

FAQs

Q:Can you send samples?

A:Of course, we can send samples to all parts of the world, our samples are free, but customers need to bear the courier costs.

Q:What product information do I need to provide?

A:You need to provide the usage, grade, wire diameter, zinc coating and the number of tons you need to purchase.

Q:What are the shipping ports?

A:Under normal circumstances, we ship from Tianjin, Qingdao, Shanghai, Ningbo ports, you can choose other ports according to your needs.

Q:About product prices?

A:Prices vary from period to period due to cyclical changes in the price of raw materials.

Q:What are the certifications for your products?

A:We have ISO 9001, SGS, Saber Soncap and other certifications.

Q:How long does your delivery time take?

A:In general, our delivery time is within 15-25 days, and may be delayed if the demand is extremely large or special circumstances occur.

Q:Can I go to your factory to visit?

A:Of course, we welcome customers from all over the world to visit our factory. However, some of the plants are not open to the public.

Q:Does the product have quality inspection before loading?

A:Of course, We have a strict quality inspection system, all our products are strictly tested for quality before packaging, and unqualified products will be destroyed.

Q:How to pack the products?

A:The inner layer has a waterproof paper outer layer with iron packaging and is fixed with a fumigation wooden pallet. It can effectively protect products from corrosion during ocean transportation.

Q:What is your working time?

A:In general, we have 24-hour professional online service, as long as you need it, please contact us, we are always here.