

Shipping Guidelines

We're excited to receive your products and transform them into an interactive experience that elevates your PDP. To ensure a smooth process, please follow the shipping instructions below:

Shipping Requirements

Small Parcel Shipments Requirements

(e.g. UPS, FedEx, USPS)

The carrier may be the supplier's choice, but all shipments must be prepaid—no collect or third-party billing. Items must be packed inside a second box ("over-boxing"). Shipping labels must not be placed directly on retail packaging. Use enough padding so items do not shift during transit.

LTL/FTL Shipments Requirements

- You may use any carrier; however, all shipments must be prepaid.
- Carriers are required to schedule deliveries via receiving@eko.com or 479-363-1356.
- Pallets must be completely stretch-wrapped to prevent product movement in transit.
- All cartons must be stable and fully supported on the pallet, with no overhang.

Drop-Off Instructions

- Drop-offs accepted Mon–Fri, 7 AM–4 PM CST.
- All drop-offs must be made on the west side of the building at the large dock ramp.
- Vendors must scan the posted QR code and complete the drop-off form at the time of delivery.

Shipping / Drop-Off Address

eko Capture Factory - Walmart

4300 SW Rainbow Farm Rd

Bentonville, AR 72713

P: 479-363-1356

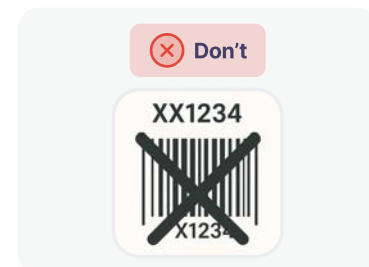
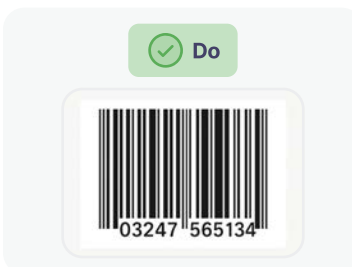
Receiving Hours: Mon–Fri, 7 AM–4 PM CST

Supplier Shipping & Receiving Barcode Requirements

To ensure accurate and efficient receiving of your shipments, all suppliers must comply with the following requirements:

01. Barcode Identification:

Each individual item **must have a valid UPC, EAN or GTIN barcode** attached to it without damaging or compromising the integrity of the item for filming. This barcode is required for scanning at the point of receipt. Shipments containing items without a scannable valid barcode may be delayed.



02. Packing List:

We request that you **include a detailed packing list** that contains:

- **Supplier Name**
- **Quantity of each item sample**
- **UPC, EAN or GTIN for each item** included in the shipment
- If easier, you can include the product list included with this request from Walmart

03. Product & Packaging Integrity:

Prior to shipping samples, suppliers must ensure all products arrive in a condition suitable for high-quality video capture.

- If the product is not sealed, please inspect and confirm that the product is free of scratches, dents, scuffs, or any cosmetic defects that would affect how the product appears on camera.
- If the product is sealed in its retail packaging, do not open it for inspection. Instead, ensure it is shipped in a way that minimizes movement, corner damage, or panel compression during transit.

Retail packaging must always arrive in full integrity, including:



No crushed corners or edges, and no dents, creases, tears, or scuffing



Sufficient internal padding and bracing to prevent movement during transit



Double-boxing when shipping fragile or easily damaged retail packaging



No stickers, handwriting, residue, or shipping labels placed on retail packaging

Proper packaging prevents delays, reshoots, or requests for replacement samples, and ensures that products can be displayed accurately and professionally on your PDP.

By following these requirements, you help streamline the receiving process, reduce delays, and ensure accurate inventory management.

Damaged retail packaging and or products, such as the examples below, can not be accepted



*Please note the following category-specific instructions

🌡️ Items that are live or temperature-controlled must be coordinated via eCommStudioSamples@walmart.com

🔧 Items that require advanced assembly (>30min) must come pre-assembled

🧩 For certain product categories—such as puzzles, Legos, and other buildable items—we require that the shipment includes:



- One fully assembled unit (to expedite product review and photography)



- One standard, unassembled retail package (to demonstrate the customer experience and for quality assurance)

If you have questions or require clarification regarding these requirements, please reach out to the eCommStudioSamples@walmart.com

Sample Disposition Instructions

Please provide your preferred sample disposition method when submitting the sample request form to Walmart. If no method is specified, the default disposition will be donation. This ensures we can process and remove items quickly once imaging is completed and approval is received.

- **Donate** (via Walmart)
- **Destroy**
- **Return** (must provide: return address, carrier name, carrier account #, account billing zip) *please note due to our scale of operation, we cannot accommodate supplier pickups

Contact us:

For shipping inquiries: receiving@eko.com

For any other product related inquiries: eCommStudioSamples@walmart.com

eko

Capture

Factory