

Quality Control

Quality is one of the major concerns for importers from China. You may have heard the stories that some companies have paid for products after seeing the samples, and then they receive a completely different product. Well yes this does happen. Generally though this happens because of a lack of clear communication, not normally a case of the Chinese Manufacturers trying to cheat you out of product, as some may think.

This is why you need professionally trained experts to check your goods, and to make sure the quality and quantity arrive exactly how you ordered them.

Import Assist use different methods in different cases, below is a common method of testing products.

- Once the products are manufactured our Quality Control (Q.C) experts will go to the factory and make sure the product is exactly as it is required by you. How is this done?

If you have received samples of the items that you are 100% happy with or changes need to be made, we will send those items to our Q.C department. Then they will take those items with them to the factory and make sure they are exactly the same as the sample you received.

Some products will need to be tested in a laboratory, which our Q.C personnel will undertake.

Other items like large machinery will also need to be tested and approved by our Q.C before the goods leave.

A report inclusive of Photos and videos is then given to our Australian office, which is forwarded to you the customer.

Once you are satisfied that the products are exactly what you ordered, the products are shipped.

Our Q.C also overlooks the packing of the container, so that all the goods are shipped, and are shipped safely.

We can also take you directly to the factory where ever it may be, and let you inspect the goods; We will organize all the details for you from your visa requirements to the hotel and accommodation, and language barriers.