

Frequently Asked Questions (FAQ)

1. Where is your factory located?

İkitelli OSB İpkas Sanayi Site 9/A No:26 Başakşehir, 34303 İstanbul.

2. What types of plastic products do you manufacture?

We produce a variety of household plastic products such as stools, laundry baskets, kerata (plastic washbasins), shoe racks, organizers, cabinets, hobby tables, Quran stands (rahlé), and phone stands.

3. What raw materials do you use?

All our products are made from PP (polypropylene) material.

4. Are your products safe for health?

Yes, all our products are manufactured from raw materials that are safe for human health.

5. Do your products have quality certificates?

Yes. We are certified with ISO 9001, ISO 14001, and ISO 45001. Our production and operations comply with international standards in terms of quality, environmental management, and occupational health and safety.

6. What is your delivery time?

Delivery time may vary depending on the type and quantity of the order.

7. What are your payment methods?

We accept cash, credit card, and bank transfer payments.

8. Do you provide shipping or transportation services?

No. Shipping/transportation is organized by the customer.

9. Which delivery terms do you use for international shipments (FOB, CIF, etc.)?

The delivery terms are determined according to the details of the order.

10. Do you provide samples?

Yes, we provide samples upon request.

11. Which countries do you export to?

We export to more than 90 countries across five continents, from Brazil to Sweden, Russia to South Africa, and Spain to Kuwait.

12. Which currencies do you accept for international payments?

We accept USD and EUR.

13. Do you offer online payment options?

Yes, online payment is available.