

Alibaba.com Assessed Supplier



Assessment Report

Presented to

Summit Crafts Industrial Limited

佛山市顺德区尚美工艺品有限公司

Gold Supplier & Assessed Company Relationship:	<input checked="" type="checkbox"/> Self-owned <input type="checkbox"/> Wholly Owned <input type="checkbox"/> Shareholder/Partner <input type="checkbox"/> Kindred between Owners <input type="checkbox"/> Cooperation Partner
Company Address	No. 71, Changbao West Road, Rongli, Ronggui Street, Shunde District, Foshan City, Guangdong Province, China
City / Country:	Foshan, China
Consigner of Assessment:	Alibaba
Gold Supplier Member ID:	cnsummitcraft
Gold Supplier Company Name:	Summit Crafts Industrial Limited
Contact Person:	Ms. Sasa Yang
Phone Number:	0086-757-28810815, 0086-13670909397
Fax Number:	0086-757-28810895
Email:	sales2@summit-craft.com
Website Address (URL):	http://summitcraft.en.alibaba.com

Service Provided by Bureau Veritas Certification

Report No.: 12858563_P+T





Report Number:	12858563_P+T	Assessment Type:	Production & Trade Assessment
Date of Assessment:	06/Jul./2016	Report Date:	06/Jul./2016
Assessor's Name:	Raymond He	Validity Period:	07/Jul./2016 -- 06/Jul./2017
Reviewed By:	Gongyan Qiu	Online Verification:	www.bv-certification.com.cn

Important Notes:

Bureau Veritas's Disclaimer:

This report reflects our findings for the particularly concerned company on the date of our service only. This report does not discharge or release the factory/sellers/suppliers from their commercial, legal or contractual obligations with buyers in respect of products provided by the factory/sellers/suppliers. Any reader other than the party for whom this report has been specifically issued is hereby informed that the general conditions of service of Bureau Veritas contain liability limitation provisions.

Alibaba.com's Disclaimer:

This report has been independently prepared by a third party verification agency. The report is provided on an "AS IS" and "AS AVAILABLE" basis. The information contained in the report may change without notice and no obligation is assumed to update the information after publication. Alibaba (including its affiliates) is not involved in the preparation of the report. Publishing of the report by no means means that Alibaba endorses or recommends the report. Therefore, Alibaba cannot be held responsible for any inaccuracy or omission in the report.

To the maximum extent permitted by law, Alibaba expressly disclaims any warranty, expressed or implied, in regard to the report, including any implied warranty of merchantability, fitness for a particular purpose or non-infringement. Your use of or reliance on this report will be at your own discretion and risk. To the maximum extent permitted by law, in no event shall Alibaba be liable for any party for any direct, indirect, punitive, incidental, special or consequential damage costs, expenses, legal fees or losses or any damages whatsoever arising out of or in any way connected with any use of the report even if advised of the possibility of such damages.



Contents

Section 1: Company Overview.....	5
1.1 Legal Validity.....	5
1.2 Company Building Information	5
Section 2: Human Resources	6
2.1 Company Chart	6
2.2 Employee Headcount.....	6
2.3 Management.....	6
Section 3: Current Export Situation	7
Section 4: Export Business Capacity.....	8
4.1 Market Distribution (Previous 12 Months)	8
4.2 Main Clients.....	8
Section 5: Production Capacity	9
5.1 Annual Production Capacity (Previous Year)	9
5.2 Production Capacity	9
5.3 Production Machinery.....	9
5.4 Testing Machinery.....	9
5.5 Subcontractors.....	9
Section 6: Quality Assurance	10
6.1.1 Quality Management System Certification.....	10
6.1.2 Product Certification	10
6.2 Testing Report.....	10
6.3 Quality Control Management.....	10
6.4 Supplier Management	11
6.5 After Sales Service.....	11
Section 7: Production Process Management.....	12
Section 8: R & D Capacity	13
8.1 Current Situation.....	13

Report No:	12858563_P+T	Report date:	06/Jul./2016	Assessed By	Raymond He	
CONFIDENTIAL		All Rights Reserved			Page No:	3 of 24



