



HeDe Textile Company

Since 1995

Crafting Excellence in Cotton Towels

保定和德纺织品制造有限公司

Baoding Hede Textile Manufacturing Co., Ltd.

Frequently Asked Questions (FAQs)



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General Questions



1. Is Hede a factory or a trading company?

With an extensive experience of more than 30 years in the production of towels, we are a reputable factory specializing in ODM, OEM, and OBM services.

2. Where is the factory located?

The factory of Baoding Hede Textile Manufacturing Co., Ltd. was established in 1995 and is located in Xiong'an New District, Baoding City, Hebei Province. It enjoys a strategic location, being approximately 150 kilometers away from the capital Beijing and 200 kilometers away from Tianjin Port, which is ranked as the fourth largest port globally. Notably, it is also close to GAOYANG (about 3 km away), renowned for its towel production area. The factory covers an expansive area of around 16,000 square meters and employs nearly 200 individuals.

3. What are the main products provided by your company?

Our primary product range consists of high and medium-grade bath towels, hand towels, face towels, beach towels, pool towels, salon towels, sports and fitness towels, corporate and promotional towels, gift towels, baby towels, hospital towels, as well as various other types of towel products.

4. What is the positioning of your towel product?

The towels we offer are of a mid-to-high end quality. We don't sell low-quality towels.

5. Do you exclusively manufacture cotton towels or do you also offer towels at lower prices or of lower quality, such as those made from polyester or coral velvet?

We are dedicated to manufacturing towels made of 100% cotton, and we also have the capability to produce towels with bamboo fiber or other high-grade material. We have previously manufactured bamboo fiber blankets specifically designed for Emirates Airline aircraft. However, we do not manufacture coral velvet towels or towels with polyester ingredients.

6. Do you provide microfiber towels?

In recent years, more and more old customers from North Africa, Southeast Asia, and other regions have been inquiring whether we can also export microfiber towels. They are unfamiliar with the market in Baoding and do not know which factory producing microfiber towels is the most reliable, with a high cost of trial and error. As a factory specializing in the production of high-quality 100% cotton towels, we do not currently produce microfiber towels. However, many old customers who recognize the quality and reputation of Hede products hope that we can provide them with microfiber towels. With our years of understanding of the local market in Baoding, we have selected two factories as our long-term strategic partners that can produce high-quality microfiber towels. These long-term strategic partners also offer very reasonable prices, providing products with an excellent value proposition. Whenever customers request microfiber towels from us, we send experienced personnel to supervise our long-term strategic partners on-site throughout the entire process from purchasing raw materials to production and shipment, ensuring that the microfiber towels we provide have the same high quality as our own produced 100% cotton towels and do not compromise Hede's reputation. Throughout this process, Hede will remain the key contact person for our international customers. The service and product quality you receive are no different from purchasing 100% cotton towels produced by Hede directly. Through this method, we have exported multiple orders of microfiber towels to customers in over 20 countries, without any complaints about the quality of the microfiber towels we export. If you require microfiber towels, please do not hesitate to contact us.

7. What is your sales target?

We aim to create maximum value for our customers with the best products and the most competitive prices.

8. On what occasions can your towels be used?

The towels are versatile and suitable for a wide range of settings, including hotels, everyday use, beaches, sports activities, gifts, promotions, advertising campaigns, spas, salons, hospitals, and other purposes.

9. Which customers have you worked with previously?

We are proud to have supplied products to renowned brands such as Wal-Mart, Carrefour, Sam's Club, Emirates, Shell, PetroChina, Hilton, Sheraton, Holiday Inn, BOSS, CK and many others.

10. In Hede, what types of fabric is utilized as raw materials in the production of towels through weaving?

The towels we manufacture are exclusively crafted from 100% cotton. Moreover, the majority of our towels are meticulously woven using 100% combed cotton, ensuring unparalleled quality. However, if customers prefer

carded cotton, we can accommodate their request. Regarding the origin of our towels, we readily accept specific preferences such as Chinese cotton, American cotton, Australian cotton, Uzbekistan cotton, Indian cotton, Pakistan cotton and more. In the absence of customer specifications, we default to utilizing world-famous premium combed cotton sourced from northwest China.

11. Do you have your own brands? Would you mind us selling them?

We have registered “Monored”, “AppleJack” and other self-owned Brands. Once registered in your country, we encourage you to sell towels marked by our brands.

