



# AIM Crafts (Artisan Impact Myanmar)

## Trade & Order Information

At AIM Crafts, we work with international buyers on wholesale, custom manufacturing and product development projects. The information below provides general guidance for working with us. Specific commercial terms are confirmed for each order based on product specifications, quantities and shipping requirements.

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### 1. Orders & Pricing

- We work primarily with international wholesale, sourcing and B2B orders.
  - Order quantities and minimum order requirements may vary depending on product type, customization and production requirements.
  - Prices are quoted in USD and are based on the agreed product specifications and order quantities.
  - Final pricing, quotation validity and applicable charges will be confirmed in the official quotation or proforma invoice.
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### 2. Product Development & Production

- Our products are handmade using natural rattan and minor variations in colour, texture, size and finish may occur. These characteristics are part of the nature of handmade rattan products and should be considered when placing an order.
  - For custom products, specifications and samples are agreed with the buyer before production begins. Changes or cancellations after production has commenced may be subject to additional costs.
  - Production lead times depend on product complexity, order quantity, customization and artisan capacity and will be confirmed for each order.
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### 3. Quality & Inspection

- Quality requirements are discussed and agreed before production.
- Buyers may request product inspections or appoint an independent inspection company, subject to prior agreement.
- Unless otherwise agreed, products are checked according to AIM's internal quality standards before shipment.



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## 4. Packaging & Shipping

- Packaging requirements are agreed according to the product, destination and buyer's requirements.
- Special packaging, private-label packaging or additional export requirements can be arranged upon request and may involve additional costs.
- International shipping arrangements and applicable Incoterms are confirmed for each order.
- Freight, import duties, customs clearance and destination-side charges are allocated according to the agreed shipping terms.

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## 5. Payment Terms

- Payment terms will be confirmed upon order agreement and outlined in the official quotation or proforma invoice.
- Payments are accepted via international bank transfer (T/T). Detailed payment instructions will be provided at the time of order confirmation.
- All applicable bank charges and transfer fees shall be borne by the Buyer.

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## 6. Claims & Order Issues

- Claims for replacement or refund will only be accepted if goods are proven to be damaged prior to shipment.
- Buyers must provide clear supporting evidence, such as photographs or inspection reports.
- Goods must be inspected within 21 days of receipt, and any claims must be reported within 30 days of arrival at the destination port.
- Claims and remedies will be reviewed based on the agreed product specifications, inspection arrangements and order terms.

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## 7. Order Specific Terms

- The commercial terms applicable to each order—including pricing, quantities, payment schedule, production timeline, packaging, shipping arrangements and Incoterms—will be confirmed in the relevant quotation, proforma invoice, purchase order or sales agreement.

