

# The FAQ

**1. Are the products custom ones?**

Yes, all the products are custom ones, we can produce from drawings or samples.

**2. Do you have any off to shelf parts?**

As Cnc Machining factory, all our parts are made to order, we don't keep stocks.

**3. What's the main materials you machine?**

Aluminum, Stainless steel, Steel, Titanium, Plastic are the main materials we machine.

**4. Can you machine Plastic Material?**

Yes, plastic material is one of our common materials, the plastic materials we machine are PE, Nylon, ABS, POM and Delrin.

**5. Which format drawings can you read?**

We can read both 2D/3D drawings, such as .dwg, .x\_t, .igs, .stp

**6. How about your MOQ?**

It depends on your parts, generally 50-100 Pcs

**7. What kind of surfaces can you offer?**

As machined, anodizing, black oxide, electroplating, heat treating, grinding, polishing, powder coating, nickel plating, we have lots of surface for your choice.

**8. Which anodizing colors do you have?**

The anodizing colors are Black, Red, Silver, Green, Purple, Orange, Gold, Grey

**9. Can I get my logo etched on my parts?**

Yes and for free, as we have the logo etching equipment in house.

**10. How do you protect my designs?**

We will Non-disclosure agreement, all your designs are forbidden to show any others

**11. Can we get a sample before bulk orders?**

Yes, samples are available for quality approval.

**12. How about the lead time?**

Samples could be finished around 2 weeks, and the production will be finished about 20-35 days after samples are confirmed.

**13. How do you guarantee the Quality?**

As responsible Cnc Machining factory, We will remake for you if any issues are caused by us.

**14. How about the payment term?**

L/C T/T, Western Union, PayPa are all ok for us

**15. How about the shipment?**

Express, Air and Sea, we will suggest the suitable shipping solution based on your order volume.

