undulations. Range board at first event	ICP001	4.0
55	Uneven surface and/or pitted surface. Range board at first event	ICP001	4.0
56	Absent shoulder: profile of the absent shoulder at the mold closure. Range board at first time	ICP001	4.0
57	Wrinkle / crease with reduced sharpening of shear blades. Wrinkle with a series of perpendicular wrinkle (scar). Range board at first event	ICP001	4.0
58	Black / gray dirty surface	ICP001/ ICP0023	4.0
59	Double line of mold junction > 8mm and < 15mm. Range board at first event	ICP001	4.0
60	Contact scratches: white surface marks. Range board at first event	ICP001	4.0
61	Series of bubbles: micro-bubbles Ø>0.3mm. Density >50 and <100 for cm <sup>2</sup>	ICP001/ ICP003	4.0
62	Dirt, foreign materials outside the articles. Dimension ≥ 0.5mm. Density > 4 for cm <sup>2</sup>	ICP001/ ICP003	4.0



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**5.2.2.1. Mechanic and dimensional characteristics**

The samples are chosen from those taken for the control by attributes, with the exclusion of the containers having functional defects such as to clearly compromise their mechanic strength.

The quantities to be checked are:

Resistance to axial load system AGR AQL 1.5:

- Jars (with load 350 kg) Ref. UNI 9035
- Bottles ( with 100 kg load) Ref. UNI 9035

Dimensional characteristics AQL 1.5:

- Verticality: bottles = 13/1000 Hnominal
- Flarness (only for jars) = 0.81mm
- Parallelism (only for jars) = 0.81 mm
- Air / gap between shoulder and capsule / pump / cover = up to 1 mm is accepted

All other characteristics are define in drawing.

**5.2.2.2 Acceptable defects (they aren't classified as defects)**

Dust and / or micro dust aspirable both inside and outside with size > 0.5mm. Density not > of 4 particles for cm <sup>2</sup>
Opal glass: greysh straight or "S" lines that running through the whole container (xirconium oxide ZrO <sub>2</sub> )
Outcrop principles (read glass opacity) / snowflakes
Condensation inside and outside the glass (removable with heat)
Dirt to the bottom up to 1/4 of the contat surface



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**5.2.3 Capsule jars and printed accessories**

#	Defects	Methodical	AQL
1	Incomplete / with missing parts capsules / jars	ICP001	0.65
2	Burrs on the level of the mouth > 0.5mm	ICP001/ ICP003	0.65
3	Dirt, foreign materials inside the capsules / accessories. Dimension $\geq 0.50$ mm. Density not > 3 for cm <sup>2</sup>	ICP001/ ICP003	0.65
4	Projecting clip (brushes) > 0.50 mm	ICP003	0.65
5	Compromised seal to be verified with a vacuum seal test	ICP002	0.65
6	Scratches / Abrasions > 15 mm visible at 90cm	ICP001/ ICP003	1.5
7	Dimensions not corresponding to the technical specifications	ICP003	1.5
8	Deformations: concave or convex surface > 1mm	ICP003	1.5
9	Colour not corresponding	ICP007/ ICP034	1.5
10	Cover outside the range board	ICP007	1.5
11	Ovalized mouthpiece that doesn't allow screwing	ICP004	1.5
12	Lack of rod seal to be checked with traction test capsule / rod	ICP018	1.5
13	Lack of scraper seal to be checked with scraper / bottle traction test	ICP019	1.5
14	Burr on the mold closure / cheek > 0.6mm	ICP001/ ICP003	1.5
15	Misaligned mold / check joint (step) > 0.6mm	ICP001/ ICP003	1.5
16	Not stable / not integral components coupling. Applying the closing or pulling force they turn empty or dismount	ICP004	1.5
17	Protruding injection points > 0.50mm	ICP001/ ICP003	1.5
18	Inhomogeneities colour excluding pearlescent, iridized and metallized colours (flow lines): variation / not homogeneous / different intensities of colour. Range board at the first event	ICP001	1.5