12. Can you provide ODM service?

Certainly, we specialize in handling ODM orders. Our team of experienced designers will cater to your specific requirements, including size, material, quantity, design, packing solution, etc. Moreover, we offer customized branding options with your logo incorporated into our products.

13. By what way can we cooperate?

Half of our customers opt for our standard towels listed, while the remaining half prefer to customize their towels based on their specific requirements.

14. We might be far away from you, and we haven't worked with you before, so we're a bit worried about the capital security and the sales status once we purchase your towels.

As a towel manufacturer with more than 30 years of experience and an ambition to become the most dependable supplier of cotton towels in China and worldwide, you can be confident in our financial security. We will keep you informed about the progress of production and provide photos and videos upon request. If you have friends or agents in China, they are welcome to visit our factory at any time to observe the production process. Additionally, we gladly accommodate third-party inspections such as SGS. Our reputation is paramount to us, ensuring your peace of mind. If you still have concerns, we suggest starting with a small order to test customer response and gauge market demand for our products locally. Once satisfied with the results, you can proceed with bulk purchases. Many of our long-term buyers began this way.

15. What is the MOQ for your production?

The minimum order quantity (MOQ) is determined based on your specific requirements regarding color, size, material, and other factors. Generally, we do not set MOQ.

16. Could you please tell me how to visit your factory?

We cordially invite customers from all over the world to visit our establishment. We are located in Xiong'an New Area, conveniently situated 35 minutes away from Beijing by rail and just a one-hour drive from Beijing Daxing International Airport.

17. Who should I contact?

You may reach out to our general manager of overseas sales, Mr. Orlando Fan, at orlandofan@hedetowel.com or via his WeChat/WhatsApp at +86 13699271055. With years of experience in the Gulf region and fluency in both English and Arabic, he is committed to providing you with exceptional service and becoming a reliable business partner as well as a friend. It is worth mentioning that he can also leverage advanced real-time translation software to communicate with you in your native language through WeChat and WhatsApp, ensuring an unprecedented efficient communication experience for clients from non-English and non-Arabic speaking countries.

Production



1. How many primary equipment does your factory possess?

The factory is equipped with 30 rapier machines, 5 warping machines, and 25 sewing machines, among others. It operates continuously for 24 hours a day.

2. What is the production capacity of the factory?

We have the capability to manufacture 10,000 bath towels, 30,000 hand towels, and 60,000 face towels per day. In case of exceptionally large and time-sensitive orders, we can allocate a portion of the order to a trusted large factory with whom we have had a longstanding partnership. Our highly experienced technicians will be dispatched to collaborate closely with the factory for an extended period of time, overseeing every aspect from raw material procurement to production and packaging. This ensures the utmost reliability in terms of product quality. Therefore, theoretically speaking, you need not worry about our capacity falling short of meeting your requirements.

Advantages

RESPONSIBLE
ACCURATE
CREATIVE
EFFECTIVE
PRECISE
PROFESSIONAL
ASSISTANCE

1. What general advantages do you possess?

- (1) We are confident that the quality of our products is among the top 5 in nearly 10,000 towel factories in China.
- (2) The prices of our products are highly competitive.
- (3) The impeccable finishing and craftsmanship of our products are truly remarkable in terms of their exceptional quality and meticulous attention to detail. We are one of the few suppliers that support testing of each towel before it leaves the factory.
- (4) Our dedication lies in offering exceptional service, including the ability to communicate with our clients in their mother tongue.
- (5) The products we provide are delivered promptly in accordance with our commitment.

2. Are you confident that your pricing is highly competitive?

Over the years, we have been well aware of the prices of our peers' products. In recent years, although the prices of raw materials and labor have been rising, we have barely raised the prices of our towels at all. Under the increasingly fierce market competition, if our products are not cost-effective, we can not exist for 30 years.

3. If the quality of your products is so good, how do you keep your prices so competitive?

- (1) In order to establish long-term partnerships with our customers, we typically operate on a minimal profit margin.
- (2) Our production efficiency is ensured by utilizing state-of-the-art high-speed rapier looms and other advanced equipment, which also helps in reducing labor costs.
- (3) The expertise of our factory director and technicians, who are all renowned industry professionals, contributes to the overall reduction in labor expenses.
- (4) Unlike many factory administrators who fail to fully utilize their equipment's potential, our experts possess extensive knowledge of our machinery. They can even disassemble and reinstall them if needed. Consequently, we have successfully modified most of the equipment to enhance production efficiency and increase profitability. This sets us apart from other factories as our greatest advantage.
- (5) Thanks to our substantial and stable raw material procurement, we consistently maintain low purchasing costs.

