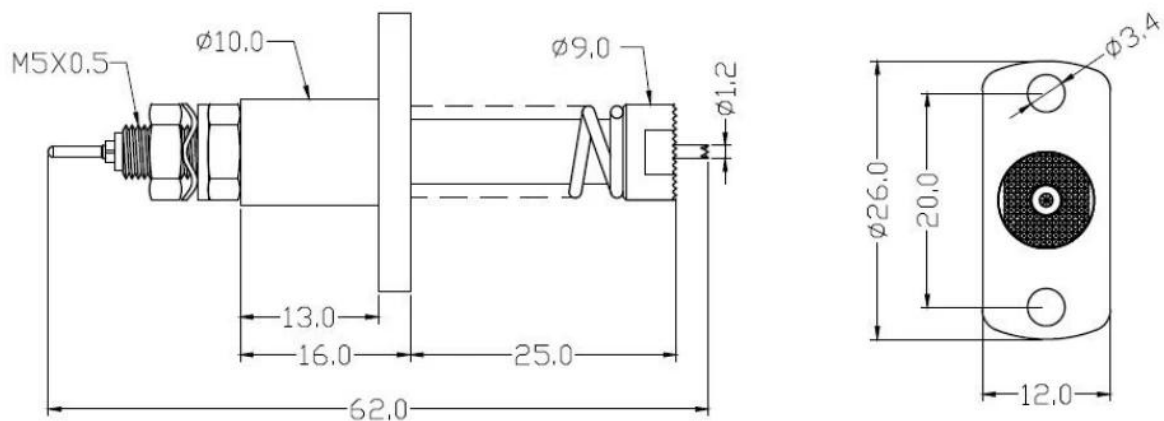


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SOURCE MANUFACTURERS / QUALITY ASSURANCE



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# FAQ

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## **1. What is terms of SFENG payment?**

Usually, we require 100% payment before delivery. You can choose Wire transfer and Pay Pal. The currency we accept are USD dollar, Japanese Yuan and RMB. Payment term is negotiable for special order.

## **2. What is the lead time of orders?**

SFENG can send standard probes products out within 3 days. For customized products, the lead time is 15-20 days depending on order quantity.

## **3.How does SFENG control product quality?**

SFENG have skilled QC team and professional testing equipment. From raw material to finished products, we have complete checking process. Only approved products are allowed to deliver to customer.

## **4. Can customized products be accepted?**

Yes, one biggest advantage of SFENG is product customization. Just telling us the parameter and function you need, our professional engineer will design product specially for you.

## **5.How does SFENG hand in case of a compliant?**

Compliant seldom happen. Usually, we will find root case and take corrective measure within one week since receiving defective samples.

