

FAQ

I. Regarding Products

1. Q: What material do you use? what's the material of your furniture?

A: All of wooden furniture made of MDF, for American market, we use P2 standard. For other markets, we use E1 standard. The surface is laminated with imported natural veneer.

2. Q: What's the material inside the upholstery bed?

A: It's high density foam inside the bed with California TB117 fire retardant standard.

3. Q: How long will it take to make mass production?

A: Normally 6-7 weeks after receipt deposit.

4. Q: What's the minimum order quantity (MOQ)?

A: 15pcs each model each color and mix a 20' container. But we can do it flexibly, 10pcs, 12pcs are also acceptable if you can take at least 20' container from us.

5. Q: Can we change the size/color?

A: Yes, you can. But we require at least 20pcs each model each size each color.

6. Q: Is it in knocked down (K/D) or assembled? Can we do them all assembled?

A: Most of our products come in K/D, but we can do full assembled as requested.

7. Q: Where does this veneer come from?

A: Oak and walnut veneer come from USA and Canada, we buy it from their distributor here in Dongguan. Ash and elm veneer come from Northeast China. Ebony veneer comes from Brazil.

8. Q: How many models can we put in a 40' container HC or 20' container GP?

A: Let's take coffee table as an example. Generally speaking, it can load 120pcs per 20' container and 260pcs per 40' container.

9. Q: Can we do consolidated shipment? Can we mix the container?

A: Yes, we can, but it is our company's policy that we won't pay for any local charges if the total CBM from our factory is less than 20m³. Because small quantity will let our workers adjust the machines frequently, it will waste lots of time and labor.

If the total CBM you order from our factory is more than 20m³, we'll share the local charges with other factories according to the CBM.

MDF (MEDIUM DENSITY FIBERBOARD)

The MDF we use is E1 & P2 standard, density is normally in the range 0.7--0.8g/cm³. The release of formaldehyde from E1 & P2 boards is less than 0.1 ppm (parts per million) which is harmless to consumers, i.e., these boards will only have the naturally occurring emissions from the wood itself. We have a certificate attached hereafter.

Our standard thickness of MDF panels are 5mm, 9mm, 12mm, 16mm, 18, 25mm. So we use different compilation to do our furniture, the maximum thickness of our furniture can be reached to 90mm.

VENEER

Our standard veneers are oak, elm, walnut, ebony & ash. Except ebony, all of others are natural veneer. Oak veneer we use comes from USA, Walnut veneer we use comes from USA & Canada, Ash & Elm veneers we use come from Northeast, China. The thickness of top veneer is 0.6mm and 0.4mm for side veneer. The process of veneer cutting, lamination, jointing, covering, ironing will be done in our workshop. Different veneer has different price. For example, oak & elm are the same price, walnut is roughly 15% higher than oak & elm veneer.

GLASS

All of glasses we use are tempered glass. Our standard glasses are black tempered glass, gray (smoke) tempered glass, pure white tempered glass & clear tempered glass. The thickness of glass we can offer are 8mm, 10mm, 12mm, 15mm, 19mm. The most popular one is 12mm. We also enclose a certificate of our glass hereafter.

STAINLESS STEEL

The standard of our stainless steel is the grade of 301, normally with thickness of 1.5-3.0mm. The stainless steel types we can do are chromed finish, white brushed finish, gray brushed finish and nickered-black finish.

PAINT

The paint we use is ecofriendly, the supplier is called KOALA, an Australian-Chinese joint venture company. It's well known by its high quality. For high glossy products, we use PE for base painting and PU for surface coating.

II About Marketing

1. Q: If I buy this model, don't sell the same model to my country. OK?
A: Ok, it is also our company's policy that we have the responsibility to protect the exclusivity for our client. We can't sell the same models to different clients in the same area. But if there is no repeat order after 3 months after delivery, we have to reconsider the protection.
2. Q: Where is your main market?
A: Currently there are USA, Europe, and Australia.
3. Q: Can you tell me which company bought from you?
A: Many companies are buying from us, including some famous chains: Home Center, Maisons du Monte, West Elm, Cafom, etc
4. Q: What's your turnover? Or how many containers do you make per month?
A: Around 40 containers per month.
5. Q: I like your bedroom furniture, but I'm from America, our custom has high anti-dumping duties for MDF bedroom furniture from China. What shall I do?
A: You can rest assured about it.

