



Warehouse Evaluation Checklist

1. Facility & Infrastructure

Cleanliness & Organization

- ☐ Are the floors, aisles, and shelving free of dust and clutter?
- ☐ Inquire about temperature and humidity controls. (This is particularly important for cosmetics, skincare and fragrance brands.)
- ☐ Are pest control and sanitation protocols visible?

Layout & Capacity

- ☐ Is there adequate space for growth?
- ☐ Are there designated areas for inbound, storage, kitting, packing and outbound?
- ☐ Are racking systems safe, labeled and well-maintained?

Security

- ☐ Controlled access: badges, cameras, restricted zones, etc
- ☐ Security policies for handling high-value beauty products.

2. Inventory Management

Lot & Expiration Control

- ☐ Are FIFO/FEFO (first in, first out; first expired, first out) processes in place?



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- ☐ Can they track batch/lot numbers for skincare, cosmetics, supplements, etc?
- ☐ Are there quarantine areas for returns, recalls, or damaged goods?

System Visibility

- ☐ Do they have a real-time WMS (Warehouse Management System) with reporting dashboards?
- ☐ Is there SKU-level tracking? For variants (i.e., shades, sizes, kits)?
- ☐ Can their WMS integrate with your e-commerce platform?

3. Receiving & Quality Control

Inbound Processes

- ☐ What are the check-in procedures for supplier shipments? Accuracy procedures? Damage checks?
- ☐ What are their documentation and labeling standards?

Quality Control

- ☐ How is packaging inspected?
- ☐ How are fragile, liquid or temperature-sensitive items handled?



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4. Pick, Pack & Knitting

Accuracy & Speed

- ☐ Is there barcode scanning at each step to reduce mis-picks?
- ☐ What are their pick methods? Batch picking? Zone picking?

Kitting & Customization

- ☐ Can they assemble gift sets? Subscription boxes?
- ☐ Do they have experience handling inserts, samples or seasonal bundles?

Packaging

- ☐ What packing materials are available? Branded boxes? Tissue paper? Protective inserts?
- ☐ Do they offer sustainable packaging options?
- ☐ How do they protect fragile bottles or jars?

5. Regulatory & Compliance

Beauty Industry Standards

- ☐ What are their protocols for FDA/FTC compliance for cosmetics and labeling?



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- ☐ Can they manage MSDS (Material Safety Data Sheets) for products with active ingredients?
- ☐ How do they handle flammable or aerosol products?

6. Shipping & Carrier Management

Carrier Relationships

- ☐ Do they have preferred shipping carriers and negotiated rates?
- ☐ What are their international shipping capabilities?

Speed & SLAs

- ☐ What are their standard cutoff times for same-day shipping? Next day?
- ☐ What are their on-time shipping performance rates?

Special Services

- ☐ Do they offer white-glove handling for luxury orders?
- ☐ What about gift wrapping, hand-written notes or influencer mailers?



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7. Returns & Reverse Logistics

Returns Handling

- ☐ How do they inspect, restock or dispose of returns?
- ☐ Do they separate opened and unopened returns?
- ☐ Do they offer options for sustainable returns handling (i.e., recycling, donation)?

8. Technology & Reporting

Integration

- ☐ Do their systems directly integrate with your systems (i.e., Shopify, WooCommerce, Amazon)?
- ☐ Do they offer API flexibility for ERP and/or CRM tools?

Data & Reporting

- ☐ Do they offer real-time inventory, order status and exception alerts?
- ☐ Do they have performance dashboards that track accuracy, order-to-ship times, returns rates, etc.?



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9. Culture & Customer Experience

Staff Training

- ☐ Are staff trained to handle fragile, liquid or luxury goods?
- ☐ Are employee incentives tied to accuracy and quality?

Brand Alignment

- ☐ Have they worked with brands like yours?
- ☐ Do they understand the unboxing experience as an extension of your brand?

Scalability

- ☐ How do they approach peak, holiday or launch spikes?
- ☐ Do they have experience handling viral product surges?

10. Verification & References

References

- ☐ Are they OK letting you speak with current clients?
- ☐ Do they have case studies or success stories?



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KPIs & Guarantees

- ☐ What service-level agreements (SLAs) are guaranteed in contract?
- ☐ What penalties are in place for missed KPIs such as accuracy and speed