



FAQ's

# Frequently Asked Questions

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## We have a supplier already; do we need more than one supplier?

We would love to earn your business by providing quality product and excellent customer service. We have recurring options that can help you save some money. Don't forget as the demand increases, the supplies will decrease. It's always good to have a back-up plan to ensure you'll never run out. We can start with one or two items first.

## How long are your quoted prices good for?

In the current COVID-19 Pandemic market manufacturers are honoring their prices for a 24-48-hour period, as the landscape of supply and demand changes dynamically and daily. All pricing is finalized when you have executed and returned the Terms & Conditions to the manufacturer. We recommend that you place your order within 24-48 hours of receipt of the quoted price.

## Will all the products be from US suppliers?

We understand that most companies would like to receive products from US based manufacturers. That's why we always get our supplies from US based manufacturer first. When the US suppliers can't keep up with the demand, we will use our overseas suppliers to ensure fulfillment of our orders.

## Can you show Proof of life (POL)?

As soon as we received the Letter of intent (LOI) & Proof of Funds (POF) from you, we can send videos or some of local in-country warehouses, or we can arrange for a visit.

## What is the estimated shipment time?

If the products are shipping from within your country, it can be within 7-14 days. Shipping from outside of your country air or ocean liner shipments can be between 3-6 weeks.

## Can we negotiate on the prices?

The prices are set by the manufacturers, if we set up reoccurring orders in a large quantity, we can arrange the conversation with them for you. Please send us a list of your desired items & quantities along with your LOI & POF. We will set up a conference call for you.

## How can you guarantee the quality of your products?

All of our products meet FDA and C.E. standards and are certified. We can provide you with product specification & certifications.