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#	Defects	Methodical	AQL
19	Burning / junction of the material (opposite part of the injection point). Range board at first time	ICP001	1.5
20	Patina / superficial grease both on the top and on the surface. Range board at first event	ICP001	1.5
21	Halos: change / variation of defined tonality, sometimes, even by division line visible at 90 cm. range board at the first event	ICP001	1.5
22	Crooked tuft (brush). Inclination > 20°	ICP001/ ICP003	1.5
23	Open tuft (brush). Tuft open like "V" with angle >15°	ICP001/ ICP003	1.5
24	Not laquered tuft (brushes). Free / unattached hairs in one body if lacquering required)	ICP001	1.5
25	Protruding hairs from the tuft length (brushes) >3mm	ICP001/ ICP003	1.5
26	Protruding wires or attached > 10mm	ICP001/ ICP003	1.5
27	Burr > 1mm in any part visible at 90 cm	ICP001/ ICP003	1.5
28	Burr on the closure of the mold / check > 0.4,mm	ICP001/ ICP003	4.0
29	Misaligned mold / cheek junction (step) > 0.4mm and ≤ 0.6mm	ICP001/ ICP003	4.0
30	Black dots with dimension ≥ 2mm visible at 90cm. Density > 5 dots	ICP001	4.0
31	Capacity higher to technical specification	ICP006	4.0
32	Scratches / Abrasions > 6mm and < 15mm visible at 90cm	ICP001/ ICP003	4.0
33	Flaming: cobweb due to wet material > 2cm². Range board at the first event	ICP001/ ICP003	4.0
34	Halo / grease (mold lubrication or material gas) > 3mm²	ICP001/ ICP003	4.0
35	Opacity: colour difference on the surface. Range board at first event	ICP001	4.0
36	Dirt, foreign materials outside the articles. Dimension >0.5mm. Density > 4 for cm²	ICP001/ICP003	4.0



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**5.2.3.1. Dimension characteristics**

Dimensional characteristics AQ”L 1.5

- Air / gap between shoulder and capsule / pomp / cover = up to 1mm in accepted

All other characteristics are defined in the drawings

**5.2.3.2 Acceptable defects (they aren't classified such as defects)**

Vacuumable dust, both internal and external, maximum 0.5 mm in size. Density not > than 4 particles per cm <sup>2</sup> .
Slight marks due to falls/scrapes (for not manipulated items and/or made in bulk) ≤25mm
Flow lines/joint lines due to the use of metallic, pearl or iridescent finishes.
Dark/tending-to-black injection points due to the use of metallic, pearl or iridescent finishes.
Detachment in the thickness of the overmolding that does not descend into the body (in the case of articles with heterogeneous materials)
Patina / grease superficial for articles produced with dark colour (black,blue,etc...)

**5.2.4. Finished screen printed / padded / hot stamped products**

#	Defect	Methodic	A.Q.L.
1	Client name / loco unreadable	ICP001	0.65
2	Declaration of net content illegible	ICP001	0.65
3	Illegible product name	ICP001	0.65
4	Legal address illegible	ICP001	0.65
5	Declaration of the dangerousness of content illegible	ICP001	0.65
6	Dirt, foreign materials inside containers / capsules. Dimension > 0.50mm. Density not exceeding 3 for cm <sup>2</sup>	ICP001/ CIP003	0.65
7	H/S decoration incomplete. Range board at first event	ICP001	0.65
8	Broken items	ICP001	0.65
9	Lack of vacuum seal	ICP002	0.65
10	Out of position of the writing and / or decoration > +/- 1mm	ICP003	1.5
11	Out of position of the line H/S > +/- 0.5mm	ICP003	1.5



