



**Our factory's registration scope can only be used for domestic sales, so we have to register a foreign trade company to be responsible for external sales.**

## FAQ

### **1. Do you provide a 3rd-party independent test report for all your products?**

Our factory's production undergoes third-party independent testing which is given to sales representations in the form of test sheets. As for foreign lab test results, they are shared by our customers. The authenticity of any test report provided by us can be verified on the lab websites. Moreover, if our goods fail the test, we will issue the reshipment or reimbursement.

### **2. Do you test multiple vials per batch, before selling any?**

Definitely yes! We make every effort to ensure the quality of our products and try to make sure that nothing goes wrong. If there is a problem with the product, if there is a problem with the product, please give us a chance to make up for it because we will try our best to deal with it properly!

### **3. What is your expected time from order date to delivery to the customer?**

Before placing an order, I will confirm the inventory in the system. If available, I will ask the customer to pay and I will ship it on the same day. If not, I will inform the customer of the production time and the customer chooses to pay. Shipping times vary from country to country, so I will inform you in advance.

### **4. How do you protect customer identity (i. e. protect name, address and phone number) while the package is going through customs? Please address both USA shipments and shipments to other countries.**

We use express delivery directly to the customer, and the transportation company we cooperate with is responsible for customs clearance. This is a special channel of transportation that will not reveal your information.

### **5. Do you provide any guarantees to your customers?**

We can choose a guaranteed payment method, such as paypal. If products failed test and do not receive the goods, you can apply for a refund.

### **6. Are there any countries that you do not ship to?**

Logistics can be transported anywhere. However the leading time can be different between various countries or regions within the country.

### **7. Do you: a. Follow GMP (Good Manufacturing Practice) standards? b. Manufacture in a sterile environment?**

- c. Use and provide sterile vials for your lyophilized prefilled vials?  
d. Do your lyophilized vials have a vacuum in them once they have been finished?**

- a. Yes, We strictly follow GMP standards.  
b. Yes  
c. Yes  
d. Customized according to customer requirements.

### **8. What else do you want to explain/say about how you provide quality products and services to your customers?**

Previously, the factory only sold domestically and supplied products to major foreign trade companies. Now we are planning to transform and organize our own foreign trade department.

I am profoundly grateful for your confidence in me, and I am committed to ensuring that the quality of our products and services meets your expectations without exception. It would be a privilege to address any supply shortages you may experience and to furnish you with a reliable and consistent supply chain.

Furthermore, I am dedicated to continually expanding my knowledge and proficiency regarding the products we offer. I proactively disseminate resources, such as websites designed to calculate injectable dosages, and I strive to provide comprehensive information in response to any inquiries you may have.

In conclusion, rigorous quality control measures will be implemented, and the utmost service excellence will be extended to those in need. Should any issues arise, a comprehensive after-sales support system will be in place to address them promptly.

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