------Sunny------
Sunny adapts extra six steps for inspection
No major quality complaints on products produced for 9 consecutive years.

Product Details

QUALITY

Smooth lines, smooth surface

Company Profile

COMPANY PROFILE
About us

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SAMPLE ROOM

Exhibition

A EXCELLENT SERVICE TEAM
About us

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Services Story

How to serve customers who just start a candle Jar business

1) Guiding the customers with a keen sense of the industry and market expertise
This is Yvonne Tang from Sunny Glassware. On April 19, 2019, I received an inquiry from David, a US customer. He said that he was starting a candle business and wanted to develop some customized glass candle jars and ceramic candle jar.
At this time, I quickly recommended some of the popular&hot sale products, such as 4oz, 6oz, 8oz, 10oz, 12oz candle jar, etc, but various beautiful and popular surface finishes. And I know these candle jars are popular on the market.
David was very excited to see the catalogs I recommended and said I am interested in developing 6oz~8oz size, a total of 6 colors. Meanwhile, David said the budget is limited since just starting a business, just want to 50 ~ 100/color.
Because of the craft problem, the minimum order quantity of ceramics is 1000/color, it is regret that we can't meet David's requirement. But it is glad that the glass candle jar can do because we produce them frequently and with some stock, which could meet any smaller order qty request. And any customized color/decoration is available.So quickly explained these to David and submit the price of glass candle jar to him together.

2) Be Patience and regular follow-up
David did not reply to me in May. I sent emails to follow up on his feedback and did not get a reply. However, I thought maybe he still was thinking about colors or other details, so there is no hurry to follow, but I will recommend new colors or products to David regularly if my company has a new surface effect launched out. I hope that our design can give an ideas to him on product development.After a month, David replied that the price of 50~100 is not competitive and he understands that this is because of labor fee, local fees, and shipping costs.So they want to increase to 1000 to 1500/color, to meet a total of 10,000pcs. Then we quickly summit the price to David and he was satisfied with the price.

3) **Help customers solve problems**
A) David selected a unique design but wanted to make it in 8oz. This is no problem: any customized design is acceptable for us and we get the ideas becoming creative fragrance products and sell them very well in the market.
B) Regarding logistics, David does not very know about logistics. But I also tell him that pls do worry, our boss Frank's wife has a professional logistics company which helps many of our customers handle shipments, so we can handle shipment to him together.

4) Always professional, quickly respond to customer needs
After a week of detailed discussion, David finally decided to proceed samples of 8oz glasses and ceramic candle jar with black, white, red, gold, silver, rose gold.We finish all the samples to him within 15 days.As a result, David was very satisfied with the sample received. Happy Ending, the order was confirmed 5 days after David receive the sample.

FAQ

1) Can you combine many items assorted in one container in my first order?
Yes, we can. But the quantity of each ordered item should reach our MOQ.

2) If any quality problem, how can you settle it for us?

When discharging the container, you need to inspect all the cargo. If any breakage or defect products were founded, you must take the pictures from the original carton. All the claims must be presented within 15 working days after discharging the container. This date is subject to the arrival time of container.

3) why you choose us?

1. We have rich experiences in glassware trade for more than 20 years and the most professional team.
2. We have 10 production line and can manufacture 15 million pieces per month, we have strict processes enable us to maintain an acceptance rate above 99% .
3. We work with more than 1800 clients in about 80 countries.
4. We offer professional one-stop world-wide logistics service.

4) Can we get your free samples?

Yes, you can. Our **Samples are free** for the customers who confirm order. But the freight for express is on buyer's account.

5) How about your MOQ?

Different kind products will be different MOQ, for some glassware in stock, small orders are acceptable.

6) How many people in your R&D department?

We have 5 professional designers, and they will develop 15 innovative designs monthly.

7) Can you give me a discount about the price?

The price depends on your quantity, if you want good price with small order, you can make more quantity in one time, and leave them in our warehouse, we will keep the goods for you until you need.

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