

HOW WE WORK & FAQ

Clear Process, No Surprises, Easy to Start



Why Samples Are Paid?

- ✓ **Confirm effect & reduce risks** – make sure it fits your product perfectly
- ✓ **Real samples** help you convince your clients / designers / bosses
- ✓ **We offer not only samples** but also professional matching advice
- ✓ **Small investment for big return** – increase your furniture value by \$200–500/set



SHIPPING COST EXPLANATION



International Courier
(UPS / FedEx / DHL)



Typical cost USD 76 -89
for most countries



Cost includes packing,
documents, and courier



Available EXW / DAP
terms or your courier
account

Our Working Process



Step 1: Confirm Sample / Small Order

- Confirm spec / Quote
- Payment
- Production
- Delivery



Step 2: Bulk Order

- Confirm PO
- 30% deposit
- Production
- 70% before shipment
- Delivery



Step 3: After-sale Service

- Warranty 3 Years
- Installation Support



Payment Terms

- ✓ Sample:
100% in advance
- ✓ Bulk: 30% deposit,
70% before
shipment
- ✓ Bank transfer
(USD account)



Lead Time

- ✓ Standard Kits:
7-10 days
- ✓ Customized:
10-15 days
- ✓ Bulk Order:
20-30 days

Quality Assurance



WARRANTY 3 YEARS

- ✓ Every kit is fully tested before shipment
- ✓ Plug & Play design easy installation

Certifications



RoHS

- ✓ Fully compliant with EU & Australia standards
- ✓ Reliable, safe materials used

FAQ – Frequently Asked Questions



What's the MOQ?

1 set for sample, 10+ for customized size/color



Can I customize aluminum profile length?

Yes, MOQ 10 sets. We help you confirm best option



How's the quality?

All kits are fully tested before shipment. Plug & Play, no electrician needed



What certifications do you have?

CE / RoHS / SAA (Australia).
Safe & compliant



Can you provide catalog & solution?

Yes, PDF attached with product options & solutions



Warranty?

3 Years Warranty for all kits



kevin@topledprofile.com



www.topledprofile.com

Shenzhen TLP Electronics Co., Ltd.,
No. 2, Lane 6, Hebin Garden, Langxin
Community, Shiyan Street, Baoan
District, Shenzhen 518108, China

Thanks for your time!
Looking forward to working together!

TLP
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