

HELP DOCUMENTS

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Help Document- FAQ:

1. Q: Where is your company located? How can I visit there?

A: Our company located in Wuhan, Hubei Province, China. Welcome to visit our co-operation factory.

2. Q: Can I get sample and how long will it take?

A: Yes. We can supply sample. And you need to pay for the sample and courier. About 7-15days after receiving the payment, we will send it out.

3. Q: What's the MOQ?

A: Our MOQ is 1 x 20fcl (abt. 300pcs).

4. Q: Can I have my own customized products?

A: Yes. Your customized requirements for color, logo, design, package, carton label, your language manual etc. are accepted. We can provide OBM Yimon brand or your registered legal brand.

5. Q: Can I mix different models in one container?

A: Yes. Different models can be mixed in one container.

6. Q: What's the terms of delivery?

A: FOB Wuhan or China mainly ports. It takes about 30 days after receive your payment. But exact lead time is according to your actual order model & quantity.

7. Q: What is the payment terms?

A: T/T, L/C at sight.

8. Q: How does your factory carry out quality control?

A: We place great importance to quality control. Every part of our products has its own QC. Loading report will be sent to your after loading container.

9. Q: Which certificate can provided?

A: Our products pass CCC certificated. We can provide such as EN1888, ASTM, SGS certificates. etc

10. Q: What is your product Warranty?

A: We guarantee our products are qualified. If there is any broken part, please send us detailed photos by email, we will send you the replaced parts according to the actual conditions.

If any further assistant, please contact us freely.

Please visit yimon.com for more information.