

## Step 1: Contact Us & Submit Inquiry

Customers inquire on our "Contact Us" page or send an email to **Jason@trustuscnc.com**. Customers need to provide inquiry information:

### **Drawings**

**Have Drawings:** We support formats including **STP, STEP, PDF, CAD, DWG....**  
(We can sign an NDA/Non-Disclosure Agreement before you share any drawings.)

**No Drawings:** If you don't have drawings, you can sketch by yourself to provide supplementary explanations. We charge a drawing fee to create and confirm the drawings with you (drawing services are charged based on the structural complexity of the product). The drawing fee can be refunded/deducted in the mass production order if the total order value is large enough.

**No Drawings But Can Send Samples:** You can ship physical samples to us for operation. (Try to choose postal express, which is cheaper, and select DDP channels to avoid high taxes and fees.)

**3D Scanning:** We can scan the samples through advanced 3D scanning and reverse engineering capabilities to obtain drawings, and then send them to you for confirmation. There will be a 3D scanning fee of approximately 100-150 USD, depending on the actual complexity of the product.

**Materials:** Aluminum, Steel/Carbon Steel/Iron, Stainless Steel, Brass, Copper.... (If there are specific grade and surface treatment requirements, please also tell us. For example: even for aluminum, we have different grades such as AL6061, AL6063, etc., to adapt to different usage environments.)

**Surface Finishing:** Regarding surface treatment, we can do anodizing, sandblasting, powder coating, anti-rust oil spraying, cleaning and deburring only, electroplating, passivation, blackening (oxidation blackening/Black oxide coating), brushing, polishing, mirror polishing, laser engraving, silkscreen printing...

**Product Application:** Because the choice of materials and surface treatments are related to the product's application and usage environment, if you tell our technicians the application and usage environment of the product from the very beginning, we can provide more professional advice and better guidance for your project to a greater extent.

**Quantity:** Sample order quantity and mass production order quantity. (Since the order quantity also greatly affects the unit price of the product, if possible, please tell us the sample order and mass production order quantities at the beginning. We can quote for you based on different quantities, and there will be a certain gap in price.)

**Tolerance & Dimensions:** Tolerance and dimensional requirements. (Some customers will give us a PDF format file at the same time they give us the 3D

drawings, which will mark the tolerance requirements of each key dimension. But even if there is none, it doesn't matter; you can tell us via text notes. We will focus on evaluating whether the critical dimensions involving assembly can meet your standards.)

**Standard Tolerance:** If there is no special explanation, our CNC machined parts will default to a tolerance standard of  $\pm 0.05\text{mm}$ . (Our standard machining tolerance is  $\pm 0.05\text{mm}$ , and high-precision requirements can be achieved as needed, with prices negotiated separately.)

**TIPS:** If it is a product involving assembly relationships, it is best to tell us the key dimensions ( the tolerance requirements of the dimensions involving assembly).

**Shipping Reference:** In addition, if the product has a relatively regular shape and a small volume, we can estimate the shipping cost based on the weight. However, due to fluctuations over time, the shipping cost may also change, so the estimated shipping cost can only be used as a reference. The actual shipping cost needs to be confirmed before shipment.

## **Step 2: Quotation**

After customers provide the inquiry information, we will reply with a quote within **24 hours for simple parts / 48 hours for complex parts**.

## **Step 3: Transaction & Payment**

If the price is suitable after communication, the transaction can be made.

**Sample Orders:** We can use PayPal to collect payment for sample orders.

**Mass Production Orders:** For mass production orders, we will provide an international bank account for the customer to wire the deposit (50% of the total order).

## **Step 4: Production & Quality Control**

After receiving the order, we will start production. After production is completed, we will measure the dimensions, write a dimensional report, and take photos and videos for the customer to confirm.

## **Step 5: Balance & Delivery**

After confirmation, the customer needs to pay the remaining balance and the final confirmed shipping cost, and then we will immediately arrange the shipment.