8.2 R&D Real Case Description 14

8.3 Design Process 15

8.4 Design Devices..... 15

Section 9: Company Development / Expansion Plans 16

Section 10: Production Flow 17

Section 11: Certification & Photos 18

Section 12: Company and Product Samples 21

Section 13: Competitive Advantages 24

 13.1 Product Group Capacity 24

 13.2 Real Case for Lower MOQ & Short Lead Time 24

 13.3 Real Case for Large Contract 24

 13.4 Overseas After Sales Service Capacity 24

 13.5 After-sales Service Capacity..... 24

Report No:	12858563_P+T	Report date:	06/Jul./2016	Assessed By	Raymond He	
CONFIDENTIAL		All Rights Reserved			Page No:	4 of 24



Section 1: Company Overview

Company Overview			
1.1 Legal Validity			
Does the company have a valid business license?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Business License Number:	4406812012713
Year Established:	10/Jul./2003	Validity Period:	10/Jul./2003 -- 31/Dec./2049
Export Experience:	12 Years	Industry Experience:	12.9 Years
Registered Address:	No. 71, Changbao West Road, Rongli, Ronggui Street, Shunde District, Foshan City, Guangdong Province, China		
Company Address:	No. 71, Changbao West Road, Rongli, Ronggui Street, Shunde District, Foshan City, Guangdong Province, China		
Annual review conducted by the Industrial & Commercial Bureau?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Reviewed By:	Market Supervision Administration of Foshan Shunde Municipality
Registered Capital:	RMB 500,000		
Corporate Representative:	Mr. Zhanpeng Yang		
Industry:	Crafts		
Business Type:	<input type="checkbox"/> Manufacturer <input type="checkbox"/> Trading Company <input checked="" type="checkbox"/> Manufacturer & Trading Company		
Type of Ownership:	<input checked="" type="checkbox"/> Private Owner <input type="checkbox"/> Public Company <input type="checkbox"/> Joint Venture <input type="checkbox"/> Stated Owned <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Other		
Products /Service:	Polyresin Crafts and Decors		
1.2 Company Building Information			
Certification Type: <input type="checkbox"/> Land Certification <input type="checkbox"/> Real Estate Certification <input checked="" type="checkbox"/> Lease Agreement <input type="checkbox"/> Factory Officer Claimed			
Total Building Size: <u>342 m²</u>			
Number of Building(s) : <u>1</u>			
Office Size: <u>80 m²</u>			



Section 2: Human Resources

Human Resources				
2.1 Company Chart				
<pre> graph TD GM[GM] --- Finance[Finance Dept.] GM --- Sales[Sales Dept.] GM --- Mfg[Mfg. Dept.] GM --- Quality[Quality Dept.] GM --- Admin[Admin. & HR Dept.] </pre>				
2.2 Employee Headcount				
Department Name	Full Time Employee(s)	Part-Time Employee(s)	Total	
GM	1	0	1	
Finance Dept.	2	0	2	
Sales Dept.	6	2	8	
Mfg. Dept.	12	25	37	
Quality Dept.	2	0	2	
Admin. & HR Dept.	1	0	1	
Total Number:	24	27	51	
2.3 Management				
Department	Name	Title	Education	Year(s) in Current Company
GM	Mr. Paul Yang	GM	Junior college graduate	12.9
Finance Dept.	Ms. Huiyi He	Manager	Junior college graduate	12.9
Sales Dept.	Ms. Sasa Yang	Manager	University graduate	6.9
Mfg. Dept.	Mr. Eric Liang	Manager	Junior college graduate	11.9
Quality Dept.	Ms. Shuiying Mo	Manager	Senior high school graduate	6.9
Admin. & HR Dept.	Mr. Jingsheng Yang	Manager	University graduate	5.9