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#	Defect	Methodic	A.Q.L.
12	Out of register of the writing and/or decoration > +/- 1 mm (with the use of the search mark)	ICP003	1.5
13	Out of register of the writing and / or decoration > +/- 2 mm (without the use of the search mark)	ICP003	1.5
14	Tilt of the decoration > 1.5 mm on the 360° (in propotion if the angle is less)	ICP003	1.5
15	Thickness of the H/S line out of tolerance > +/- 0.5mm	ICP003	1.5
16	Overlap, visible sign, of the H/S line > 5.0mm	ICP003	1.5
17	Stains of colour > 2mm. Density > 3 spots	ICP001/ ICP003	1.5
18	Scratches / colour lines > 25mm visible at 90 cm	ICP001/ ICP003	1.5
19	Illegible letters or missing (where the word cannot be read)	ICP001	1.5
20	Burr on the mold closure / cheek > 0.6mm	ICP001	1.5
21	Misaligned mold joint / cheek (step) > 0.6mm	ICP001/ ICP003	1.5
22	Excess of material, not cutting / crushable, on mold closing >0.6 mm	ICP001/ ICP003	1.5
23	Colour out of range board	ICP007/ ICP034	1.5
24	Coverage out of range board	ICP007	1.5
25	Lack of capacity to hold to rubbing. If requested	ICP030	1.5
26	Lack of tape hold (3m type 616)	ICP005/ ICP010	1.5
27	Lack of alcohol hold (10 rubs)	ICP011	1.5
28	Lack of immersion seal with essence (medium) or cold liquid G1 (glass). If request	ICP024	1.5
29	Lack of immersion seal with essence (medium) or hot liquid G1. If requested	ICP025	1.5
30	Lack of seal to vaporization test with essence (medium) or liquid G1. If requested	ICP026	1.5
31	Lack of contact seal. If requested	ICP012	1.5
32	Ironing of the H/S line (series of vertical lines)	ICP001	1.5
33	Burr on the mold closure / cheek > 0.4mm	ICP001/ ICP003	4.0
34	Joint mold / cheek misaligned (step) > 0.4mm	ICP001/ ICP003	4.0



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#	Defect	Methodic	A.Q.L.
35	Excess of the material, not cutting / crushable, on mold closing > 0.4mm	ICP001/ ICP003	4.0
36	Stains of colour > 0.5mm and < 2 mm. Density > 3 spots	ICP001/ ICP003	4.0
37	Scratches / colour lines > 10mm and < 25mm visible at 90 cm	ICP001/ ICP003	4.0
38	Corrugated line over > +/- 0.5mm beyond the max and min values	ICP003	4.0
39	Décor and/or incomplete letters, deformed / deburred. Range board at first event	ICP001	4.0
40	Unreadable or missing letters (where the world can be read). Range board at first event	ICP001	4.0
41	Colour rough, opaque and / or speckled (glass). Range board at first event	ICP001	4.0
42	Decorations not centered with respect to the mold opening +/- 2 mm (if required)	ICP003	4.0
43	Dirt, foreign materials outside the articles. Dimension $\geq 0.5\text{mm}$ . Density < 3 for $\text{cm}^2$	ICP001/ ICP003	4.0

**5.2.4.1. Acceptable defects (not classified as defects)**

Vacuatable dust, both internal and external, maximum 0,5mm in size. Density not > than 4 particles per $\text{cm}^2$ .
Light failings/ removal on the bottom of varnished / satin articles where the research mark is used in the screen printing phase
Possibility of decoration on the junction of the mold if not required centering by the customer when ordering

**5.2.5. Wooden & Assembled articles**

#	Defect	Methodic	A.Q.L.
1	Missing components	ICP001	0.65
2	Broken items	ICP001	0.65
3	Dirt, foreign materials inside the articles. Dimension > 0.5mm. Density not > 3 for $\text{cm}^2$	ICP001	0.65
4	Twisted gaskets that compromised the seal	ICP001/ ICP002	0.65
5	Lack of seal between the components	ICP001/ ICP004	1.5