(6) Our experts prioritize daily plant management and employ various strategies to eliminate waste effectively. As a result, this significantly reduces our production costs.

4. What distinguishes Hede from the majority of other Chinese towel factories in terms of its characteristics?

Quality is the cornerstone of our factory. Throughout the years, we have relentlessly pursued excellence in both quality and technology, while remaining dedicated to cost reduction across all aspects of production. By offering our customers the most cost-effective products, we aim to maximize their profits.

One aspect that sets us apart from the majority of factories is our commitment to individually inspecting each towel during factory inspections—a testament to our unwavering confidence in product quality, a practice not commonly found in general factories.

Quality Control



1. Why are you so confident about the quality of your products? Is that a little exaggerated?

With nearly three decades of experience in the industry, our factory possesses extensive knowledge about our counterparts. We have conducted comprehensive comparisons on towel products from nearly all renowned brands and factories across China, leading us to confidently assert that the quality of our products almost surpasses that of any competitors. We strictly make the standards of our towels within the Class A range:

Weight Difference: $\pm 3\%$

Defect Rate: $< 1.5\%$

Water Absorbency: < 2 seconds

Shedding Rate: $< 0.5\%$

Color Fastness: 3.5-5 grade (AZO Free & REACH Standard)

Order Placement Rate after Samples: $> 70\%$

Customer Retention Rate: $> 90\%$

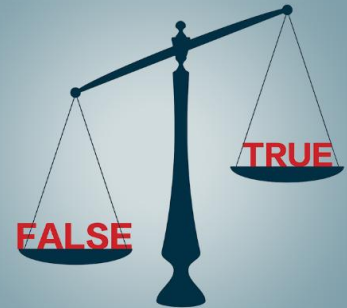
2. How does Hede ensure the quality?

Quality is our top priority. The quality of each order significantly impacts our future collaborations with customers as well as our reputation. Every time a customer places an order, it serves as both recognition for us

and motivation to excel further.

Adhering to a stringent professional QC system, our dedicated team of QC professionals and technicians strive relentlessly to ensure the highest standards for every towel produced. We meticulously monitor the entire production process from inception to completion, conducting multiple quality checks before packaging and shipment. With a comprehensive QC Team and an extensive QC System in place, we guarantee exceptional quality.

Comparisons



1. What is the current export pattern of the global high-quality towel market? Which country dominates in exporting pure cotton towels? Whose cotton towels enjoy the highest popularity?

According to the world's leading trade data agencies, China has consistently maintained its position as the foremost nation in terms of cotton towel exports (HS Code:630260) , surpassing other countries by a substantial margin. India and Pakistan follow closely behind, albeit at a considerable distance, thereby underscoring the widespread recognition of Chinese cotton towels in the world.

World Market Trends for HS 630260

Market Trends

in Selling Countries from 2022 to 2023

Period: Year

YOY: 2022 to 2023

	Country	Market Share Year 2022	Market Share Year 2023	Change in Market Share	Export value Year 2022	Export value Year 2023	Own Growth	Monthly Trade	Sourcing Intelligence
1	China	41.92%	41.61%	↓ -0.31%	USD 2,313,325,422	USD 2,651,683,362	↑ 14.63%		Get Suppliers
2	India	18.04%	18.48%	↑ 0.44%	USD 995,455,819	USD 1,177,950,930	↑ 18.33%		Get Suppliers
3	Pakistan	19.51%	15.26%	↓ -4.25%	USD 1,076,898,873	USD 972,671,908	↓ -9.68%		Get Suppliers
4	Turkey	0.01%	4.76%	↑ 4.76%	USD 474,399	USD 303,675,917	↑ 63,912.76%		Get Suppliers
5	Viet Nam	5.14%	4.68%	↓ -0.46%	USD 283,789,079	USD 298,440,051	↑ 5.16%		Get Suppliers
6	Germany	2.20%	1.74%	↓ -0.46%	USD 121,430,197	USD 111,209,311	↓ -8.42%		Get Suppliers
7	Uzbekistan	1.65%	1.65%	↓ 0.00%	USD 90,947,440	USD 104,907,857	↑ 15.35%		Get Suppliers
8	Netherlands	1.64%	1.20%	↓ -0.44%	USD 90,436,549	USD 76,517,006	↓ -15.39%		Get Suppliers
9	Portugal	0.09%	0.90%	↑ 0.81%	USD 4,724,603	USD 57,064,085	↑ 1,107.81%		Get Suppliers
10	France	1.20%	0.88%	↓ -0.32%	USD 66,373,755	USD 56,254,766	↓ -15.25%		Get Suppliers