Section 3: Current Export Situation

Current Export Situation				
There is/are <u>8</u> foreign trading employee(s) in the company.				
Working Experience	Headcount	Accepted Language	Listening & Speaking	Reading & Writing
Over 30 Years	0	English	Yes	Yes
21-30Years	0	N/A	N/A	N/A
11-20 Years	0	N/A	N/A	N/A
6-10 Years	4	N/A	N/A	N/A
2-5 Years	2	N/A	N/A	N/A
Less than 2 years	2	N/A	N/A	N/A
Does the company have a valid export license?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		
Export License Registration No.:		4400752097589		
Total Revenue (Previous Year):		USD 4,617,000		
Total Export Revenue (Previous Year):		USD 4,594,000		
Estimated Export Revenue (Current Year):		USD 4,800,000		
Trade Agents Employed Overseas:		<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Nearest Port:		Shunde Port, Guangzhou Port, Shenzhen Port		
Accepted Payment Terms		<input checked="" type="checkbox"/> FOB <input checked="" type="checkbox"/> CIF <input checked="" type="checkbox"/> EXW <input checked="" type="checkbox"/> CFR		
Accepted Payment Type:		<input checked="" type="checkbox"/> L/C <input checked="" type="checkbox"/> T/T <input checked="" type="checkbox"/> Credit Card <input checked="" type="checkbox"/> Cash <input checked="" type="checkbox"/> West Union <input type="checkbox"/> Money Gram <input type="checkbox"/> Paypal <input type="checkbox"/> Moneybooker		
Average lead time from product order confirmation to production delivery (products exiting the factory):				
Product Category	Lead Time	Unit		
Polyresin Crafts and Decors	30	Days		
Average Sampling Time				
Product Category	Lead Time			
Polyresin Crafts and Decors	13 Days			
The Shortest Sampling Time				
Product Category	Shortest Lead Time			
Polyresin Crafts and Decors	10 Days			



Section 4: Export Business Capacity

Export Business Capacity			
4.1 Market Distribution (Previous 12 Months)			
Market	Main Product(s)	Revenue (USD)	Total Revenue (%)
North America	Polyresin Crafts and Decors	Confidential	43.36
South America	Polyresin Crafts and Decors	Confidential	31.41
Eastern Europe	Polyresin Crafts and Decors	Confidential	0.65
Southeast Asia	Polyresin Crafts and Decors	Confidential	13.00
Africa	N/A	0	0.00
Oceania	Polyresin Crafts and Decors	Confidential	0.69
Mid East	Polyresin Crafts and Decors	Confidential	0.65
Eastern Asia	N/A	0	0.00
Western Europe	Polyresin Crafts and Decors	Confidential	9.74
Central America	N/A	0	0.00
Northern Europe	N/A	0	0.00
Southern Europe	N/A	0	0.00
South Asia	N/A	0	0.00
Domestic Market	Polyresin Crafts and Decors	Confidential	0.50
4.2 Main Clients			
Client Name	Main Product(s)	Total Revenue (%)	
Confidential	Confidential	Confidential	



Section 5: Production Capacity

Production Capacity				
5.1 Annual Production Capacity (Previous Year)				
Polyresin Crafts and Decors: 30,000 PCS				
5.2 Production Capacity				
Product Name	Production Line Capacity	Actual Units Produced (Previous Year)		
Polyresin Crafts and Decors	5,000 PCS / Month	30,000 PCS		
5.3 Production Machinery				
Machine Name	Brand & Model No.	Quantity	Number of Year(s) Used	Condition
Rotary Vane Vacuum Pump	X-100A	2	9	Acceptable
Burnishing Machine	3.5KW	3	7	Acceptable
Sand Blasting Machine	No Information	2	10	Acceptable
5.4 Testing Machinery				
Machine Name	Brand & Model No.	Quantity	Number of Year(s) Used	Condition
Calipers	0.05mm	1	4	Acceptable
Levelling Instrument	DP91B	1	4	Acceptable
Pantone Card	No Information	1	4	Acceptable
5.5 Subcontractors				
Subcontractor Name	Product Subcontracted	Volume Supplied	Cooperation Period (Years)	
N/A	N/A	N/A	N/A	