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#	Defect	Methodic	A.Q.L.
6	Lack of seal of the traction test	ICP033	1.5
7	Gluing of the gaskets not performed. If requested	ICP001	1.5
8	Residues of glue visible both outside and inside > 6mm	ICP001	1.5
9	Dimensions not corresponding to the technical specifications	ICP003	1.5
10	Scratches / dents visible at 90 cm > 6mm (for articles covered in aluminium)	ICP001/ ICP003	1.5
11	Scratches / dents visible at 90 cm > 15mm (for uncoated items)	ICP001/ ICP003	1.5
12	Colour outside range board (for wooden articles)	ICP007/ ICP034	1.5
13	Lack of seal of applicator to be verified with rod / applicator traction test	ICP017	1.5
14	Lack of rod seal to be verified with capsule /rod traction test	ICP018	1.5
15	Crooked tuft (brush). Inclination > 20°	ICP001/ ICP003	1.5
16	Open tuft (brush). Tuft open to "V" angle > 15°	ICP001/ ICP003	1.5
17	Unpainted tuft (brushes). Free / unattached hairs in one body (if lacquering required)	ICP001	1.5
18	Hairs protruding from the length of the tuft (brushes) > 3mm	ICP001/ ICP003	1.5
19	Wires protruding or attached > 10mm	ICP001/ ICP003	1.5
20	Twisted gaskets that don't compromise the seal	ICP001/ ICP002	4.0
21	Scratches / dents visible at 90 cm > 2mm and < 6mm (for articles covered in aluminium)	ICP001/ ICP003	4.0
22	Scratches / abrasions visible at 90cm > 6mm and < 15mm (for uncoated articles)	ICP001/ ICP003	4.0
23	Fingerprints	ICP001	4.0
24	Glue residues visible both external and internal > 3mm and < 2mm	ICP001/ ICP003	4.0
25	Crooked glass slide: inclined glass, not aligned with the capsule axis > 20°	ICP001/ ICP003	4.0
26	Dirt, foreign materials outside the articles. Dimension ≥ 0.5mm. Density > 3 for cm²	ICP001/ ICP003	4.0

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**5.2.5.1. Acceptable defects (not classified as fdefects)**

Vacuatable dust, both internal and external, maximum 0.5 mm in size. Density not > than 4 particles per cm <sup>2</sup> .
Internal dirty (metallization) if it matches to samples received (not all items have dedicated equipment).
Spots of glue visible through the seal (in case of transparent item)
Crooked wads (that don't cause wrong screwing)

**5.2.6. Metal-finish, satin-finish and painted articles**

#	Defect	Methodic	A.Q.L.
1	Presence of liquid / white limescale inside the containers (sating finish)	ICP001	0,65
2	Halo / yellow spots (satin finish. Range board at first event	ICP001	0.65
3	Dirt, foreign materials inside the articles. Max size 0.5mm. Density > 3 for cm <sup>2</sup>	ICP001/ ICP003	0.65
4	Dimensions not corresponding to the technical specifications	ICP003	1.5
5	Metallization / satin finishing / incomplete painting > 3mm	ICP001	1.5
6	Lack of seal to immersion in the water and/or perfume (metallization/ painting) in required	ICP024	1.5
7	Shades according to range board	ICP007	1.5
8	Colour out range board	ICP007/ ICP034	1.5
9	Coverage outside range board	ICP007	1.5
10	Burrs on the mold closure / cheek > 06mm	ICP001/ ICP003	1.5
11	Misaligned joint mold / cheek (step) >0.6mm	ICP001/ ICP003	1.5
12	Excess material, not cutting/ crushable, on mold closing> 0.6mm	ICP001/ ICP003	1.5
13	Lake of hold at scotch	ICP005/ ICP010	1.5
14	Lack of hold at alcohol	ICP011	1.5
15	Lack of seal at immersion in essence (medium) or cold liquid G1. If requested	ICP024	1.5
16	Lack of seal at immersion in essence (medium) or hot liquid G1. If requested	ICP025	1.5



