



over  
**14** years'  
experience in bags.

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# FAQ & SERVICE PROCESS

**Q1: Are you factory or trading company?**

A:

We are factory established in Shenzhen China in 2007.

We are happy to provide free design service if you have your own special idea on the products.

**Q2: Can you provide free samples?**

A:

Yes, we can provide free stock samples. You just need to pay the shipping cost.

For customized samples, there will be sampling cost \$30-\$60, it is refundable once you place bulk order to us.

**Q3: I have my own design (I have some ideas add to your products.)**

A:

Welcome, we have our 4 experienced designers to help you with developing a competitive product.

**Q4: How do you control the quality of the products?**

A:

ISO9001 is conducted and certificated here in our factory,so we have standard production flow & 100% inspection to ensure stable quality & lead time.

## Q5: What products can you make?

A:

Our product category:

- Large capacity waist bag,
- Travel series waist bag,
- Running belt,
- Water bottle waist bag (for 2 bottles),
- Water bottle waist bag (for 1 bottle),
- Sports armband,
- Sports arm bag,
- Sling bag,
- Bicycle phone bag,
- Hydration backpack,
- Backpack,
- Fishing bag,
- Tote bag,
- Tool bag,
- Sports accessory bag,
- Cosmetic bag,
- Mobile phone bag,
- Diaper bag.
- Special purpose bag,
- Travel bag.

## **Q6: How to place an order to you? And how about the lead time and payment terms?**

A:

When the sample is approved, you can issue us a Purchase Order, and we will send you a PI accordingly.

After that, you will need to pay deposit (30% amount of the full order) in advance.

When the deposit is collected, we will start to prepare production.

You will need to pay the balance before shipping the products out.

Payment terms is 30% in advance and 70% balance before shipment.

Lead time is 20-40 working days after order confirmed and deposit collected.

It depends on the complexity of the product and order quantity.

## **Q7: What's the advantage of your factory?**

A:

- 14 Years' Experience in bags.
- BSCI, SMETA audit approved.
- ISO9001 Quality Guaranteed.
- Strong R&D Ability.
- Professional E-commerce Business Partner.

# Service process

