

Welcome to Columbia Sportswear Performance Testing



What is involved in being a product tester?

We hope to answer your questions in this document.

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- **WHAT IS THE PERFORMANCE TESTING PROGRAM?**

The Columbia Performance Testing Team is responsible for validating the Fit, Feel, Comfort, Performance, and Durability of our products. We test outdoor performance and fashion products for Columbia Sportswear and its family of brands.

- **COMMUNICATION**

Our primary mode of communication is through e-mail and our website <https://producttesting.columbia.com/>. If you have any questions that are not answered in this document, you can email us at producttesting@columbia.com

- **TEST SUBJECTS**

The Columbia Performance Testing Team recruits test subjects through various avenues – recruiting cards, retail, events, various publications, trade shows, social media, and word of mouth. Being a part of the testing program is VOLUNTARY.

If you choose to apply to become a tester for Columbia Sportswear, and are accepted into the program, you will receive an email confirming your acceptance. This confirms that you meet our criteria for size, level of involvement in sports/activities, and commitment to product testing.

As an active tester, you are responsible for managing your profile, which includes maintaining current contact information and your availability status. You can update or change your information at any time on our website. You can also put your profile on hold or stop participating in our testing program at any time for any reason and re-activate it at a later time.

- WHAT AND WHEN

We test various types of outdoor/fashion products throughout the year. Our focus is to test our products with the right consumers, intended activities, and performance levels. Therefore, we search our database to find the best group of testers for each product.

When a test is generated, we always invite a few more testers than we have samples to ensure that we can fill the test as soon as possible. So, when you receive an invitation to test, the sooner you respond with your preference (Accept/Decline), the better chance you have of being included in the test. Declining a test does not negatively impact your chances for future testing.

We test in various sizes and may not always have a product to test in every size. We realize that it may be frustrating for those who have been accepted into the program and have not received a product to test for a while. So, if you find yourself in this situation, feel free to check in periodically by emailing us at producttesting@columbia.com .

- HOW

Each test is unique; therefore the location, duration and the type of test may vary with each one. When you receive an invitation, some basic information about the test will be included. If you are accepted into a test, you will be provided with specific instructions on the duration, focus, and conditions.

The test period can vary from a one-day test on site at Columbia Sportswear in Beaverton Oregon, to a long-term wear test that may range in duration from 2 weeks to 2 months based on the technology we are evaluating. We will ask you to keep a wear-log and complete an online survey. At the conclusion of the test, we will send you an email with a prepaid shipping label to send your product back for evaluation.

- TIMELINES

Getting information back in time is crucial to the performance testing process. Tests are run on tight timelines so it is critical that testers answer surveys completely and promptly. We do our part by sending you reminders for updates and when to send the product back.

- FEEDBACK

We want insightful observations on how the product fits, how it performs, and if it is durable for your activity. We are also looking for information and ideas on how the product can be improved.

- RETURN OF PRODUCTS

All test products must be returned! We need to be able to examine the wear that has been applied to the product at the end of the test. We will NOT consider the wear test to be complete until we receive the test product back from you. Officially, all test products are the property of Columbia Sportswear and can be requested back at any time. It is essential to return the products without delay.

- CONFIDENTIALITY

During your application process, you are required to read and accept Columbia Sportswear's Product Testing Agreement form. Please make sure you read this agreement and always follow its guidelines. Once you have read the Agreement, we recommend that you print it and keep it as a reference. Failure to follow the guidelines outlined in the Agreement may result in dismissal from the testing program.

- WHAT IF?

If at any time during the test, you experience irritation or discomfort caused by the product, or you cannot meet the testing commitment, please contact us immediately at producttesting@columbia.com.

- INCENTIVE

Testing can be fun and your participation in the program may have a direct impact on the design and development of Columbia Sportswear Products. By wearing our gear for the duration of the test period and reporting your experiences, you will help us improve the quality and performance of our products for other consumers like you. We also recognize that your time is valuable, and so we have incentives for our testers.

- HOW TO APPLY?

The application process may take approximately 10 minutes to complete. If you are applying for Apparel testing, please take the extra time to provide accurate measurements.

If you know of other people that would be interested in our testing program, please direct them to our recruiting link at <https://producttesting.columbia.com> .

Thank you for giving product testing your consideration. If you have any questions regarding our process, please email us at producttesting@columbia.com .