2. To be candid, how does the quality of cotton towels in your factory compare to those produced in India, Pakistan, and other countries?

We had someone purchase many premium-priced cotton towels from major supermarkets in India and Pakistan, and conducted in-depth research on these towels. We have great confidence in the quality of our products, which surpasses that of the majority of Indian and Pakistani factories. In the past decade, many of our loyal customers attempted to purchase from factories in India and Pakistan due to their perceived "low prices", only to return to us shortly after realizing that the comparatively cheaper products they bought did not match the same level of quality we offer.

From a raw material perspective, our factory primarily utilizes cotton produced in the main cotton growing regions of China, which provides a natural advantage in the production of towels compared to factories using cotton from other regions such as India and Pakistan. The cotton produced in these regions of China is known for its superior fiber length, strength, and luster, approaching the quality of the world-renowned Egyptian cotton. This inherent advantage in our raw materials gives us a competitive edge in the production of high-quality towels. The factories in India and Pakistan often use local cotton, which costs only 50%-70% of our cotton procurement cost. (The average export price of our high-quality long staple cotton from China is about US \$1,600-1,800 per ton, while the export price of local cotton sourced by our cotton towel factory counterparts in India and Pakistan is only about US \$1,000-1,200 per ton.) The characteristics and effects of the products made from this cotton, especially after dyeing, cannot be compared to ours. The differences in quality are easily and clearly distinguishable, whether through naked eyes or with the help of instruments.

In terms of dyeing processes, we have long adopted eco-friendly reactive dyeing methods that meet Class A standards. Our testing results far exceed the requirements set by European and American countries, ensuring minimal environmental impact, user safety, and enhanced durability. On the other hand, many factories in India and Pakistan still rely on outdated direct dyeing methods. This approach poses evident threats to the product's future use and the health of end-users. Direct dyeing processes often lead to environmental pollution, compromised user health due to potential residue of toxic chemicals, and reduced durability in terms of color fastness and longevity. By choosing our products, you can be confident in the reduced environmental footprint, minimized health risks, and superior durability that our eco-friendly reactive dyeing processes offer.

Furthermore, numerous towel factories in India, Pakistan, and other countries still employ outdated equipment from ten or even thirty years ago – equipment that China has long replaced. The performance issues of textile equipment and the technical proficiency of factory technicians give rise to various challenges, including shedding, pilling, sewing defects (such as loose threads and poor stitching), and fading. Consequently, this leads to a higher unit price for their products compared to ours despite similar quality. On the contrary, Hede maintains a defect rate below 1.5%, with nearly no customer complaints requiring compensation for nearly ten years. Above all, many of the low-priced products offered in India or Pakistan are not the equivalent to ours. It's important to note that our confidence in the quality of our products remains unwavering.

3. How do the prices of pure cotton towels from your factory compare to those offered by manufacturers in India and Pakistan?

If we summarize it in one sentence, when choosing the same kind of cotton, the price of our factory is very competitive compared to the factories in India and Pakistan.

If customers need low price cotton towels, we can do it, it's easy for us, but our factory focuses on middle and high end towels, using high quality combed cotton. So, when we quote the price to our customers, we usually quote the price of combed cotton. Of course, if customers ask for low-priced cotton towels, we will certainly choose the corresponding price cotton to meet customer demand.

Maybe sometimes you might come across factories in India and Pakistan that quote really low prices. If you find mills in India and Pakistan quoting \$4-5 per kilogram for cotton towels, it's pretty clear that the cotton they use is of a completely different quality compared to what we source. The long-staple cotton we usually get from China for export is priced between US\$1,600 and US\$1,800 per ton, while the local cotton our Indian and Pakistani sources typically use is only priced between US\$1,000 and US\$1,200. So comparing these two types of towels is like comparing a \$30,000 car to a \$60,000 car - both are cars but their quality, performance, safety features, comfort level, durability as well as trimmings are totally different. As we all know, the cost of cotton makes up 60% to 70% of the manufacturing cost of cotton towels; hence this explains why many Indian and Pakistani factories offer such low prices. The difference in quality between towels made from this raw material and those produced by us is quite evident.

