

## Quote FAQ

**Q1: What is your MOQ?**

No MOQ for samples. Bulk order MOQ depends on profile length (normally 50–100m).

**Q2: Do you provide samples?**

Yes. Sample kits available (COB strip + profile). Cost refundable with bulk order.

**Q3: What about payment terms?**

100% upfront for samples. For bulk: 30% deposit, 70% before shipment.

**Q4: How long is the delivery time?**

Samples: 5–7 days. Bulk: 15–20 days depending on quantity.

**Q5: What about shipping?**

Express (DHL/FedEx/UPS) for small qty. Air & sea for bulk. Door-to-door available.

**Q6: Warranty?**

3 years standard, up to 5 years for project orders.

**Q7: Certifications?**

CE, RoHS, UL, SAA available.

# **Order Workflow**

## **Step 1 – Inquiry**

Customer sends requirements.

## **Step 2 – Quotation**

We provide catalog + quote.

## **Step 3 – Sample Order**

Customer tests quality.

## **Step 4 – Bulk Order**

Confirm PI & production.

## **Step 5 – Delivery**

Air / Sea / Express shipping.

## **Step 6 – After-Sales**

Warranty & support provided.

Lighting Made Simple – [www.topledprofile.com](http://www.topledprofile.com)