### DRAWELL CONCERNENCE Chongqing Drawell Instrument CO,.Ltd Tel: 0086-023-63268643 Email : sales05@drawell.com.cn

# **Quality Control and After-Sales Service**

**Transaction Process:** 

From inquiry to installation, and throughout the lifetime of the instrument, Drawell provides professional and personalized support to ensure the instruments maintain maximized uptime and optimized productivity.



Drawell's dedicated team of applications scientists, engineers, and service managers not only assist our customers with technical inquiries and scientific questions but also, help them plan for the future to bring their research to the next level. When your instrument approaches the end-of-guaranteed support period, turn to Drawell team for additional support and upgrade options.

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For more information, visit our website: www.drawell.com.cn

### We've got you covered.

### **Pre-Installation services**

Providing free pre-installation advice and guidance. Providing a demonstration video if necessary.

### **F**y User training

Operation manuals are in English. Training by Drawell skilled engineers can happen in our factory in China, or at site in cusotmers' country. Cost depends on where and when the training happens.



 1 year free, including repairing quality-damaged parts, and offering replacements of selected parts (shipping cost is extra).
 5% of product price is charged for extending the warranty before the end of the official warranty.



### ⇒ Return/Replacement

If quality problems cause any misfuntion of Drawell products, free spare parts can be offered. In certain terms and conditions, the broken mahcines can be replaced within the warranty. To discuss the problem and get it resolved, online chats, real-time video calls, screen sharing are available as per customers' comfort.

### 1 Upgrades

Upgrading a software for the device is provided within the warranty.

### Please don't worry.

#### Q: Are you certified?

High quality to avoid any defective products (CE and ISO Certified ).

#### Q: What package do you use for delivery?

Protective packaging to avoid damages during delivery.

### Q: What's the lead time?

Fast delivery within the promised lead time after full payment. No delay.

#### Q: Can you OEM?

- OEM with customers' brands or labels available by extra charging.
- Possible customization for certain products according to customers' requirements.

#### Q: How long can I use Drawell machines?

Long lifespan (5-10 years) if properly used and maintained the machines.









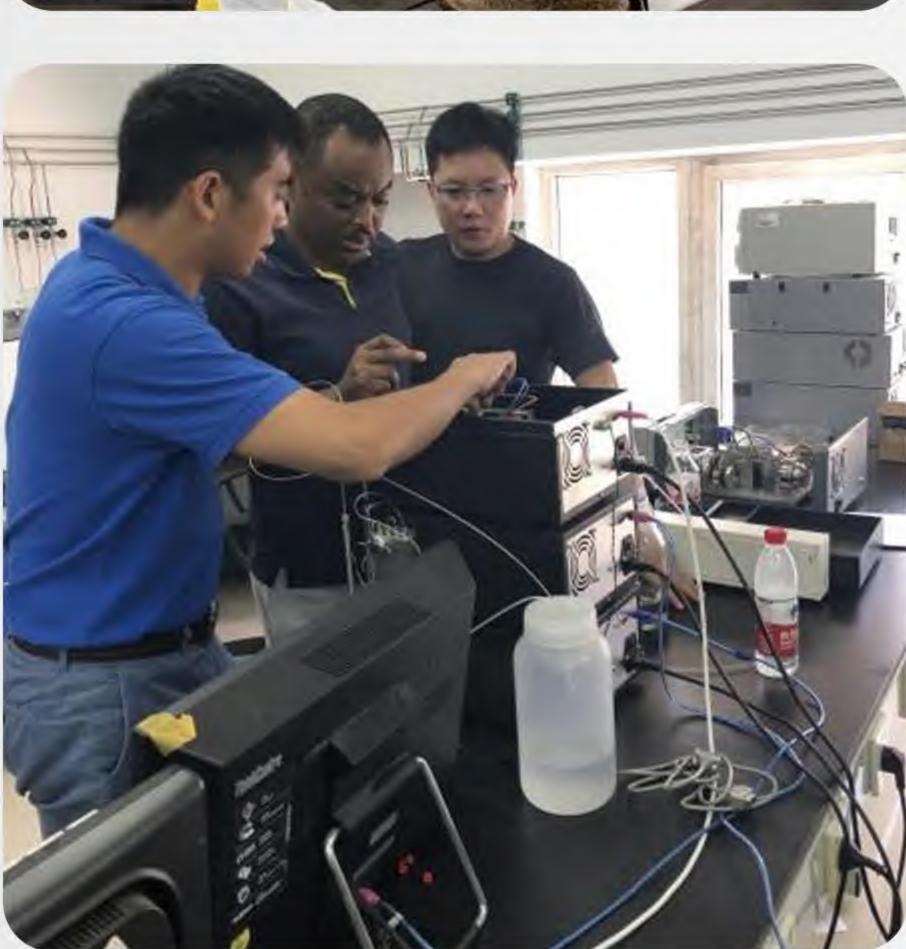












• Google:







### How to get in touch with us?

## Homepage: www.drawell.com.cn

https://www.drawellanalytical.com

YouTube:

https://www.youtube.com/channel/UCiB-ymlYYijwf9Et6dvdsYg

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