

Defective Products Solution

For all clients, no matter big or small, we have 2 solutions for defective products:

One is that we put replacements in the next shipment,

The other is that the sum of unit prices will be reduced from any balance payment.

For preciseness, we need you to report each complaint quickly after you receive the complaint, this is very very important for us.

On the one hand, this will quickly help us understand the defects, understand how serious the issues are, and check if there are the same issues with our present production.

On the other hand, this will help us improve our production, quality control and management process.

We will file each complaint, and every of our relating employees and workers will know all of the complaints, to understand the issues and find improvement solution, to have better sense of quality.

For each complaint, please provide:

1. Photos
2. Consumer comments
3. Other remarks or explanation

We will give compensation upon each complaint by the 2 solutions as stated at the beginning of this article.