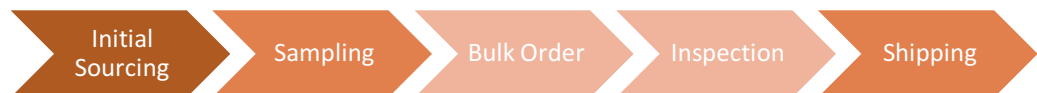


Ice Communications

Frequently Asked Questions

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What process does Ice Communications follow to source products?



Initial Sourcing

Tell us the product you'd like to source and we'll find qualified suppliers. If there is no qualified supplier for your product, we'll recommend alternatives.

Once this phase is complete we'll email you a sourcing report on two or three appropriately qualified suppliers that details:

- The supplier's company name
- Website address
- The appropriate contact person
- Our due diligence (certifications, compliance checks)
- Main export markets
- If they supply to any big name brands (optional, if yes, brand name & photos).
- If after assessing this information and determining which supplier you wish to engage we can move to the sampling phase.

Sampling

To commence the sampling phase we require the following details:

- Supplier name
- Model number (if applies)
- Material (if applies)
- Colour
- Quantity

A note on sample payments <USD\$50

Some Chinese suppliers may not accept Paypal for sample payments as Paypal charges USD\$30 for withdrawal to a Chinese bank account. To overcome this, Ice Communications can pay on your behalf for small samples valued at USD\$50 or less per piece. This will be marked on the work diary as an expense and will be billed in the usual manner.

Bulk Order

Once you are ready to place a bulk order, we will discuss the following details via Skype:

- Supplier name
- Model number (if applies, same as sample? Modifications?)
- Material (if applies)
- Colour
- Quantity
- Packaging
- Potential shipping method (all via air / sea, partial via air, rest via air?)

The benefit of working with Ice Communications is that we will follow up with suppliers on orders and provide updates to give our customers confidence their order is being processed as efficiently as possible.

Inspections

When the shipment is complete, we can:

1. Obtain photos and videos from suppliers for inspections. (No extra cost)
2. Arrange an onsite inspection. The fee for this varies for each individual shipment (approx. USD\$300-\$350).
3. Email an inspection report that includes:
 - Factory overview
 - Raw material storage
 - Production line

- QC procedures
- Packaging department
- Finish goods warehouse
- Random check of goods (this will be discussed in details prior to inspection)

All onsite inspection report will come with a written report along with photos and videos.

Shipping

When the shipment is complete (or nearing completion), the supplier will provide packing specifications. We can arrange a quote for shipment to go virtually anywhere on the globe and the advantages of using this service include:

- Great rates – we speak with multiple providers before giving you the most competitive quote.
- Reliable and trustworthy – we only work with providers who have a proven track record shipping to your location.
- Fast and efficient service – our China-based team expertly navigate the complexities of international shipping, coordinating between suppliers and the shipping agent.
- No hassle delivery – a one-stop approach means we handle local pickup, customs declaration, international shipping, destination port clearance and delivery to your door.
- Rapid response – the team are committed to answering any queries or concerns as soon as possible, regardless of time zones.

How long does it take to get the sourcing report?

Usually sourcing reports are completed within 2-3 business days for standard products. If sourcing a more complicated product this may take longer, but almost always within 5-7 business days.

How do I pay for the work?

Ice Communications sends out a work diary on a weekly basis, generally at the end of the week.

The work diary outlines the dates, description of work, how long it takes to complete and a summary of hours. If there are expenses for samples or shipping (with your consent), it will be listed as expense. Payment is via Paypal.

How much do samples usually cost?

Suppliers sometimes offer free samples, but often they will charge a small fee. The below is provided as an approximate guide*:

- Small samples – USD\$10 – USD\$20

- Medium samples – USD\$20 – USD\$30
- Large samples – USD\$30 – USD\$50 or more

**The above figures assume in-stock samples. If the sample is not in stock or customized to order, the cost may rise.*

I am ordering samples from various suppliers. Can this be consolidated into the one package prior to shipping?

Yes. We can order samples from multiple suppliers and forward them to our local shipping agent. Once all the samples arrive, we will ship these to you as one consolidated package.

How long does it usually take for the samples to arrive at my location?

This depends on if the samples are in stock or customized. If the sample is in stock, it usually takes 2-3 days to arrive at our shipping agent. From the shipping agent, using a service such as DHL / FedEx / UPS / TN, it will then take approx. 5 days to arrive at your door.

Can we negotiate on original quoted price when we are ready to order?

We always try to get the best deal possible, but if the order quantity is small or just meets a supplier's minimum order quantity (MOQ), there usually isn't room to move down on price. The best opportunity for price negotiation is when the order quantity builds up over time.

Can we do private label and branding on products?

Yes. There are various ways to do this with additional costs involved:

- A label sticker on package
- Printed logo and branding info on package (a minimum order is required)
- Instructions / Thank you card insert

What are the standard payment terms and payment method?

This depends on the lead time and varies between suppliers. As a guide:

- 2 weeks or less – usually 100% full payment.
- 3 week or more – usually 30% deposit and 70% balance before shipment.

**This may vary from suppliers.*

What is the difference between Ex-factory Price (EXW) VS Free Onboard Price (FOB)?

DDU VS DDP	Ex-factory Price (EXW)	Free Onboard Price (FOB)
Definition	Ex-factory Price	Free Onboard Price
Delivery to Port	X	√
Local Customs Charges	X	√
Shipping Document Fee	X	√
Applications	Air Shipping	Sea Shipping (from one supplier only, not combined suppliers)
Currency	CNY / USD	USD

When should I deal on EXW and when on FOB?

1. Air shipment usually goes well with EXW as local customs declaration from origin port is not as formal as sea shipment. Also air shipments usually include pickup cost from suppliers.
2. Sea shipment usually will be dealt on FOB term. This applies to shipment being shipped is from one supplier only.
3. Exception – when shipment is a combination of products from multiple suppliers, it's in our best interests to deal on EXW. This can allow us the flexibility to deal with shipping agents and save us paying for FOB charges (customs declarations and local delivery charges) multiple times.

I am living outside of USA / UK but would like to ship to USA / UK, what do I need?

If you are located outside US/UK, or you don't want to use your tax file number for customs clearance, Ice Communications works with shipping agents who can provide appropriate solutions.

Usually we need to obtain a tax file number, e. g. EIN (for USA sea shipments) and (TIN for UK sea shipments). However, we can organize shipping so that an EIN or TIN is not required. The shipping provider is usually UPS for these shipments. It offers a DDP quote.

DDU VS DDP	Air / Sea Freight	DDU	DDP
Definition	Freight Cost Only	Door to Door, Duty Unpaid	Door to Door, Duty Paid
Shipping to Destination Port	√	√	√
Destination Port Customs Charges	X	√	√
Delivery to Door	X	√	√
Duty	X	X	√
Customs Inspection (Random, unforeseeable)	X	X	X
Tax File Number Required	√	√	X

1. When we obtain a shipping quote, we need to compare A to A. Most agents these days only offer air / sea freight only or DDU shipping quotes. We ended up paying more than what we were quoted for because the quote doesn't include related fees or duty. Duty tariff could go up to 34% of shipment total value.
2. When you are living outside of US/UK but want to ship to US/UK, the most convenient way to ship is to deal on DDP shipping as it is including duty and tax.

Amazon Useful Info:

- Amazon Handling Fee:
<https://www.amazon.com/gp/help/customer/display.html/?nodeId=201119410>
- Box dimension limit
<https://www.amazon.com/gp/help/customer/display.html/?nodeId=200243260>

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