



SIMPLY DÉCOR CO., LTD.

104 M.3, Tonpao, Sankampaeng, Chiangmai 50130
Phone :(+66 53)339684-5 Fax :(+66 53)339530(Auto)
Website: <http://www.thesimplydecor.com>

FAQs : Frequency Asked Questions

Q : What items are included in the pack? Or can we request specific item to be included?

A : Yes, you can specific your interest product category or code number for we can arrange the sample from our stock. The color and design may not exactly alike in our website. We will arrange the similar one for you.

Q : On your website, will the price be lower if we order 100 pieces compared to the 30 pieces minimum set?

A : The prices in our website are the lowest prices. The minimum 30 pcs. per item is our minimum quantity per job ordering. The cost is indifferent for ordering handcraft product 30 pcs. or 1,000 pcs. per item. If you order in large quantity with the fix delivery, the cost may higher since we even have to pay for T/T in order to meet the deliver date.

Q : Do your products have color stain or lacquer, or are they the natural color of the wood?

A : The genuine bamboo color is ivory. Therefore, the color is stained and coated with lacquer but some of them are natural color design.

Q : Could you possible send me the catalogue and price list?

A : You can see our latest catalogue and more information from our web site, which contains picture of the products, code, FOB price and other information in the enlarged pictures. If you need further information, please don't hesitate to contact us by E-mail : sales@thesimplydecor.com or any other way that is convenient to you.

Q : What is the difference of ex-factory price and F.O.B. price?

A : **Ex-factory** : Buyer himself handles forwarding of order and pays the expenses of charges of packing, transportation, and documentation for the goods forwarding formality. We can conduct these processes for buyers such as recommending the customer the shipping agent company that carry out the forwarding processes mentioned above.

F.O.B. Bangkok : We provide all above processes and responsible for all the

expenses of charges for buyer, except the transportation charge from Bangkok to destination.

Q : Could we order 30 pieces of each different item in total amount USD 1,000?

A : Yes, you can order less than our minimum order per items, if we have items you need in our stock.

Q : Could we order less than your minimum order total amount?

A : Minimum Order Total Amount :
USD 2,000.00 (F.O.B. Bangkok)
USD 1,000.00 (Ex-factory)

Yes. If you order less than our minimum order, then you have to responsible for packing, local transportation, customs documentation charge by yourself approximately USD 200 per one cubic meter.

Q : Do the products in web site can be decorated in special or exclusive designs?

A : We have our own factory, expert designers, and skilled craftsmanship. Therefore, customer's special and exclusive designs are welcome.

Q : Could you tell us the cost of Air Freight vs. Sea Freight?

A : We have to check and calculate the forwarding cost from the goods quantity. For example, Air Freight cost has to be calculated from the highest cost between volume weight and actual weight of the total boxes of goods, and Sea Freight cost has to be calculated as per cubic-meter. Please see approximate charge (USD) in the category of Ordering Detail.

Q : Do you pay responsible for the defective item during the transportation?

A : The customer who have shipping agent and plan to load by themselves have to response for the defective and damaged item. We will take responsible in case we sell in F.O.B. Bangkok price and we arrange for loading the shipment.

Q : Do you have Cord set with Approval Marks?

A : We have a cord set with Approval Marks but the price is difference. If you interested please contact us sales@thesimplydecor.com

