Product Description

Upmost dedication to design,never compression on quality

80% Fragrance Brands Supplier. No major quality complaints for 9 years.

Sunny Glassware with our fragrance brands cusotmers,dependency of life and death

Product name	mercury glass candle vessels luxury
Decorations	candle vessels
Sample lead time	5 days if at exist shaped and size of candle glass jar 15~30 days for new shape or size of candle glass jar with lids
Production lead time	35~50 days after the sample and order confirmed
OEM/ODM order	We could create new mold for your own design Moreover,we could design for you by your own idea to be a real product
Inspection	Inspect the goods by AQ standard which has extra inspect steps Accept third party inspection
Payment terms	30% deposit by T/T in advance and the balance against the copy of B/L
Shipment	By sea,by air,by Express and your shipping agent is acceptable We have own logistic company Sunny Worldwide to provide you sea& air freight shipment

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Services story

How to serve a fragrance brand client as a sales. This is really a difficult topic, because each has their own way to do business with you, and we have to talk with them in different way. Now here I will write what I usually do.

1.Sample

Sample is a very important part before order,it`s decide whether there is an order. Therefore, when receiving the customer's sample order, we must confirm the details with the customer. We have to confirm with our factory whether we can do it according to the customer's requirements. If we can't make it we

should suggest how can we modify it.Only the client accept the plan then we can arrange the sample. Of course, some clients may not have artwork or just have a concept. At this time, I will confirm with the customer what kind of products they needed, provide the product information that they know, and finally communicate with our design department according to the information provided by the customer to help them to draw the artwork. Finally send it to the client to confirm and arrange the sample according to the confirmed artwork. This step is very important. We need to help our client to be a product from a concept that they will give us the chance to make sample for them.

Sometimes the sample is not easy to be done at one time. At this time, it is necessary to tell the customer where it can be improved, or to reschedule the sample and give the best sample to the customer. For some technical problems, we must communicate with customers, discuss countermeasures, and finally come up with solutions to re-sample. I have to follow the whole process during the sample.

2. Order

Normally if the sample is ready,our customer will place an order. Then I will confirm the inspection standard of the product with the customer before placing the order. Is the product need to be fully inspected or the AQL standard, or there are other requirements. At this time, we discuses with the guests and the factory the the inspection standards to avoid some misunderstandings in product quality. At the same time, the delivery time will be confirmed with the customer and the factory, and the goods will be delivered according to the delivery date. After the order is confirmed, I will follow up the production schedule and report the progress to the customer in time. If you encounter production problems, you will find a solution. If necessary, I will go to the factory to supervise the goods and ship them smoothly. Of course, we are doing foreign trade business for a long time that we will know there are always various problems during the production. At this time, I will deal with it immediately to avoid delays in delivery. If you encounter an uncontrollable problem, you will tell the customer to negotiate with the customer the final delivery time. Otherwise, we have no reason to delay.

3. After sales services

After the order is completed, I will sort out the problems encountered during the delivery, sort out the documents, confirm with the factory what we could improvement next time, and inform the clients what we can improve next time. At the same time, we will also confirm with the customer, if there are any problems with the bulk goods, feedback to the factory to improve. For some problems cannot be improved, it is necessary to explain to the customer and reach an agreement.

In short, the purpose of my service candle holder customer is that the customer is always my God, everything is based on the customer's needs, reducing customer trouble, helping customers solve problems, allowing customers to receive goods with ease.

FAQ

If you have any questions about the products or other issues feel free to contact us!
We are waiting for you here!