For all containers of bedroom furniture, one of our strategy partners is registered manufacturer who can sell bedroom furniture without paying for anti-dumping. We can use his title in all of shipping documents. We do this way with some of American customers every month and proven the safety. Please contact our sales representative for the details.
6. Q: Where is your factory? And how many workers are there in your factory?
A: We are located in Houjie Town, Dongguan. 15 minutes from Sheraton Hotel Houjie. There are 320 workers in our three factories.

III Others

1. Q: What's the term of your quotation?

A: FOB Shenzhen

2. Q: What's the term of payment?

A: 30% deposit and balance against the copies of shipping documents. Or L/C at sight, but 3% handling fees will be charged.

3. Q: Any discount?

A: If you have big volumes or continuous orders, like at least 1 container per month, we will discuss the discount.

4. Q: Can you do post package?

A: Yes, we can and we have this kind of experience. An extra packing fee will be charged. Different item has different rate, roughly the surcharge is around 4-7%. Our post package standard is according to FedEx drop test:

“Drop test shall be performed according to the following sequence:
One corner, three sides, six panels.

The drop height shall be determine according to the following table

1~20.99 lb (0.45~9.52kg) 30in. (0.762m)
21~40.99 lb (9.53~18.59kg) 24in. (0.610m)
41~60.99 lb (18.62~27.66kg) 18in. (0.457m)
61~100 lb (27.67~45.36kg) 12in. (0.305m)”

5. Q: Do you have any after-sales guarantee?

A: As a responsible manufacturer in this line, surely we will take care of after-sale service. Although we have our own QC team in each section of production, we'd like to offer replacement or other actions for manufacturer's defects.

If you have any further question, feel free to contact us. We look forward to serving you.

Furniture Vocabulary

Raw Material Words

Oak veneer	黑橡木皮
Ash veneer	水曲柳木皮
Elm veneer	榆木木皮
Ebony veneer	黑檀木木皮
Walnut veneer	胡桃木木皮
White high gloss	白亮光
Black high gloss	黑亮光
Tempered glass	钢化玻璃
MDF	中纤板
Stainless steel	不锈钢
Chrome	电镀（对铁的一种处理，使其表面闪闪发光 METAL W/ CHROME FINISH）
Aluminum	铝
Screw	螺丝
Nut	螺母
Filling piece	垫片
Slide	滑槽（我们产品中一般是抽屉滑槽）
Drawer	抽屉
Bolt pin	螺杆

Drawer runner 抽屜路軌

Honey comb 蜂窩紙（在中纖板裡面的是高密度蜂窩紙）

Production Words

Panel cutting 開料

Veneer jointer 縫皮

Sanding 打磨

Laminating 貼皮

Slotting 開槽

Trimming 修邊

Hot press 熱壓

Cold press 冷壓

Assembling 組裝

Drilling 鑽孔

Polish 拋光

Edge banding 封邊

Knock down (K/D) 拆裝

Assembled 整裝

Stain 上色

PU

PVC

Microfiber

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Wooden Furniture Production Process

Preparing raw materials (MDF, veneer, hardware, glass, mechanism, carton, etc. 15 days) --- Panel Cutting & Veneer Jointing (3 days) --- Veneer Laminating (2 days) --- Drilling, slotting, trimming & edge banding (3 days) --- Hot press & Cold Press (2 days) --- Wood Polish (2 days) --- Base Painting (PE, 3 days) --- Oil Polish (2 days) --- Stain (2 days) --- Surface Painting (3 days) --- Surface Polish(2 days) --- Surface Painting (3 days) --- Assembling & Packing (5 days)

Sofa Production Process

Preparing raw materials (leather, wooden frame, elastic bandage, foam or goose down or duck feather) --- Making wooden frame --- Foam Shaping --- Assembling elastic belts--- Cutting/sewing--- Ticking--- Assembling foam--- Upholstering