Section 6: Quality Assurance

Quality Assurance				
6.1.1 Quality Management System Certification				
Certification	Certified By	Certificate No.	Business Scope	Validity Date
N/A	N/A	N/A	N/A	N/A
6.1.2 Product Certification				
Certification	Certified By	Certificate No.	Product Name & Model No.	Validity Date
N/A	N/A	N/A	N/A	N/A
6.2 Testing Report				
Certification	Certified By	Certificate No.	Product Name & Model No.	Validity Date
Product Test Report (FDA)	BV	(5508)354-1058	Small Plate, E-04	06/Jan./2009 -- 31/Dec./2049
Product Test Report	STR	A21960963	Clear Resin RR Flying Lady Figure	16/Jun./2009 -- 31/Dec./2049
Product Test Report	CTI	TLSZE00052548	The Night Before Christmas Gift Set	23/Aug./2012 -- 31/Dec./2049
Product Test Report	CTI	RHS03G003035	Master Carbon, Inner Blister Tray, PVC Box	30/May/2014 -- 31/Dec./2049
6.3 Quality Control Management				
Item	Content		Observations /Comments	
6.3.1	Is there quality control on all production lines?		<input checked="" type="checkbox"/> Yes, all production lines have adequate quality control <input type="checkbox"/> Yes, some production lines have adequate quality control <input type="checkbox"/> No	
6.3.2	Do the QA/QC inspectors work independently from the production line?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	
6.3.3	Who does the QC/QA Manager /Supervisor report to?		GM -- Mr. Paul Yang	
6.3.4	How many QA/QC inspectors in total?		2	
No. of Employees in Each Production Line:				
Production Line	Supervisor	No. of Operators	No. of In-line QC/QA	
Workshop	2	8	2	
6.3.5 Average Guarantee Time				
Product Category			Guarantee Time	
N/A			N/A	
6.3.6 The Longest Guarantee Time				



Product Category	Guarantee Time
N/A	N/A

6.4 Supplier Management

Item	Content	Observations /Comments
6.4.1	Does the company have a supplier assessment procedure?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.4.2	Does the company have an updated list of approved suppliers?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
6.4.3	Has the company established and implemented a standard procedure for purchasing contract review and approval?	<input checked="" type="checkbox"/> Yes, with written standard procedures <input type="checkbox"/> Yes, with written procedure but lack of consistent standard <input type="checkbox"/> No
6.4.4	Does the company keep its supplier assessment reports?	<input type="checkbox"/> Yes, assessment reports are available for more than 3 years <input checked="" type="checkbox"/> Yes, assessment reports are available for the last 1-3 years <input type="checkbox"/> Yes, assessment reports are available for the previous 12 months <input type="checkbox"/> No
6.4.5	Are the company's purchasing documents sufficient to ensure product safety control and their customers' requirements?	<input checked="" type="checkbox"/> Yes, the purchasing document includes all the information required <input type="checkbox"/> Yes, however the purchasing document includes incomplete information <input type="checkbox"/> No
6.4.6	Is there a procedure to conduct random product inspections after final packaging?	<input checked="" type="checkbox"/> Yes, with clear standard and written inspection records <input type="checkbox"/> Yes, with inspection records but no procedures <input type="checkbox"/> Yes, with procedures but no inspection records <input type="checkbox"/> No, inspections are not necessary

6.5 After Sales Service

Item	Content	Observations /Comments
6.5.1	Is customer feedback, including complaints, clearly recorded and maintained?	<input checked="" type="checkbox"/> Yes, with a standard feedback form and records <input type="checkbox"/> Yes, with a standard feedback form but no records <input type="checkbox"/> Yes, with records but no standard feedback form <input type="checkbox"/> No
6.5.2	Are there any clear procedures for handling customer complaints?	<input checked="" type="checkbox"/> Yes, with clear procedures and written records <input type="checkbox"/> Yes, with clear procedures but no written records <input type="checkbox"/> Yes, with written records but no clear procedures <input type="checkbox"/> No
6.5.3	Is there a closed-loop corrective action system in place?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No



6.5.4	Can finished/packaged products be traced by lot identification to the appropriate raw material test reports?	<input type="checkbox"/> Yes, with procedures to trace raw materials <input checked="" type="checkbox"/> Yes, main raw material can be traced <input type="checkbox"/> No, only the production date can be traced <input type="checkbox"/> No
6.5.5	Is there a product alert and recall procedure?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No

