

How to buy products from us?

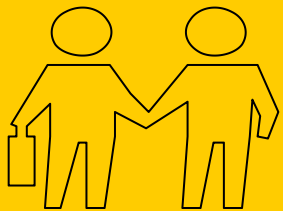
Visit our website:
www.eralighting.com to find the
suitable products.

send inquiry or contact us to get
offer/ more information.
Email: info@eralighting.com
sales@eralighting.com


The products and quantity you
confirmed, we will send PI to you.

Please resign the PI and
send to us to ensure this
order.

Everything is ok, please pay
the deposit and send the
bank bill to us.



Producing Process

 Once checking the bank bill, we will arrange to produce your goods.

1. Booking the spares from our suppliers.

2. Assembling the each part of goods.

3. Testing the goods about 2days.

4. Each goods is ok, then will be packaged those. And please arrange the balance to us.



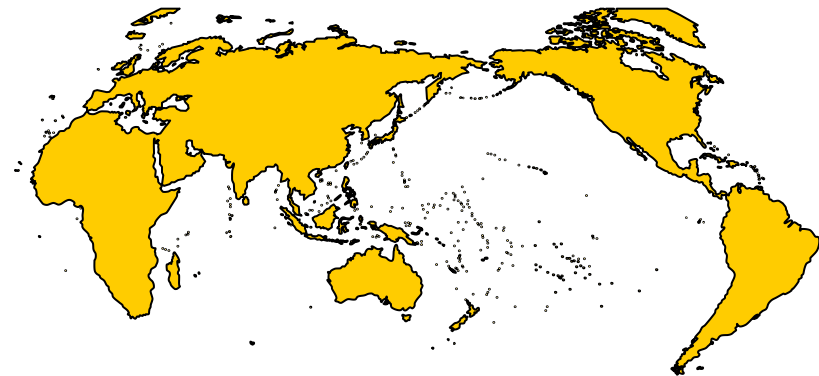
Shipping

Once we get your paid, all the goods will be shipped to you.

If you let us to ship your goods, then we will let our shipping agent to send your goods to you by express/sea. Which shipping term is chosen by yourself.

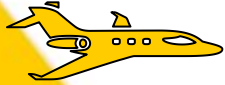
If you have your shipping agent, we will contact them to pick your goods up from our company. Then they will ship to you.

- If by express, we will send the tracking number to you.
- If by sea, the B/L we will send to you before the goods arriving your port.
- If by air, please prepare to pick up your goods from the airport.



Customs Clearance

When the cargo have arrived your country



By Express

The Shipping company will help you clearance and pay the customs fee for you first. Then the DHL/FedEx/UPS will ask you pay the tax.

You need to return the fee to express.

By Sea



You need to go to finish the tax in local customs and pay the fee by yourself.



Pay Attention:

If you do not complete the clearance within the period of valid, it will produce more additional costs. For more details, please refer to local customs, because every countries have different rules.

Reference



1. The customs fee is tax, not shipping cost. The fee is normal, everyone needs to pay the customs fee when they import the cargo.

2. When the cargo arrive to the local customs department, your local customs will calculate this cost.

3. The tax is for customs, because different countries have different tariff system, so the specific cost you need to based on your countries.

Know more
about the
tax



**local import and
export department**

what is the fee charge?



Call DHL/Fedex/UPS to fax the bill



Contact us to get help
www.eralighting.com

THE WARRANTY



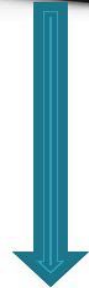
Get one year warranty from the day when you get the goods on.



Any problems with our products within the warranty, please contact us for more details.

Email: info@eralighting.com

Quality Issue



1. The problem appears

2. send photos / videos for us

3. Once the problems confirmed.



Get feedback by email or telephone



4.



send you the replace parts/accessories free if needed.

The don' t include the misuse, other mistakes caused by human factors or during transport, and the lamp is not under warranty.

Thanks your view!

www.eralighting.com
info@eralighting.com

