FAQ

Does your coconut sugar certified organic ?

Yes, we are certified USDA and EU by Control Union.

Do you arrange OEM/ private label ?

Yes, we offer private labeling.

How do you pack ?

Our packaging are:

Transparent Can 10 Oz/ 283g, 1 box= 40 cans.

Standing Pouch 1Lb/454g, I box= 30 Pouch.

Bulk in paper sack/25 kgs.

What is the MOQ ?

The MOQ for:

Bulk packaging is 1 pallet =1,000kgs.

Pouch 1 lb/454g is 1 pallet= 572 kgs

Can 10 Oz/283g is 1 pallet= 475.5 kgs

What is the lead time ?

The leadtime is 3-6 weeks after receiving the advance payment, depending our schedule of the current order.

Could you provide samples ?

Yes we could provide samples free of charge, the courier cost is on yours . If you have shipping/ courier customer account, sample delivery will be arranged for a collect service.

How are the payment terms ?

We accept Telegraphic Transfer or LC.

* For smaller orders, three pallets and below, 100% advance full payment.
* For orders three pallets and above, 50% advance payment, balance paid 5 working days prior to shipment or delivery.
* Preferred method of payment is Wire Transfer.