

Useful information on one page

Office Hours

Please note that our purchasing office is located in Shenzhen, China. The time difference between China and Switzerland is +6 hours during daylight saving period and +7 hours during wintertime. Our office is manned from 9AM-6PM in summertime and 10AM-7PM in wintertime, Monday till Friday. (Except Chinese Public Holidays)

Lead-time

Depending on the type of product, it will take us approximately 1-2 days to prepare an offer. In case it takes longer, due to a customized production, a special request or a more specific research we will inform you accordingly.

Quotation

For any changes on the product after the approval of the quotation, the price may vary. Special request, which requires new tooling, the first quotation, is only an estimation and it will be confirmed after the first sample, once all the details are defined.

Colors

Depending on the product some factories are offering customized colors only from a certain quantity, if the order is below the vendors offer stock colors. Please note that whenever customized colors are produced, batches of the same product produced in different times, might differs in color.

Sample

Most factories are producing a prototype. According to this first sample the mass production will be launched upon confirmation of the customer. This sample is included if the order will be placed with us, otherwise and additional samples will be at your expense.

Minimum Order Quantity (MOQ)

For some products and in case of certain types of customization we have to comply with MOQ given by the factory. In any case we try to negotiate a suitable solution between you and the factory.

Quantity variance

In some cases there could be a difference in the final produced quantity of maximum +/-5%.

Delivery time

The time of production is confirmed on the quotation and may vary a few days. In case of additional changes after the confirmation, the production and shipping time may vary accordingly. Therefore the delivery time can only be confirmed once the final sample got approved. Please note, that we can not foresee possible delays due to custom issues or public holidays. In any case we do our best to get the items forwarded to you as soon as possible and will keep you informed.

Shipping

In case of changes in the shipping address or shipping method after confirming our quotation, a new quotation would be sent.

Condition of payment

You enjoy convenient payment method of 30% deposit upon placing the order. While the rest payment of 70% has to be paid before shipment, bank charges are to be paid by the sender.

Currency

All our quotations and calculates prices to overseas clients are in US Dollar. For quotations in other currencies please contact us your sales contact person.