

FAQ - Frequently Asked Questions

1. What's your MOQ?

Our standard MOQ is 10 sets per model. For trial orders, we can support lower quantity.

2. Can you offer neutral labeling or custom packaging?

Yes, we support both neutral labeling and OEM packaging for bulk orders.

3. What's the lead time?

Samples: Usually 5-7 days.

Bulk orders: Usually 12-15 days depending on quantity.

4. Do your products have CE / RoHS / SAA certificates?

Yes, most of our products are certified. Let us know the model and target market, we'll confirm for you.

5. Can I get samples first?

Sure! We offer sample kits for testing. Just tell us the models you need.

Still have questions? Just drop us a message - we're happy to help!

Quotation Breakdown - What's Included & Why

1. What's included in the quote?

- LED Aluminum Profile (cut to length)
- LED Strip (COB or High Density)
- Power Supply (36W / 60W, plug type customizable)
- Sensor (Hand wave / Door sensor optional)
- Accessories (end caps, mounting clips, etc.)

All kits are fully matched - ready to install.

2. Why is our kit better?

- High CRI 90+ COB strips = smooth and dot-free lighting
- Durable aluminum profiles = clean finish and good heat dissipation
- Plug & play accessories = easy installation for furniture makers
- Certified power & sensors = safer and compliant

3. Optional Add-ons:

- Longer strip length
- Tunable CCT / dimmable versions
- Custom packaging with your logo

Looking for a full set quote with pictures? Just let us know!

Kitchen Lighting – FAQ

Q1: What's your lead time?

A: Samples usually ship in 5–7 days, bulk orders 12–15 days.

Q2: Can you customize lengths?

A: Yes! All kits can be customized to your desired length.

Q3: Are your kits certified?

A: All products come with CE, RoHS, and SAA certifications.

Q4: How do I install the kit?

A: Each kit is plug & play – install with clips or adhesive backing.

Q5: What if I need help selecting kits?

A: Just tell us your cabinet type, and we'll recommend matching kits.

Need something else? Just ask – we're happy to help!

Quote Breakdown Explainer

What's included in our quote?

- COB LED strip (cuttable every 25mm)
- Matching aluminum profile (if needed)
- Power supply (24V, country-specific plug)
- Sensor: door switch, hand wave, or touch
- All necessary connectors and ends

Are there different price tiers?

Yes! Pricing varies depending on:

- Strip length / power (e.g. 5m vs 1m trial)
- With or without aluminum profile
- Sensor type
- Quantity: Sample / Small batch / Bulk

Is shipping included?

Usually quoted separately for accuracy.

We use fast express or customer-specified forwarders.

Can I order just one kit to test?

Yes! No MOQ. We're happy to send just 1 full set for trial.

Need custom setups?

Sure! We can pre-solder, label, and pre-wire kits to fit your layout.