Section 7: Production Process Management

Quality Control Management		
Item	Content	Observations /Comments
7.1	Is the factory tidy and clean enough for production?	<input type="checkbox"/> Yes, very good <input checked="" type="checkbox"/> Yes, acceptable <input type="checkbox"/> No, needs improvement <input type="checkbox"/> No, very poor
7.2	Are the following items /documents provided at the appropriate location?	<input type="checkbox"/> Work instructions <input type="checkbox"/> Approved sample <input checked="" type="checkbox"/> Product picture <input type="checkbox"/> No the above-mentioned was not available.
7.3	Are written instructions available for onsite material inspection/testing? Are the relevant records maintained?	<input checked="" type="checkbox"/> Yes, with clear written instructions and records <input type="checkbox"/> Yes, with written instructions but no records <input type="checkbox"/> Yes, with records but no written instructions <input type="checkbox"/> No
7.4	Are written inspection/testing instructions available for finished products? Are the relevant records maintained?	<input checked="" type="checkbox"/> Yes, with clear written instructions and records <input type="checkbox"/> Yes, with written instructions but no records <input type="checkbox"/> Yes, with records but no written instructions <input type="checkbox"/> No
7.5	How are finished products inspected?	<input type="checkbox"/> 100% of products with detailed inspection <input checked="" type="checkbox"/> Random inspection <input type="checkbox"/> No inspection <input type="checkbox"/> No inspection necessary
7.6	Are units that failed inspection clearly marked and separated to prevent accidental dispatch?	<input type="checkbox"/> Yes, the units are separated and marked clearly <input checked="" type="checkbox"/> Yes, the units are separated but not marked clearly <input type="checkbox"/> No
7.7	How are finished products that failed inspection handled?	<input checked="" type="checkbox"/> Repaired and re-inspected <input checked="" type="checkbox"/> Thrown away <input type="checkbox"/> No inspection necessary



Section 8: R & D Capacity

R&D Capacity				
8.1 Current Situation				
There is/are <u>2</u> R&D engineer(s) in the company.				
Education Level	Headcount		Work Experience	Headcount
Doctorate	0		Over 30 Years	0
Post-Graduate	0		21-30 Years	0
Graduate	0		11-20 Years	1
Junior College	2		6-10 Years	1
Technical School	0		2-5 Years	0
High School	0		Less than 2 years	0
Patent Situation				
Patent No.	The Name of the Patent		The Patent Type	Available Date
N/A	N/A		N/A	N/A
Brand Situation				
Registration/ application No.	Brand Name	For Approval to Use Goods	Validity Date	Ref.
11842401	Refer to the Photo	Class 10: Furniture, glass steel container, picture frame, bamboo wood crafts, wood, wax, gypsum or plastic statue, resin crafts, resin statue, wood or plastic sign stand, table top, curtain clip (end)	21/May/2014 -- 20/May/2024	Photo in Section 11 (Trademark Photos)
The Average Time For New Products Launched				
Product Category		Lead Time		
Polyresin Crafts and Decors		20 Days		
The Shortest Time For A New Item Launched				
Product Category		Shortest Lead Time		
Polyresin Crafts and Decors		20 Days		
Does the company provide ODM service for others?		<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		



Are there relevant design input/output, review, and verification documents available for the assessment company?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Based on inspection, are R & D employees equipped with adequate specialized equipment?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
If yes, please list all key equipment used:	N/A
Do R& D employees use any specific software for designing new products?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If yes, please list the main software used:	Pro/e, PS, Auto CAD
Please list all certifications and/or qualifications of the R & D department:	N/A
Has the company established standard design procedures for new products?	<input checked="" type="checkbox"/> Yes, with clear written instructions <input type="checkbox"/> Yes, without written instructions <input type="checkbox"/> No
Have the designed products been internal verified or validated?	<input type="checkbox"/> Yes, with clear written records <input checked="" type="checkbox"/> Yes, only part written records <input type="checkbox"/> Yes, without written records <input type="checkbox"/> No
Have the designed products been tested by a third-party inspection body?	<input type="checkbox"/> Yes, all designed products have been tested <input checked="" type="checkbox"/> Yes, only part of designed products have been tested <input type="checkbox"/> No
Are the designed products confirmed by the customers?	<input checked="" type="checkbox"/> Yes, all designed products have been confirmed <input type="checkbox"/> Yes, part of designed products have been confirmed according to client's requirements <input type="checkbox"/> No
Does the company has qualification requirements for designers?	<input checked="" type="checkbox"/> Yes, with written job description <input type="checkbox"/> Yes, without written job description <input type="checkbox"/> No, but at least two years design experience is needed <input type="checkbox"/> No
Are the designers' qualifications recognized by the company?	<input checked="" type="checkbox"/> Yes, with written records <input type="checkbox"/> Yes, without written records <input type="checkbox"/> No
8.2 R&D Real Case Description	
Customer's Name	Confidential
Customer's Location	Confidential
Customer's Industry:	Confidential
Order's Requirement Description:	Confidential



8.3 Design Process		
Process 1	Process 2	Process 3
		N/A
Description: Design Program	Description: Design Review	Description: N/A
8.4 Design Devices		
N/A	N/A	N/A
N/A	N/A	N/A



