

## **Inks N Dyes - Frequently Asked Questions (FAQs)**

1. What types of inks and dyes do you offer?

We offer a variety of inks and dyes including pigment inks, dye-based inks, reactive dyes, acid dyes, and more for different printing and dyeing needs.

2. Are your inks suitable for all types of printers?

Our inks are compatible with most inkjet and digital textile printers. Please check the product description or consult our support for specific compatibility.

3. How do I store inks and dyes to maintain their quality?

Store in a cool, dry place away from direct sunlight. Make sure containers are sealed properly after use.

4. Do you provide MSDS and technical data sheets?

Yes, Material Safety Data Sheets (MSDS) and technical data sheets are available on request for all our products.

5. What is the shelf life of your inks and dyes?

Typically, the shelf life is 12-24 months if stored properly. Always refer to the product label for specific details.

6. Can I get a custom formulation or color?

Yes, we offer custom formulations and shades upon request, depending on the quantity and technical feasibility.

7. What is your return policy on inks and dyes?

Returns are accepted only for unopened, unused items in their original packaging within 15 days of purchase.

8. Do you offer bulk purchase discounts?

Yes, we provide special pricing for bulk and wholesale orders. Please contact our sales team for a

quote.

9. How can I track my order?

Once your order is shipped, you will receive a tracking number via email or SMS.

10. Who can I contact for technical support?

Our technical support team is available via email and phone to assist you with any queries about our products.