

FAQ S

Market

Germany, France, Italy, Japan, U.S.A, UK and Taiwan. We export over 90% of our production and have been doing so for 10 years.

Samples

It takes between 15 - 40 days to make a tool (subject to complexity) and a further 10 days to make samples. The tooling prices include a provision to send samples to a customer by Express. The Express service takes approximately 5 days to anywhere in the world.

Lead Time

We aim to manufacture goods within 30 days. Lead times for products with machining, polishing or other additional processes can take longer. We often receive requests for urgent goods, and can often provide shorter lead times.

Payment

We offer customers prices FOB, C&F and CIF. Payment terms are negotiable and will improve for long term customers.

During the initial stages, we request 30% of tooling fee in advance with the balance payable on acceptance of samples.

Production orders can be paid for by TT or L/C under agreed terms. Credit checks will be carried out on customers before any credit is offered.

Currency

We can deal in USD and Euro.

Shipment

It takes about 27 days to European ports and about 2 weeks to east coast and 3 weeks to west coast US ports by sea. It takes about 7 days to all major destinations by air.

Visit

You are welcome to visit the factory by prior agreement. The factory undergoes several audits each month, so please provide sufficient notice so that engineers can be on hand to support you.

Confidentiality

We are happy to sign Confidentiality Agreements with customers and will honor them. Customers should be aware that we have a lot of international visitors auditing our factory and any WIP will be on view.

Communication

We do business with many countries around the world; we can communicate effectively in Chinese, English, Russian and German. All information supplied should therefore be supplied in these forms.

Small Lot

There is no minimum volume, but the prices of the goods, plus the fixed costs of importing makes it more economical to buy in high volumes. All potential customers will be assessed on an individual basis to determine if it appears a viable option for all parties to develop a relationship.