The labor cost typically constitutes 20%-30% of the production cost for cotton towels, leading some customers to perceive that labor prices in India and Pakistan are more competitive, thus lowering their towel prices. It is undeniable that China's labor wage level is approximately twice as high as that of India and Pakistan; however, it should be noted that many Indian and Pakistani workers lack the skills possessed by our experienced workforce. On one hand, their manipulation of equipment hampers their labor productivity compared to ours, often necessitating a larger workforce to complete tasks. On the other hand, our skilled workers with extensive experience have an advantage in quality control. Our wealth of management expertise also enables us to reduce costs through minimizing waste generation and maintaining an exceptionally low rate of defective goods – all contributing factors that make our real unit price exceedingly advantageous. Therefore, when considering total costs, our labor expenses are not higher than those incurred by Indian and Pakistani factories but rather lower.

We highly encourage all customers to purchase our premium combed cotton towels. However, some customers acknowledge the exceptional quality of our towels but find it easier to sell affordable cotton towels. They have confidence in our commitment to both quality and affordability, hoping to obtain cost-effective cotton towels. Consequently, we typically source medium-quality cotton in order to significantly reduce the price. Given our evident advantages over most Indian and Pakistani factories in other aspects, they rely on us for maintaining long-term cooperation.

In 2018, a customer from Florida, USA shared samples from a major factory in India and raised concerns about the significantly lower prices offered by the Indian factory. Upon receiving the samples, we meticulously crafted our own sample using locally sourced Indian cotton while ensuring that it matched the competitive price quoted by the Indian factory. After comparing the samples, the customer observed a discernible disparity in quality, which led to an understanding of why many factories in India and Pakistan can offer such low prices. The customer acknowledged the genuine price advantage of our towels and foresaw potential for greater long-term profitability and enhanced customer retention. Particularly in developed countries like the United States, end consumers prioritize quality over marginal cost differences, demonstrating their willingness to invest slightly more for superior pure cotton towels. By selecting our towels, our clients anticipated both increased profits and improved customer loyalty. Towels are considered low-value consumable items that often prompt customers to make repeat purchases within a few months. Through positive word-of-mouth referrals, this satisfied customer's network expanded further enhancing profitability compared to sourcing towels from India and Pakistan. Consequently, since then this Florida-based client has consistently procured approximately ten 40-foot containers annually from us without considering procurement from other regions.

4. In addition to quality and price, could you provide a comprehensive comparison between Chinese towel factories and those in India and Pakistan across various other aspects?

(1) Delivery Time: According to numerous customer testimonials, delivery delays have become a prevalent issue faced by a vast majority of towel manufacturing companies in India and Pakistan. Several major factories prioritize high-volume buyers, such as Walmart, despite their low profitability, while often neglecting orders from small and medium-sized buyers. Consequently, this leads to delays in fulfilling customer orders placed by the latter group. Moreover, due to poor infrastructure in both countries, power outages and other logistical problems often occur, leading to frequent delivery issues for many Indian and Pakistani factories. Although Chinese towel factories may also experience occasional delivery delays, they generally strive to keep their promises and ensure timely deliveries.

(2) Technology and automation: Chinese towel factories are at the forefront of technology and automation, utilizing state-of-the-art production equipment and processes to enhance efficiency and product quality. During our discussions with numerous sales personnel from Chinese domestic high-speed rapier loom manufacturing factories, it became apparent that many factories in India and Pakistan have been procuring equipment from China that was used a decade or even three decades ago. This observation can be made by examining the images of factory equipment displayed on their websites. While it is true that some factory leaders opt for advanced production tools from Europe, Japan, and other countries, they constitute only a small fraction of the overall industry.

It should be pointed out that certain renowned factories employ jet looms manufactured by Toyota in Japan. Although these looms may superficially increase weaving speed, their quality does not match up to non-jet

alternatives. For instance, it is readily comprehensible that excessive speed may result in issues such as irregular loops.

