Frequently Asked Questions (FAQ)

- **Is the customer's Quality Audit accepted?**

Answer - Yes. Our customer's peace of mind is our priority. We are proud of our Quality System credentials and our thorough Quality Management documentation. To build mutual trust, we gladly open our manufacturing doors for you to conduct a facility audit and review our processes.

- **Can you pick us up if we visit?**

Answer - Yes. You will experience premium service from your initial pickup at the airport or railway station until your departure.

- **How many days for product delivery?**

Answer - Lead times and production vary based on the specific product and required volume. We expedite all customer requests to ensure prompt delivery. For recurring orders with fixed timelines, we can maintain prepared inventory, allowing immediate shipment according to your schedule.

- **Can we get the product according to the customized specifications?**

Answer - Yes. We offer comprehensive technical support designed to your specifications, ensuring our products are adapted to perfectly suit your needs.

- **Can you personalize the product using our corporate identity guidelines?**

Answer - Yes. We can offer customized packaging solutions to meet your exact specifications, provided the quantity is big enough for the printing factory.

- **Are samples available for quality testing?**

Answer - Yes. We can provide free-of-charge (FOC) samples for your evaluation.

- **How could you ensure the quality?**

Answer - We operate a fully equipped, in-house laboratory to test all raw materials, intermediate products, and finished goods. Our trained Quality Analysts conduct routine verifications, ensuring the entire manufacturing process is meticulously documented and supervised. Each & every lot of finished product undergoes rigorous quality assurance to ensure it is shipped in exact accordance with client needs.

- **Do you provide Certificates of Analysis (CoA) and Safety Data Sheets (SDS)?**

Answer - Yes, official documentation containing technical specifications and safety data is issued with every batch.

- **What is your Minimum Order Quantity (MOQ)?**

Answer - MOQs vary by product and grade. Bulk orders generally start at drum or IBC tote quantities or bag quantities, while specialty chemicals may have smaller MOQs.

- **How should I store and handle these chemicals safely?**

Answer - Ensure all chemicals are stored in their original, tightly closed containers in a cool, well-ventilated area, away from direct sunlight. Always wear appropriate PPE when handling.

- **What should I do in the event of a chemical spill or exposure?** **Refer immediately to the product's SDS for first aid and spill cleanup procedures. Follow the designated facility evacuation or neutralization plans.**