Section 9: Company Development / Expansion Plans

Company Development / Expansion Plans		
Item	Company Development Action	Timeframe
1	The organization is going to develop the international B2C business.	1 year
2	The organization is going to build the international B2C sales team.	2 years



Section 10: Production Flow

Production Flow					
No	Production Process	No	Production Process	No	Production Process
1	 Mould	2	 Compression & Molding	3	 Polishing 1
4	 Polishing 2	5	 Sand Blasting	6	 Painting 1
7	 Painting 2	8	 Packing	9	N/A
					N/A



Section 11: Certification & Photos

Certification & Photos

Certification & Photos -- Business License



Certification & Photos -- Business License

(Duplicate) with Certificate / Records of Annual Inspection



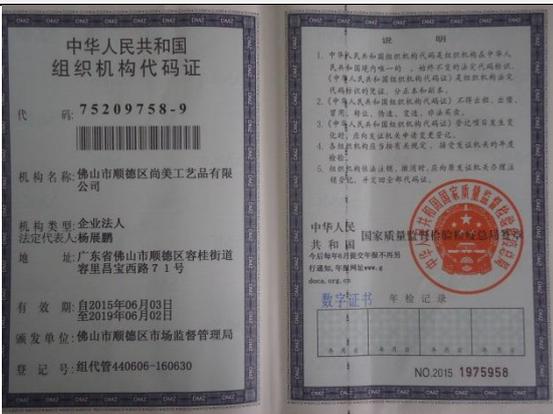
Certification & Photos -- Tax Registration Certificate



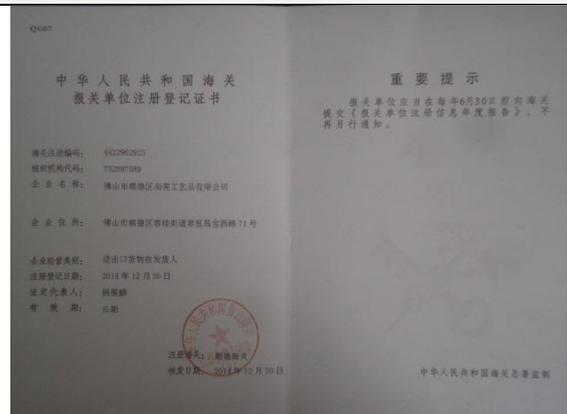
Certification & Photos -- Permit for Opening Bank Account



Certification & Photos -- Organization Code Certificate

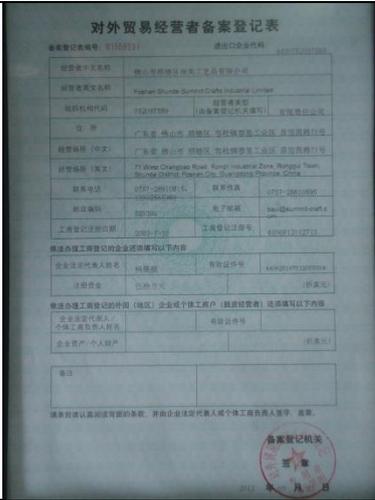


Certification & Photos -- Custom Clearance Registration Form





Certification & Photos -- Import and Export Enterprise Registration

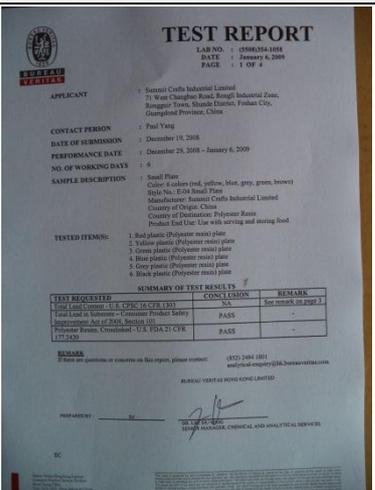


Certification & Photos -- Shunde Establishment Project Environmental Effect Authorization

