

# FAQs

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**Q: Can you send samples?**

A: We can send samples to you, our samples are free, but customers need to bear the courier cost.

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**Q: What product information do I need to provide?**

A: The size, the usage, the quantity, and some details we request.

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**Q: What are the loading port?**

A: Normally, we ship from Tianjin, Qingdao, Shanghai, Ningbo port, you can also choose other Chinese port.

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**Q: About product prices?**

A: Price always changes, so we do not have a fixed price list.

Our quotation is simple with some necessary messages.

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**Q: What are the certifications for your products?**

A: We have ISO 9001, SGS, SABER, SONCAP etc certificate.

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**Q: How long does your delivery time ?**

A: Generally, our delivery time is within 20-30 days, and may be delayed if the demand is extremely large or special things happened.

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**Q:Can I go to your factory to visit?**

A:Of course, we welcome customers from all over the world to visit our factory.

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**Q:Does the product have quality inspection before loading?**

A:Yes, we have a strict quality inspection system, all our products are strictly tested for quality before packing, and unqualified products will be picked out.

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**Q:What is your working time?**

A:In general, we have 24-hour online service, as long as you need it, please contact us, we are always here.

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