



**Q1: How to select a suitable inkjet printer?**

A: Please consider that printing height, printing lines, printing speed, printing content (language, characters, number, barcode, QR code etc.), printing colors, target budget, and so on, and please let us know these requests, we will suggest you the best suitable printer.

**Q2: How to select suitable ink?**

A: Please consider fast dry ink for plastic, glass, metal, glossy paper etc.; consider water based ink on normal paper and carton; consider UV ink for anti-counterfeiting; and you can tell us your request, we will suggest you the best suitable and economical ink.

**Q3: If your printer can be used on production conveyor?**

A: Yes, sure, our inkjet printer can be used on production line or with the conveyor.

#### Q4: How many years of the Warranty Time?

A: Normally is 1 year, within this period we will send spare part free to you if there are any problems with them (except artificial damage).

#### Q5: How is the quality?

A: Quality of products will be strictly checked and every machine will be test to ensure it can works well before packaging.

#### Q6: What you can do for us except provide printer and ink?

A: We can provide technical services, lifelong service, file services, language, and training, and so on.

**Technical services:** We have professional engineers available to service machinery overseas, once we receive your inquiry about fault, we will reply you within 24 hours, and offer you any technical service about machine.

**Lifelong Services:** We provide lifelong services for all the products we sold out, and supply the spare parts with competitive price.

**File Services:** We can supply Manual Specification, Operating Video and other files you need.

**Language:** We have a professional sales team who are good at English to ensure zero communication barriers.

**Training:** We can provide training for your guys, you can send your guys to our factory, we are responsible for your training them.

#### Q7: Which material can be print?

A: Metal, plastic, paper, glass, wood, stone, etc.

#### Q8: Which content of your printer can be print?

A: Lattice, entities, letters, numbers, expiry date, production date, batch code etc.

#### Q9: What is the minimum and maximum height of content of your printer print?

A: The minimum is 3mm, and the maximum is 12mm.

Q10: Which color of printer ink we can choose?

A:one printer can only choose one color for one printer, normally it is black color ,or white color, for the details , please send inquiry to sales persons for details.

Q11:What information I need to provide with you ,to choose the appropriate printer?

A: In order to provide with you good solution about printers,please provide us with below information:

- 1). Products for printing
- 2). Content for printing ,like bar code ,2D code or batch number and so on
3. Print lines for the printing
4. If have the production speed request?

Q12: How to ship it?

A:We provide the express, air shipping and sea shipping according to your order quantity or using your forwarder.We will provide the best suitable and economical shipping for you to choose.

Q13: How to place an order?

A: You could place an order on trade assurance or place to us directly.

Q14: How to contact us?

A: You could email us ([sales@cheef.cn](mailto:sales@cheef.cn)) ,wechat/whatsapp/Tel.: +86-181-6857-5767 or send us inquiry through below.