Consequently, when considering all factors collectively, Chinese factories possess distinct advantages in terms of their equipment.

(3) Craftsmanship: The clear contrast between the skilled workforce of Chinese towel factories and the unskilled labor found in many Indian and Pakistani factories is a defining factor in the superior quality control and finishing processes that significantly elevate the quality of towels produced. In China, a meticulous attention to detail and profound knowledge of textile engineering empower workers to consistently deliver towels that adhere to the highest standards. The expertise of these skilled craftsmen ensures minimal defects and a level of finesse that has become a benchmark for customers. Conversely, the dependency on unskilled labor in India and Pakistan often leads to inconsistencies and a compromised standard of finish, resulting in a higher incidence of customer returns and dissatisfaction. The high reputation of German products worldwide is inseparable from the exceptional skills of their technical workers. The disparity between professional and unskilled laborers can cause a noticeable difference in the quality of pure cotton towels produced, directly influencing consumer choice and impacting the business of buyers. This comparative advantage is crucial for maintaining customer loyalty and preventing the loss of clients who might otherwise seek alternative suppliers for better quality.

Customization



1. How can we customize our towels?

We are capable of accommodating customized dimension, weight, color, quantity, weaving technique, yarn specification, material, logo, design, packaging, carton marking, language, etc.

2. Can I put my logo on the towels?

Sure, that's the basic requirement.

3. How many printing techniques are available for reproducing the logo?

The services we provide encompass support for a wide range of techniques, including embroidery, jacquard weaving, yarn-dyeing, hot stamping, dobby border design, silky border embellishment, embossing, silk screen

reactive printing, heat transfer printing, laser applications and all general techniques.

4. Can you make towels without any logo and brands?

Sure.

5. In the event that we require a customized size instead of the dimensions specified in your standard towel listings, what options are available?

We recommend that you use the dimensions of our factory products, as they have been carefully tested and proven to be suitable for most countries. If the size you require is similar to our product dimensions, we strongly suggest accepting our recommended size. However, if you wish to change the size and your order quantity is large, we can accommodate your request. Please note that there may be additional charges due to machine adjustments, which is a standard practice in all factories.

Quotation



1. What information is needed to quote?

The more information you provide below, the more accurate the price we can quote you.

- (1) Dimension (Length × Width)
- (2) Weight
- (3) Color
- (4) Quantity
- (5) Weaving Technique
- (6) Yarn Specification (16S、18S、21S/2、32S/2、40S/2.....)
- (7) Material (if otherwise specified) (we use combed cotton by default)
- (8) Package (if otherwise specified)
- (9) Delivery Time
- (10) Country (CIF/express delivery)
- (11) Transportation Method (express delivery)
- (12) Sample or Reference Picture (if customized)
- (13) Towel Number (Our regular towels, as per the products catalog)

We have assigned numbers to our regular towels both on the website and in the product catalog (PDF). By choosing our standard products instead of customization, you can easily locate all relevant details and provide us with the corresponding product number for a quick quotation.

2. How can I place an order?

You may get in touch with us through E-mail, WeChat or WhatsApp. The quotation message can also be submitted on the website.

3. When can I receive your quotation?

We will respond to you within 48 hours, striving to serve you as promptly as possible.

4. How do you usually quote?

For bulk purchases, currently, 99% of our customers prefer us to provide quotes on a FOB basis, which we gladly offer. We also welcome direct factory delivery in the form of EXW.

In recent years, there are often soaring and plummeting sea freight prices. In order to reduce unnecessary contradictions caused by sea freight and affect the good cooperation between us and our clients, we usually do not use the CIF form of quotation.

Payment



1. What is the typical payment method?

The preferred payment method is T/T. For small quantities and samples, we also accept Western Union and Paypal.

2. If it's not convenient for me to pay through our public account, can I use a private or third-party account instead?

Although we recommend utilizing your corporate account, in the event that you encounter difficulties with money transfers via such an account, we offer alternative options for accepting your transfer privately or from a third-party account.

