

## FAQ

### 1. What's the material of air cushion film?

RE: HDPE, LDPE.

HDPE is the most widely used now.

LDPE is more transparent than HDPE.

### 2. What's the thickness of air cushion film?

RE: Normally the thickness of HDPE material is 0.7-1.5 mil

The thickness of LDPE material is 1.2 mil.

### 3. What's the specifications of air cushion film?

RE: There are 8 ", 16 ", 23 " width film.

We also accept customized sizes.

### 4. What's the length of per roll film?

RE: Normally is 984 ft per roll or customized.

### 5. What's the weight of per roll?

RE: It depends on the different specifications of film.

### 6. What's the bearing weight of air cushion film?

RE: For air bubble film can bear weight of 120kg.

For air pillow film can bear weight of 60kg

### 7. Can you print logo?How many colors?What's the cost?

RE: Sure,we accept customized logo. Normally is 1-2 colors printing.

The maximum is 5 colors. The printing plate cost is \$100 per color.

### 8. How to pack the air cushion films?

RE: Firstly pack in carton, then put on pallet with stretch film for wrapping.

### 9. What's the delivery time?

RE: Normally within 15 working days once received the deposit.

It depends on the quantity and any other requirements.

### 10. What's the payment term?

RE: We accept T/T payment. 30% deposit after confirmation and balanced before shipping.

### 11. Where's your nearest port?

RE: Shanghai, ningbo or accept customer designated port shipment.

### 12. What's you MOQ?

RE: If order the ready size in our warehouse, MOQ is 1 roll.

If do customized order, the MOQ is 50 rolls.

### 13. What's your supply ability of per month?

RE: For air bubble film, 10,000 rolls per month.

For air pillow film, 15,000 rolls per month

**14. How many blowing film machine and bag making machines you have?**

RE: There are 10 sets of blowing film machines and 12 sets of bag making machines.

**15. Where are your main market?**

RE: Europe: The united of kingdom, Germany, Denmark, Netherlands Norway, Sweden, Ireland, Spain, Russia, Austria, Poland, Serbia;

South America & North America: Canada, Panama, Columbia, Saint Lucia;

Southeast Asia: Singapore, Indonesia, Malaysia, Philippines, Vietnam, Thailand;

Asia: South Korea, India, Japan;

The Middle East: Saudi Arabia, Egypt, the United Arab Emirates, Pakistan;

Australia: Australia, New Zealand.

**16. How long is the warranty and life time of the machine?**

RE: 1 year warranty. The life time is over 3 years.

**17. In warranty period, if the equipment fails, how to guarantee and how to calculate the maintenance cost?**

RE: During the warranty period, the maintenance method is online guidance service. Free maintenance. Our company will be sent to after-sale personnel, responsible for communication of machine problems, and through video guidance to help to solve. If machine problems can't be solved via online guidance, we will provide new machine for free replacement. The problem machine needs to be sent back to our company first. (But the shipping cost will charged by you). The new machine will be arranged for free.

**18. If not in the warranty period, the machine failed, how to repair it?**

RE: We can still provide online guidance service. If you need to return the machine to repair or replace the new one, the shipping cost will be charged by you.

**19. What areas the products applied?**

Our products can be used for logistics ,Electronic equipment, machine parts, snakes, fruit and so on. It reduce the buffer and improve shock resistance.