



# HOW TO ORDER

www.mbaproduct.com

## ORDERING

Ordering from us is very simple! Just follow these steps :

1. From the catalog, select the products you would like to order and note down the **product name**.
2. Select the **shade color and fabric type** you wish to match with each lamp and note down.
3. **Send us** the name and quantity that you wish to order to **sales@mbaproduct.com**
4. We will then send you a **personal photo quotation for your final approval then we will send the pro forma invoice**.
5. Please let us know if you require any specific **labels or shipping marks**.

## ORDERING CONFIRMATION

1. Once you confirm the pro forma invoice, we will require **50% deposit**.
2. Once we receive the deposit, this will be regarded as **confirmation of order**.
3. Production will start after confirmation.
4. Lead time is between 60 to 90 days after order confirmation.

## ORDERING COMPLETION

1. Our sales person will inform you the loading date.
2. We will require remaining balance payment before we load your order.
3. Once we receive the payment, we will courier you all the shipping documents.

## TERMS AND CONDITIONS

1. Minimum order is **USD \$5,000** and we do FOB free of charge.
2. Orders **below USD \$5,000** shipping term will be ex-factory instead of FOB
3. Minimum order quantity per lamp is **12 pieces** for portable lamp and **6 samples** for chandelier and floor lamp.
4. We will require **50% deposit** on order confirmation and remaining balance payment before shipping.
5. For order below USD \$5,000, we will require **100% payment in advance**.
6. Letter of credit is acceptable for orders above USD \$10,000 (irrevocable L/C at sight - issuer pay all expenses).
7. Please pay all bank charges outside Thailand, including correspondent bank charges.



## SAMPLE

### *Can I order samples of your products?*

Yes, certainly you can. The sample normally take 2-4 weeks to produce.

### *What are the costs I need to consider when ordering samples?*

As samples are delivered ex-work, these will be costs such as :

1. Fumigation, which is USD \$50 per shipment
2. Wooden crating cost, which is USD \$42 per CBM.

If you would like the samples to be shipped by sea freight shipping term will be ex-work instead of FOB.

### *Do I have to pay for the samples?*

Yes, the sample will be charged at 150% of list price.

### *How do I pay for the samples?*

Sample will have to be paid via bank transfer.

## PACKING

### *How do you pack the samples?*

We recommend wooden crating as we have found this to be the strongest packaging. The cost of wooden crating is USD \$42 per CBM.

### *How do you send the samples?*

Samples can be sent via your courier account. You will need to ask your courier company to pick up the samples at our factory or give us your courier account no. and we will contact the courier company to pick up the samples. Samples can also be sent via ocean freight as LCL. and shipping term will be ex-factory.

## PACKING

### *How do you pack the products?*

We pack one lamp in one carton. We use 5 layers KA carton boxes, which are very strong.

Please have a look on our online packing policy [http://www.mbaproduct.com/index.php/page/basic\\_catalogue](http://www.mbaproduct.com/index.php/page/basic_catalogue)

We can pack shade and lamp together in 1 box for most of the lamps, but for those lamps fitted with round shades, we pack them separately. You can also choose to save space in the container by packing all lamps and shades separately. Lamps will be packed as 1 piece per 1 carton for rectangular and oval shades, and 6 peices in 1 carton for round shades.

## CUSTOM HANGTAGS, LABELS AND SHIPPING MARKS

### *Is it possible to make my company hangtags, labels or shipping marks?*

Yes, but there will be additional costs as we have to design and print them. Our Sales Representative will be able to quote you the additional cost for your approval.

## CE, ROHS AND UL APPROVAL

### *Do you have CE and UL approval?*

Yes we do. We have CE approval from Bureau Veritas, and RoHS from SGS. Our Sales Representative will be happy to email you the certificates.

You can also check out our UL certification online at [www.ul.com](http://www.ul.com) Our UL file number is **E253123**.

## TREATMENT AGAINST INSECTS

### *Are all the lamps treated against insects?*

Yes, we have two step approach to this. Before the wood is being assembled, they are dipped in a solution called Cislin by leading German chemical company Bayer. If you need further information on Cislin solution, our Sales Representative will be happy to email you the details.

When we load your products, whether into a container or as LCL, your products will be fumigated again by the fumigation company and they will issue the fumigation certificate for you.

## MOLD

### *How do you prevent mold?*

The wood is being kiln dried before production. We have a humidity testing machine to check the level of moisture in the wood before we ship your lamps. We also put dessicants (Super Dry) in each carton to absorb any moisture during the period of transportation. If you order in container, we will hang several dry bags in the container as well.



# FAQ

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## PAYMENT

### *What payment terms do you accept?*

Payments should be done via bank transfer. Customers are kindly requested to pay all bank charges outside Thailand including correspondent bank charges. We will pay for bank charges in Thailand.

We also accept LC (Letter of Credit) for orders above USD \$10,000 (irrevocable LC at sight - issuer pay all expense)

We **do not** accept credit card payment, bank draft or any other means of payment.

### *How much do I have to place as deposit?*

50% of the order value.

### *Can I not place any deposit?*

No. We regard your deposit as confirmation of order. Once we receive the deposit, then we will start production. If we do not have deposit, it means the order is not confirmed.

## SHIPPING PRODUCTS

### *How do you ship the product?*

Normally, we ship the products via ocean freight, as Full Container or LCL (Less than Container Load)

### *What should I do if I do not have any Freight Agent?*

We can recommend you a few Freight Agents that we use regularly. You can contact them directly for Freight Quotes.

### *Can I use my own Freight Agent?*

Yes, just send us their contact details and we will co-ordinate with them.





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## HANDLING CHARGE

### *When will there be a handling charge?*

If your order is below \$5,000 shipping term will be ex.factory and you will have to pay the transportation charge and handling charge, normally your forwarding agent will cooperate with us or organizing for you. If your order is more than USD \$5,000, there will be no handling charge.

### *Can I use my own Freight Agent?*

Yes, just send us their contact details and we will co-ordinate with them.

## CLAIMS

### *How can I make a claim if I receive damage products?*

Claim has to be made within one month after the ETA date. We will require pictures of the damaged product(s)

