



Ordering and Customisation Guide

Minimum quantities, sample and production lead times, artwork requirements, colour matching, compliance, packing and trade terms.

MOQ	5,000 pcs
SAMPLES	1 to 2 days existing
CUSTOM SAMPLES	4 to 6 days
PRODUCTION	10 to 15 days at MOQ
QUOTATION	within 8 working hours

Minimum Order Quantity

MOQ is 5,000 pcs per design, with lower quantities accepted for trial orders.

Every design needs its own mould and every colour needs its own fill operation, which is what the minimum spreads. Trial quantities are the practical way to test a range before committing to a season.

Samples

Existing designs: free of charge, dispatched in 1 to 2 days.

Your own design: a small sample charge applies, refunded when the order reaches an agreed quantity. Allow 4 to 6 days depending on whether new tooling or a new printing screen is needed.

Samples ship by FedEx, UPS, TNT and DHL. If you have a courier account we ship on yours, which is usually cheaper. Otherwise you can pay the freight to us and we ship on our account.

Production Lead Time

10 to 15 days at MOQ once the sample is approved.

Quotations are issued within 8 working hours of a complete brief. A complete brief means artwork or a clear description, quantity per design, required delivery date, destination market and the trade terms you want quoted.

Artwork

We accept JPG, AI, CDR or PDF. A clear photograph or a hand sketch is a perfectly good starting point; it does not need to be print ready.

Our designer returns a mould drawing showing colour separation, relief heights, thin-section changes and the fixing point. Nothing is tooled until you approve that drawing, which is where changes are free.

Send the design at the size you intend it to be made. Raised line work below roughly one millimetre wide tends to fill or flash during moulding, and we will flag it before tooling.

Colour

Colours are matched using the Pantone Matching System. Give us Pantone references rather than colour descriptions.

Once you approve a reference and a physical sample, both are held here and used to set every subsequent production run. This is what makes a reorder match the original.

Materials

Soft PVC for fine detail, bright colour and multi-colour designs. Rubber for solid chunky shapes, a matte finish and stretch or grip. Silicone for wristbands, skin contact and heat resistance.

Material is declared lead, cadmium and nickel free, to European and USA standards.

Compliance

CE, RoHS, SGS and REACH references are available on request.

Confirm the exact test scope your market requires at quotation, because requirements differ between markets and between adult and child age groups.

Packing

Bulk bagged or polybagged for bin display, or blister carded with a printed header card and your barcode for peg racks.

Regular shapes stack and bag more densely than irregular cut-outs, so they carry a lower freight cost per piece. The packing decision should be taken before production, not after.

Trade Terms and Freight

FOB Shanghai, FOB Ningbo or CIF your port. Rich Industry holds independent import and export rights.

Express courier for small quantities and urgent first batches; sea freight for volume. Many buyers courier an opening order and ship the balance by sea.

Planning Backwards From a Shelf Date

Start at the date the product must be on a shelf. Subtract freight transit, then production, then sampling, then a buffer for one artwork revision.

On a sea-freight programme that usually puts artwork approval about ten weeks before shelf date. Later than that and you are relying on air freight to recover the difference.

Because we cannot yet evidence them

The items below were never published by Rich Industry, so they are not stated on our website or in this guide. Ask us and we will confirm in writing rather than estimate.

Year founded

The 2016 site gave no founding year.

Factory floor area and headcount

No figures published on the old site.

Monthly production capacity

The old site only said 'large production capacity'.

Number of export countries

Old site named regions, not a country count.

Customer testimonials

No real testimonials existed, so none are shown.

WhatsApp number

No WhatsApp channel on the old site; email and phone are used instead.

Certificate expiry dates

Certificate images are from 2016 and need re-issuing.

Product dimensions and weights

Never published per SKU; shown as quoted per design.

Quotation within 8 working hours

Taken from the old site's own product banner; confirm it still holds.