3. What if I prefer not to make payment in US dollars (or my country lacks sufficient US dollar reserves to remit)?

We not only provide support for traditional currencies such as the US Dollar, Euro, and British Pound, but we also facilitate transactions in a wide range of other currencies, such as Japanese yen, Australian dollar, Canadian dollar, Saudi Riyal, UAE Dirham, Swiss Franc, Singapore Dollar, Korean won, Hong Kong Dollar, Brazilian Real, Indian Rupee, Russian ruble and South African rand. We have opened local bank accounts in most countries in North America, Europe, and the Gulf region, enabling you to conveniently make secure and fast settlements in local currencies. This will also save you potential foreign exchange conversion fees, which can amount to as much as 3%. With our extensive range of currency options available to you as our esteemed customer, there is no need for any concerns regarding payment-related matters. You can conveniently make payments in a manner similar to that of an account held in your home country.

Delivery



1. What is the expected delivery time for bulk purchases?

The exact delivery date needs to be determined based on the quantity, typically ranging from 30 to 45 days after receiving the down payment.

2. What's the expected delivery time for samples?

The stock sample can be sent within 1-3 days, while a customized sample may require 7-15 days to meet your specific requirements.

3. If I require a small quantity of standard products, can they be obtained promptly?

Unlike most of our competitors, we have maintained a comprehensive inventory of towels in various colors for these past years to cater to urgent orders. You can see the size of our warehouse through our promotional video on our Youtube channel (@Hede Textile). Generally, if your order value is below \$10,000, we will dispatch the towels directly from our warehouse within 7-10 days while ensuring proper delivery sequencing. Of course, if you need it urgently, we can also prioritize sending your goods.

Samples



1. How do you send samples?

- (1) We provide a comprehensive service delivery to your specified address. We will handle the customs clearance matter in your country.
- (2) We may send you the samples through express company.

2. What express company do you use to send samples?

We typically utilize DHL, UPS, FedEx, ARAMEX, and SF for sample shipments. The estimated delivery time is approximately 3-5 days for express shipping and 7-14 days for standard shipping, depending on the selected shipping method. Our American customer can usually get samples at about 8-10 days after requiring the sample choosing the normal express method. It is noteworthy that if you are located in the United States, we can provide you with the Amazon product link of our distributors within the country. By placing an order through them, you will receive our products promptly and have a firsthand experience of their quality. This approach not only saves you the cost associated with purchasing samples but also ensures swift delivery.

3. Do you provide free samples?

If we assess that our collaboration has great potential, we may choose to cover the sample costs and even the shipping costs. Over the past few years, we have covered the sample costs for over half of the customers who required samples. On the other hand, even if we do not yet have much information about your needs, or if you are not willing to tell us too much at the initial stage, typically, you would only need to pay less than \$200 to receive samples of nearly 40 products that we frequently sell within about 10 days at your home. We will take care of customs clearance and domestic transportation of the samples within your country, providing a one-stop service. Of course, if you only need a few products, the cost would be even lower. Most of our customers place orders after receiving our samples, and we are quite confident in the quality of our products. Additionally, even if you pay samples or shipping costs, once you place a bulk order, the sample and shipping charges can be deducted from the total amount of your order.

4. The quantity we require is small, would you be able to accommodate it?

Indeed, we readily accommodate small orders for testing purposes. Furthermore, we encourage our esteemed

clients to evaluate the market reception of our products before contemplating bulk purchases. As we mentioned, we generally do not set minimum order quantity (MOQ). Our pursuit is to create benefits for customers, and we always stand together with our clients.

Packaging



1. What types of packaging are typically utilized for your products?

For inner packaging, we offer a range of options including OPP bags, PVC bags, Mesh Bags, Paper Waist Seals, and Customized Gift Boxes. For outer packaging, our standard choice is the Five-layer Thickened Drop-Resistant Seaworthy Carton. The specification of our normal carton is 80x35x70 cm. If you do not specify your preferred packaging method, we will default to our recommended options based on 30 years of experience in meeting our customers' needs. However, if you have specific requirements for customized packaging, we are more than happy to accommodate them. Please rest assured that your packaging concerns are well taken care of.

2. I do on-line B2C business, and I want compressed packaging to decrease the freight, do you provide compressed packaging?

Our smart factory's general manager is a textile machine expert and possesses the capability to dismantle and install nearly every textile machinery within our factory. He has successfully upgraded nearly all of our equipment, significantly enhancing operational efficiency and reducing the total production costs, leading to lower product prices and bringing more profits to our customers. Additionally, he has independently developed various machines, including the compressing machine, which greatly reduces freight costs for our esteemed customers.

If you have any further questions, please do not hesitate to contact us.

Your success is our priority.

CONTACT US



TO GET

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