

## JINXIN HARDWARE PRODUCTS MANUFACTORY

Stair Balustrade • Handrail Fittings • Door Handle • Glass Hinge

Tel: 86-20-86910211 Fax: 86-20-86852230

# FAQ

We hope that our FAQ can answer many of the questions you may have about our products and services. If you still need our assistance, please contact our Customer Service Team by [sales@doorware.net](mailto:sales@doorware.net).

**A: What are your major markets?**

**B: Do you sell to separate customers or you do wholesale only?**

**C: Do you provide samples? What are the shipping methods for samples?**

**D: Do you accept OEM & ODM orders?**

**E: Do you have minimum quantity requirement?**

**F: We need Pre-Shipment Inspection. Can you arrange it?**

**G: What are your terms of payment?**

**H: What is your normal delivery lead-time?**

**I: Can you help me with the shipping arrangement?**

**J: Do you supply the fixing parts for handle and baluster?**

**K: Do you supply brochure and latest new styles?**

**L: What is your agency policy?**

**M: What is your company's main competitive edge?**

**N. Can you send me a complete E-catalogue and price list?**

**O. What is your discount policy?**

**A: What are your major markets?**

*Our main markets are Europe, Australia, South Africa, Middle East and South America now.*

**B: Do you sell to separate customers or you do wholesale only?**

*Both, our main business is wholesaling, we also sale directly to end-users.*

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### **C: Do you provide samples? What are the shipping methods for samples?**

*Yes, We do. But we hope you are charging for the samples and freight cost. We usually send the samples by one of the following methods:*

*·DHL ·UPS ·TNT ·EMS ·FEDEX*

*Normally the shipment will take 3-5days, depending on the location of the destination.*

### **D: Do you accept OEM & ODM orders?**

*We encourage our customers to use our brand to receive marketing support from us as well as to utilize the brand's established value. According to clients' requirement, we also accept OEM & ODM orders as well on the basis of quantity and price. We offer many kinds of new designed and manufactured hardware timely and professional.*

### **E: Do you have minimum quantity requirement?**

*Yes, we have different minimum quantities for different product series in trial orders and repeating orders. They also depend on the items you want. For details, please directly contact any of our sales staff.*

### **F: We need Pre-Shipment Inspection. Can you arrange it?**

*We have our own inspection system. If you need to inspect the goods in person before shipment, please make arrangements with one of our sales staff.*

### **G: What are your terms of payment?**

*We only accept the: Telegraphic transfer (T/T): No less than a 30% advance payment with the balance to be paid before shipment.*

### **H: What is your normal delivery lead-time?**

*We normally accept 30 days lead-time in the confirmed invoice. However, upon*

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*customers' request, we always make delivery as early as possible.*

### **I: Can you help me with the shipping arrangement?**

*Yes, we can. With a sizeable and growing shipping volume every year, we already has established excellent cooperate relations and procedures with some famous shipping companies that allows we priorities in making the shipping arrangements.*

### **J: Do you supply the fixing parts for handle and baluster?**

*Yes, we offer the sufficient and timely fixing parts for our products.*

### **K: Do you supply brochure and latest new styles?**

*Yes, we do. It normally depends on our marketing strategies, the sizes of the market and the contract with our client.*

### **L: What is your agency policy?**

*We grant exclusivity only to the proven-customers (for at least 1 year) in the end market about our products with quantity and term conditions. Only in some special circumstances we grant general exclusivity.*

### **M: What is your company's main competitive edge?**

*Our strengths are our after-sales service, quality control systems, R&D experience and the quality of manpower.*

### **N. Can you send me a complete E-catalogue and price list?**

*Yes, we can. Welcome for your enquiry. Please let us know your exact interested items and potential quantity, it is better for us making the best quotation for you.*

### **O. What is your discount policy?**

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Website: [www.doorware.net](http://www.doorware.net)

Email: [sales@doorware.net](mailto:sales@doorware.net), [doorware@gmail.com](mailto:doorware@gmail.com)

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*We have the appointed discount policy for different scale clients, the details as below:*

*A. If your complete year order amount is over 300,000USD, we offer 1% discount for you, which decreases in your next orders.*

*B. If your complete year order amount is over 500,000USD, we offer 2% discount for you, which decreases in your next orders.*

*C. If your complete year order amount is over 1,000,000USD, we offer 3% discount for you, which decreases in your next orders.*