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#	Defect	Methodic	A.Q.L.
17	Lack of seal at test with essence (medium) or liquid G1. If requested	ICP026	1.5
18	Lack of seal in MEK (methylethylketone) – Painting. If requested	ICP027	1.5
19	Lack of seal in bain- marie/ painting. If requested	ICP014	1.5
20	Lack of hold at crushing (metallization)	ICP021	1.5
21	Lack of hold at the contact test. If requested	ICP001	1.5
22	Paint drips – metallization & painting (range board at first event)	ICP001	1.5
23	Vibrations / undulations (metallization & painting) (Range board at first event)	ICP001	1.5
24	Iridescence: visible macular metallization at the exposure of articles under neon laps. Range board at first event	ICP001/ ICP003	1.5
25	Punctuation/inclusions (Dimension > 1.5mm. Density ≥ 5 on the visible surface at 90 cm)	ICP001/ ICP003	1.5
26	Burns and/or yellowing: black dots with black shaded spot around the dot (metallization). Range board at first event	ICP001	1.5
27	Scratches / abrasions > 10mm visible at 90 cm	ICP001/ ICP003	1.5
28	Burr on the mold closure / cheek > 0.4mm	ICP001/ ICP003	4.0
29	Misaligned joint mold/ cheek (step) > 0.4mm	ICP001/ ICP003	4.0
30	Excess material, not cutting / crushable, on mold closing > 0.4mm	ICP001/ ICP003	4.0
31	Inhomogeneities in decoration: colour not homogeneous/ colour variation/ different colour intensity. Range board at first event	ICP001	4.0
32	External white residues (satin finish – limestone)	ICP001	4.0
33	Punctuation / inclusions (Dimension > 0.8mm. Density not > 6 on the surface, visible at 90cm)	ICP001/ ICP003	4.0
34	Scratchers / abrasions > 4mm and < 10mm visible at 90 cm	ICP001/ ICP003	4.0
35	Not specular surface: alternating shiny and opaque areas. Range board at first event	ICP001	4.0
36	Paint drips – metallization and painting. Range board at first event	ICP001	4.0



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#	Defect	Methodic	A.Q.L.
37	Internal dirty internal dirty if different from the sample (metallization / painting – equipment) Range board at first event	ICP001	4.0
38	Fingerprints	ICP001	4.0
39	Metallization / satin finishing/ incomplete painting > 1 mm and < 3 mm	ICP001/ ICP003	4.0
40	Dirt, foreign materials outside the articles. Dimension $\geq 0.5\text{mm}$ . Density > 3 for $\text{cm}^2$	ICP001/ ICP003	4.0

**5.2.6.1. Acceptable defects (not classified as defects)**

Vacuatable dust, both internal and external, maximum 0,5mm in size. Density not > than 4 particles per $\text{cm}^2$ .
Dirt inside the items (metallization) if it matches to samples received (not all articles have dedicated equipment).
Fluorescence on metallized and decorated articles
Mouthpiece metallic/ painted / satin finish, unless otherwise agreed

**5.2.7. Cleaning**

It being understood that the commitment by Eurovetrocap, during the process and storage phases, is to limit the risk of contamination, the packaging supplied isn't sterilized

If you want to be sure of the cleanliness of the articles to avoid microbiological contaminations, the sterilization operations at the responsibility of the customer

**6. Requests**

**6.1. PPS**

PPS (pre-production samples) must be produced with the same equipment that will be used in production. PPS are used to give approval to start production.

From the PPS you cannot create a range board. To be able to produce it, it is necessary to produce a pre-series (see paragraph 6.2 – Range board)

The timing and costs will be communicated by the commercial reference



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**6.2. Range board**

In order to realize a range board it is necessary to be able to produce a pre-series.

The dimension of the pre-series can vary from 3000 to 10000 pieces, the quantity depends on the articles.

The timing and costs for the realization of this, will be communicated to you by the reference commercial, before the realization of the same.

Alternatively, together with the customer, you can decide to make the range board at the first production. It follows that, for the first production, we will refer to the standard specifications and the range board will be taken as a reference for subsequent orders.

If the range board should behave different criteria from those expected in the specification, Euromakeup reserves the right to make a revision of the quotation of the articles concerned.

In addition to the definition of the defects with the respective AQL, in the range board will be introduced the limit ok, these may be present throughout the production.

**6.3. Certificate of conformity**

The certificate of conformity is issued only on request, for orders / delivery documents of transport above 10000 pcs

It is available on the link (<http://www.euromakeup.it/materials-conformity-declaration/>) the simplified certificate to download.

For orders/ documents of transport less than 10000pcs the simplified certificate must be requested, without a header and without the purchased articles.

If the customer requires a certificate for quantities less than 10000pcs, the commercial must formalize the price for the issue of the same.

Certificate request for samples must be explicit and a simplified Certificate will be provided.

