

# 《Quotation & Order Process Instruction (CNC Machining)》

## 1. Purpose

This specification standardizes the whole process of drawing receiving, quotation evaluation, order confirmation, production arrangement, delivery and after-sales handling for CNC precision machining parts. It ensures standardized communication, clear responsibilities, stable delivery quality and efficient cooperation between the company and customers.

## 2. Scope of Application

Applicable to all custom CNC turning, milling, turn-milling composite, wire cutting and precision machining part orders, including sample orders, small-batch trial production and mass production orders.

## 3. Complete Process Flow

Customer Drawing Submission → Technical Review & Feasibility Evaluation → Quotation Issuance → Customer Confirmation & Price Verification → Order Placement & Contract Confirmation → Production Scheduling → Material Preparation & Machining → Quality Inspection → Packaging & Shipment → Delivery & After-sales Service

## 4. Detailed Process Rules

### 4.1 Drawing Submission & Technical Review

Customers shall submit complete 2D PDF engineering drawings, 3D STEP/IGS models, together with required quantity, material grade, surface treatment, tolerance standard and delivery cycle requirements. Screenshots, blurry pictures and incomplete sketches will not be accepted for quotation. Our technical team will check dimensional integrity, process feasibility, structural rationality and production difficulty within the specified time. For drawings with missing parameters, ambiguous tolerances or unmarked process requirements, we will feedback modification suggestions to customers for supplementary confirmation.

### 4.2 Quotation Rules & Validity

The quotation covers machining cost, material cost, surface treatment fee, inspection cost, packaging cost and management cost according to part structure, processing difficulty, batch quantity and working hours. The official quotation will be issued after comprehensive calculation. All quotations are valid for **7 working days**. If the customer confirms the order beyond the validity period, or the material market price fluctuates significantly, the company has the right to adjust the quotation again. For urgent orders, holiday production orders and high-precision customized parts, urgent service fees will be charged separately according to the actual situation.

### 4.3 Order Confirmation & Contract Signing

After the customer confirms the unit price, total amount, delivery date and technical requirements, both parties will confirm the order details or sign a formal processing contract. The order information includes part name, drawing number, quantity, material, processing standard, delivery cycle, payment terms and after-sales clauses. All production standards are subject to the final confirmed drawings and order technical requirements; verbal promises are not regarded as the basis for production and acceptance.

#### **4.4 Payment Terms**

The default payment mode is subject to mutual agreement between both parties. For new customers, pre-payment or full advance payment can be adopted; for long-term cooperative customers, credit payment terms can be confirmed by contract. The company will arrange production officially after receiving the pre-payment or confirming the credit account. Any order adjustment or cancellation shall be notified in advance, and the loss caused by temporary cancellation shall be borne by the responsible party.

#### **4.5 Production & Progress Tracking**

After the order takes effect, the production department will arrange scheduling according to the delivery date and order priority. During the production period, we will complete material cutting, rough machining, finish machining, secondary processing (drilling, tapping, deburring, welding) and surface treatment in strict accordance with the drawing standards. Customers can inquire about the production progress at any time; we will feed back the processing status, abnormal problems and progress adjustment information in a timely manner.

#### **4.6 Quality Inspection & Acceptance**

All finished parts will undergo full inspection or sampling inspection by the quality department, including dimension tolerance detection, appearance inspection, surface treatment effect verification and structural conformity check. For orders requiring inspection reports, we will provide corresponding size inspection data, material certificates and quality documents. The acceptance standard is subject to the final confirmed drawings and industry general machining standards. If quality problems caused by our processing occur, we will provide free rework or remake services.

#### **4.7 Packaging & Shipment**

Qualified products will be packaged with anti-rust oil, bubble film, cartons or wooden cases according to part characteristics and customer requirements to prevent scratches, deformation and rust during transportation. We will select express, logistics or special line transportation according to the customer's delivery requirements, and provide waybill numbers and delivery documents after shipment.

#### **4.8 After-sales Service & Problem Handling**

After the customer receives the goods, if there are problems such as dimensional deviation, unqualified appearance and inconsistent processing standards within the

acceptance cycle, please feed back to us in time. We will verify the problem within 24 hours and give solutions including rework, remake or compensation. Quality disputes caused by customer-provided wrong drawings, modified requirements without notification or artificial damage after delivery shall not be borne by our company.

#### **5. Order Change & Cancellation Rules**

If customers need to modify drawings, quantity or delivery cycle after order confirmation, they shall submit written modification notices. The company will adjust production arrangements after confirming the impact on cost and progress. Orders that have completed material cutting or semi-finished processing cannot be cancelled arbitrarily; the corresponding processing loss shall be borne by the customer.

#### **6. Delivery Explanation**

The delivery cycle is calculated from the date of confirming drawings and receiving pre-payment. Delivery delay caused by customer's delayed confirmation of drawings, delayed payment, repeated modification of requirements or force majeure factors will not be regarded as our delivery breach.