

FACT SHEET

CONSUMER GOODS INSPECTION NORTH AMERICA

Failures in product quality can result in reputational risk for consumer product brands and retailers. A strong inspection program can help reduce this risk by identifying shipments that do not meet your quality requirements post-production.



Overview

According to the National Retail Federation, defective products account for 25% of consumer product returns. In addition to damaging your brand reputation, product returns are costly to your bottom line. Having a robust inspection program in place will help to reduce product returns due to defective merchandise.

For products sourced and manufactured in the U.S., it is even more important to ensure product quality through inspection as consumers often pay a premium for items made in the U.S. and hold their quality and performance to a higher standard.

A post-manufacture inspection program helps identify shipments that do not meet quality requirements, allowing you to reject shipments that do not meet your high standards.

This prevents low quality products entering your stores, helping reduce returns rates and enhancing your reputation.

Inspection Capabilities

Intertek inspectors possess extensive inspection knowledge across the entire range of major consumer products, including hardgoods, softgoods and electrical products. We offer inspection services throughout the lifecycle of your supply chain, including pre-production, during production and before final shipment.

Our North America inspection services include:

- Vendor or domestic manufacturer inspection
- In-store inspections
- Store display & appearance inspections
- Product destruction verification

Why Intertek?

- Training and Expertise: Our extensive consumer goods industry experience, combined with our comprehensive classroom and field-based inspector training and assessment program ensures inspections are performed by highly qualified staff with expertise in various product categories.
- Employees: Inspections are performed by dedicated and knowledgeable Intertek employees, not contractors. Our inspectors include experts in specialty categories like jewelry.

- Network: our comprehensive inspection network in North America offers excellent inspector availability, and reduced inspection travel costs for retailers and brands.
- Compliance: Our Code of Ethics is at the core of our DNA as an Assurance, Testing, Inspection and Certification business. Well-staffed teams of experts allow for inspector rotation, providing the best possible defense against ethical risks.

FOR MORE INFORMATION



+1 800 WORLD-LAB (967-5352)



icenter@intertek.com



intertek.com/inspection