**About Orders**

* **[Q: Are there any shipping limitations for your product?](http://www.eloncleaners.com/faq/27.htm)**
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**Q: Are there any shipping limitations for your product?**

2012-3-12

A:For Meike or Elon branded BioCleaner, there are no shipping limitations.  It's defined as normal goods by authoritative test institution.  For customer’s formula, it depends on the results of the MSDS report.

**Q: What's the payment terms?**

2012-3-12

A:Payment terms are negotiable. Normal terms for 1st shipment is T/T 30% as down payment and 70% balance before shipment.

**Q: How long is the delivery?**

2012-3-12

A:It depends on quantities ordered. Normal lead time for MOQ is 25days

**Q: Can you provide OEM/ODM services?**

2012-3-12

A:Yes, we accept OEM/ODM or labeled product for partners all over the world.

**Q: How can I get samples?**

2012-3-12

A:Contact our sales department by E-mail or call us directly by 0086-20-82057498 during business hours  
Charge for samples is dependent upon your detail request.

**About Orders**

**Q: How do I order your products?**

2012-3-12

A：Contact our sales department by E-mail or call us directly by 0086-20-82057498 during business hours..