

IBRIS Group

FAQ

How can I submit a request for purchasing technologies from abroad?

You can submit requests through various methods:

Utilize traditional contact details such as email and phone numbers.

Reach out via messaging platforms like WhatsApp and Telegram.

For prompt processing, we recommend using the request form located at the bottom of the website.

In which currencies can our company make payments to you?

To ensure a seamless payment transfer process, our company has registered accounts in different currencies. IBRIS Group accepts: EUR, USD, CNY, CZK in the currency basket.

What warranty period do you offer for the provided products?

As a supplier rather than a manufacturer, our warranty terms mirror those provided by the factory. If the factory offers a 12-month warranty, you will receive a 12-month warranty from us as well.

Who handles logistics to the customer's warehouse after payment for the goods?

We are a flexible company for our partners and are willing to take on logistics responsibilities. Our team has extensive experience in both ground and air freight. When you order from us, you benefit from the most competitive logistics prices.

What are the delivery terms provided by your logistics?

We employ various incoterms for delivery. Our terms include, but are not limited to:

EXW (Ex Works)

FCA (Free Carrier)

CIF (Cost, Insurance, Freight)

DAP (Delivered at Place)

And others, providing flexibility to choose an option that suits your needs.