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**7. Not compliant batch****7.1. Complaints**

The denunciation of the batch that doesn't fall within the acceptance limits set out above, must be received by Euromakeup no later than 15 days from the date from receipt and in any case no later than 60 days from the shipping date for European destinations and not more than 90 days for non-European destinations.

The complaint must be formalized by e-mail or letter addressed to the commercial through the dedicated form, where it is indicated:

- Batch number
- Document of transport number
- Defect found
- Type of control performed and its result
- % found
- Request
- Sending representative samples (minimum 10 pcs for defect) object of the complaint to evaluate the cause and give answer in order to confirm or not the acceptance of the complaint
- Contained product with its composition, if necessary (minimum 1 liter) with the relative safety data sheet and how to use it

In the event of a complaint for damaged goods upon receipt, it is necessary keep and transmit to Euromakeup all delivery labels, taking photographs and returning the goods in a condition that it may be subsequently returned (filmed on pallets).

In the absence of one of these elements, Euromakeup will not proceed with the analysis and therefore the complaint will not be accepted.

**7.2. Verification**

Euromakeup will be able to carry out, following a complaint, a check with its own personnel at the customer, before accepting the refusal of the batch.

**7.3. Costs**

Euromakeup will be able to charge to the customer the reimbursement costs of the contested batch if, after verification, haven't been found the conditions which have determined the refusal

**7.4 Returned of the goods**

In the event of an order error by the customer, the customized goods cannot



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be returned.

In the event of an order error by the customer for standard goods, Euromakeup can evaluate the possibility of return of the goods, with transport by Euromakeup at the expense of the customer

The goods must be returned in the original packaging in the same conditions in which the goods were sent and not later than 60 days from receipt of goods.

In case of re-credit of the goods, Euromakeup reserves the right to withhold 20% of the sales value for the management of the return.

**8. Responsibility**

**8.1 Preventive control**

The control by the customer must take place before the goods (products / articles) are used.

Therefore Euromakeup declines all responsibility for any damage due to breakages, waste, production, products and accessories (capsules, labels, etc...) losses occurred on the customer's line as well any indirect damage.

Any cost of sorting or cleaning of the goods by the customer will not be reimbursed if they aren't previously agreed with Euromakeup.

**8.2 Compatibility of consistency between the ordered material / characteristics**

**8.2.1 Compliance**

The compatibility of the components that are the object of the supplies that will be packaged in it, as well as in the case of full-service delivery, are always charged to the customer.

No responsibility, present or future, may in any way be charged to Euromakeup unless there is a lack of correspondence between the material supplied and the one defined in the order.

**8.2.2 Packaging for subsequent processing**

Euromakeup undertakes to provide to the customer (on his specific request) sufficient samples to be able to carry out checks due to pre-order.

In the case of material to be labelled, before use, compatibility with the surface treatment of the articles must be validated by the customer.



**QMS ISTRUCTIONS**

**Euromakeup S.r.l.**

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**8.3 Warranty**

Euromakeup cannot under any circumstances be held responsible for the possible consequence due to improper use, defective or different from that for which the products are originally intended.

**9. Acceptance / Vision**

Each order confirmation contains the link  
(<http://www.euromakeup.it/sales-specifications/>) from which to download the sale specifications in the latest approved revision.

The customer who doesn't intend to accept the content or who wishes to make changes is asked to inform the commercial within 48 hours from the approval of the order.

The commercial will provide to communicate the extra costs deriving from the changes requested or to communicate the impossibility of Euromakeup to obtain the new requirements.

**10. Control instruction**

We refer to the attached specifications.

**11 Audit**

The two parties can agree a mutual Audit procedure:

- Customer audit to Eurovetrocap Quality system
- Euromakeup audit to the customer if it is necessary to know the methods of use and the consequent characteristics that the articles considered must possess.

**11 Attachments**

- 1) Prospectus I – Code letters for the number of the sample
- 2) Prospectus II- A – Simple sampling plan for ordinary testing
- 3) Summary prospectus of control
- 4) Article drawing (if request))
- 5) Operation instruction ICP “all those indicated in the “method” column
- 6) Procedure GQ04 – “Use of statistical methods”
- 7) Complaint form