

Information

for VIP customers

The principal difference when buying lithium cells and other products from GWL/Europe and when importing directly from Chinese manufacturers at your own risk.

WITH GWL/POWER YOU GAIN 100% SECURITY AND SAFETY OF THE GOODS DELIVERY

- No risks connected with international cargo import
- No hassles at the custom board-controls and inspections both in China and in Europe
- 100% guaranteed delivery from the European warehouse
- No hidden extra fees for import procedure, or for the shipping costs
- Real warranty for the products and the RMA process according to the European standards
- Open and friendly communication with our sales person and technicians
- Long term business history and stability

CHECK THE KEY DIFFERENCES

Payment terms

- **With GWL:** We keep a lot of goods on stock in our European warehouse. For goods on stock, you may pay right before the delivery. This means you pay and get the goods to your hands just a few days later.
- **With a Chinese supplier:** You need to pay in advance. This means you must wait several weeks until the production is finished. Then wait one or two weeks until the cargo is loaded. Then wait another several weeks till the goods is delivered by sea-cargo to your port. It may take 8 to 14 weeks or even longer to wait after your payment.

Delivery terms

- **With GWL:** For goods on stock, we ship immediately. It takes only one to two days to process the order.
- **With a Chinese supplier:** For goods on stock, you may need to wait 7 to 10 days till all China export papers are prepared and the goods is finally shipped.

Delivery terms – pending goods

- **With GWL:** For pending goods, you can make a free booking without payment in advance. For larger quantity orders, we may request a partial deposit payment, but no need to pay full deposit.
- **With a Chinese supplier:** You may never be sure of the real delivery time. You may hear many excuses why there was yet another delay: the raw material was missing, there was an all- nation holiday, and there was a strong wind or power outage. In addition, very often the goods may be taken by some other more important customer or some China government agency. Thus you may need to wait even longer.

Delay at Customs

- **With GWL:** All our goods have been legally imported into the territory of European Union. This means there is no more custom inspection of the goods. There is no additional risk of delay or troubles for you.
- **With a Chinese supplier:** The goods are often stopped when leaving China border for lengthy inspections. This may delay the delivery for another 1 to 3 weeks. This way your cargo can miss the booking shipment on the sea-vessel. All of this will increase the shipping costs for you. **Additionally** when importing to EU, **the European border customs** in your country may delay the release of the goods, requesting inspection of the goods or some additional formal documents. This will make another delay for you.

Legal import by sea cargo only

- **With GWL:** Our goods have been legally imported by sea- cargo. There is no more risk that the cargo will be lost or damaged during the transportation from China to Europe.
- **With a Chinese supplier:** When importing from China, you need to take into account of the risks of the international sea-cargo import. Every year there are cases of ship wreckage, cargo delays or complete loss of the cargo due to an accident, piracy or theft. **Additionally** the Chinese suppliers offer an **illegal delivery by air-cargo**. Officially the limit of the lithium cells for air-cargo is given to 100Wh per cell. This means that the largest cell that can be transported by air-cargo is about 31 Ah (at 3.2V). The suppliers use some loopholes to ship even larger cells under some changed documents and specifications. In case an air-craft accident, the receiver may also be involved in the criminal proceeding, especially if the Chinese supplier starts claiming that it was the customer who agreed and approved to make the fake shipping documents.

We are a real European business with full warranty

- **With GWL:** We are a European business company. We work according to the European business standards. We offer the liability and warranty according to the EU norms and procedures. We are an open business. You can come to us and present your warranty case directly, face to face.
- **With a Chinese supplier:** you have no real standard of the warranty. In fact there is no way to return the goods back to China, since without the active co-operation of the manufacturer, there is no way to re-import the products back to China again. This means you can virtually never return the goods back and apply for warranty. Remember with China you have only one-way purchase.

We wish to communicate with you openly

- **With GWL:** We are open to communications. We use emails, Skype, phone or fax. We speak fluent English. We have many sales persons and technicians to process your requests.
- **With the supplier in China:** you may speak with one lady or a girl who may process all the international orders. Often the rest of the real company does not speak a single word in English. If this girl is gone, your business is gone as well. The new person who comes has no history, no background and no relationship. Most likely this person does not have any technical background and does not have any responsibility to make any decision. All decisions must be done by some „unknown“ technicians, engineers, or managers, who do not speak English, do not have any contact and are very often at business trips, out of company or on holiday. Simply you need to wait, wait and wait and you need to send your requests again and again for many weeks or months.



*With GWL you never
end up with empty hands*

Or you can hit your head against the wall and blame yourself for the “unlucky business with China”.

After all: the Chinese company can change the name from one day to another. It can even disappear with all your thousands of dollars.

Do you really want to do the business with China at your own risk?

**With delivery from GWL/Europe all European customers
can be sure and secure of the best business.**



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