

Quote FAQ & Workflow

Clear answers to your most common questions

Q1: What's your MOQ?

A1: No strict MOQ. You can start with samples or small trial orders.

Q2: How about sample price?

A2: Samples are available at a reasonable cost. Sample cost can be refunded in bulk orders.

Q3: What's your lead time?

A3: Normally around 2 weeks. Stock models can be faster.

Q4: What payment methods do you accept?

A4: T/T bank transfer, PayPal for small orders.

Q5: Do you provide warranty?

A5: Yes, 3 years warranty for LED strips and profiles.

Q6: How do you ship?

A6: Express (DHL, FedEx, UPS), Air, or Sea shipping. We help optimize cost depending on volume.

Q7: Do your products have certifications?

A7: Yes, CE & RoHS certified. Other certificates can be arranged if required.

Q8: Can you do custom length or packaging?

A8: Yes, custom sizes and neutral/brand packaging are available.

Workflow

1. Inquiry → Quote
2. Sample order (optional)
3. Bulk order confirmation → PI → Payment
4. Production & QC
5. Shipment & Tracking

"Clear, simple, and reliable — so your projects run smoothly."

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