



VEGA PHARMA LIMITED

Add: 9F, Eastern tower of IBC, 600 Jinsha avenue, xiasha, Hangzhou 310018, China

Tel:+86 571 88398112 Davi@vegapharma.com www.vegapharma.com

Question:

What's V-Service ? What's in time service commitments from Vega ?

Along with decades years of rapidly growth and development, Vega established and insisted his services system for customers, the services system we called "V-Service", regarding the Vega commitments from personnel, cargos, finance. The core conception is "Customers are the first".

The in time service commitments are:

1. On-line response within 1 hour, including Skype, Wechat, Whatsapp, Trade meesager (chat tool on Vega Alibaba web)
2. On-line chat tools, Mobile are active and available 24 hours per day, no holiday.
3. E-mails to be replied within 1 day, no holiday.
4. Products inquiries to be offered within 1 day.
5. SC,PI sign to customers within 1 day once order confirmed.
6. Cargos delivery by sea within 12 days on board once cargos are ready.
Cargos delivery by air within 7 days on board once cargos are ready.
7. Complete draft shipping documents to be ready within 1 day after ETD date.

Question:

What else services from Vega ?

1. Vega Reports
Reports for vitamins, amino acids, APIs, food additives, later will come as well reports for feed additives.
2. Vega Videos
Videos of company, factory, teams, hot news, products, etc.
3. Vega Daily
News for vitamins, amino acids, APIs, food additives, feed additives every working day.
4. Vega RFQ
All about Vega which interested from customers, to make Vega more open and "transparent".
5. Vega PLUS
Value added services from Vega, such as OEM service, registrations, R&D service, buying agent service, etc.

Above infos can find onto our web: www.vegapharma.com