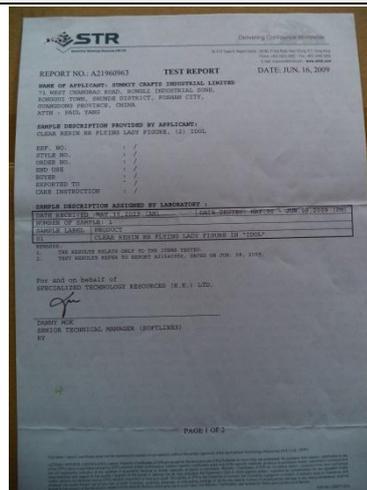


Testing Report Photos

Certification & Photos -- Test Report 1



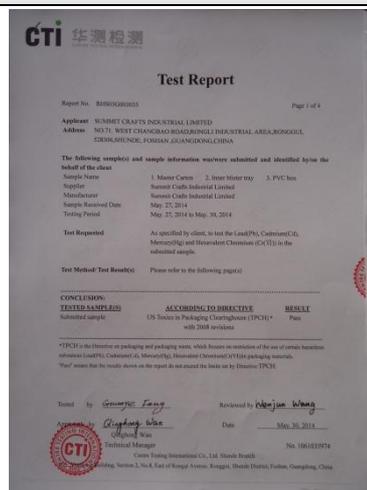
Certification & Photos -- Test Report 2



Certification & Photos -- Test Report 3



Certification & Photos -- Test Report 4



Trademark Photos

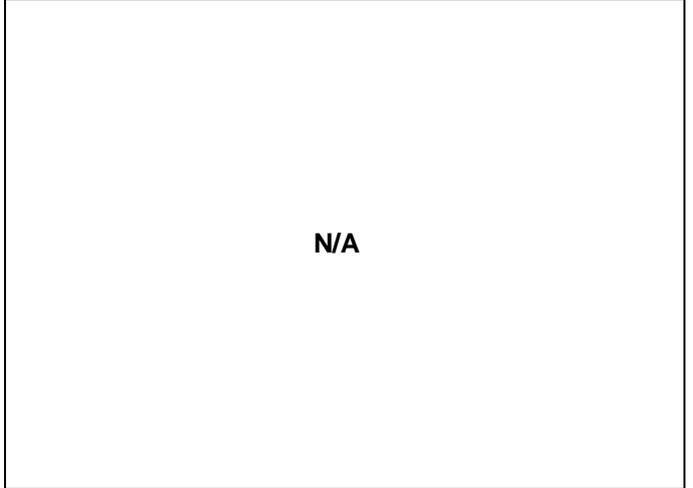
Report No:	12858563_P+T	Report date:	06/Jul./2016	Assessed By	Raymond He
CONFIDENTIAL		All Rights Reserved		Page No:	19 of 24



Certification & Photos -- Trademark Certificate



Certification & Photos -- N/A





Section 12: Company and Product Samples

Company and Product Samples

Company Gate



Office



Workshop



Workshop



Product Sample



Product Sample





Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample





Product Sample



Product Sample



Product Sample



Product Sample



Product Sample



Product Sample





Section 13: Competitive Advantages

13.1 Product Group Capacity		
13.1.1 Products Sold (Within 12 Months)		
Products Name	Quantity	Revenue (USD)
Polyresin Crafts and Decors	Confidential	4,617,000
13.1.2 Suppliers Cooperated With (Within 12 Months)		
No. of cooperation suppliers (total)	23	
No. of suppliers (which cooperated over 2 times)	18	
No. of provinces which cooperation suppliers belong to	1 (Guangdong)	
Would the company like to provide design solution service for integration project?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
If yes, these projects include	N/A	
Would the company like to provide a total solution for purchasing?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> Part, _____ <input type="checkbox"/> No	
If yes, please describe it	Provide other material crafts for customer.	
13.1.3 Real Case Description:		
Customer Name	Confidential	
Customer Country	Germany	
Customer Region	Western Europe	
Products Category	Polyester Rope	
Order Value (USD)	100	
Order Processing Process	Normal	
Customer's Feedback	N/A	
13.2 Real Case for Lower MOQ & Short Lead Time		
Products Name	MOQ (Within 12 Months)	Shortest Lead Time
Polyresin Crafts and Decors	100 PCS	10 Days
13.3 Real Case for Large Contract		
Products Name	Order (Within 12 Months)	Shortest Lead Time
Polyresin Crafts and Decors	USD 327,600	40 Days
13.4 Overseas After Sales Service Capacity		
13.4.1 Average response time	4 Hours	
13.5 After-sales Service Capacity		
Does the company accept small order?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	

-- End of Report --