

## 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.