INFORMIC · BUYER GUIDE

Quality & Shipping Guide 2026

How an Informic order works, from quote to tracking number: what we inspect, what you see before dispatch, and what our warranty covers.

Key fact	Detail
Dispatch	Usually 2–5 days after payment, by express courier or sea freight
Before dispatch	Photos of inspected parts, photos of the packed shipment, then the tracking number
Quality check	Every incoming lot is inspected; third-party lab testing on request
Certification	ISO 9001:2015, certificate no. 98525Q00012R053 (ZG Certification, valid until 16 Nov 2028)
Payment	T/T in advance, PayPal or credit card · MOQ 5 pcs
Warranty	3 years for international-brand originals · 1 year for Chinese-brand originals

1. Six steps from request to tracking number

Step	What happens	What you receive	Timing
1. Request	Send part numbers, quantities and delivery needs, or upload a BOM.	Confirmation of receipt	—
2. Quote	We check our supply channels for the exact part number you asked for.	Price, quantity, packaging, delivery terms, any NCNR note	Within 24 hours
3. Order	You accept the quote and pay by T/T, PayPal or credit card.	Order confirmation	When ready
4. QC	Labels, appearance and leads checked for rework or resurfacing.	Photos of your inspected parts	Before shipment
5. Packing	Parts are packed for transport.	Photos of the packed shipment	Before shipment
6. Shipping	Express courier or sea freight.	Tracking number	Usually 2–5 days

We never substitute a different part number without your written approval. If an alternative makes sense, we quote it separately.

2. How we inspect parts before shipping

- **Labels first.** Part number, manufacturer, quantity and date code must match your order.
- **Appearance and details.** Markings, logo, package surface and pin-1 mark are compared with the genuine part.
- **Leads and package under the microscope.** We look for re-tinned or re-soldered leads and for opened or resurfaced packages.
- **Independent lab testing when needed.** For higher-risk parts, or on request, we use third-party laboratories in Shenzhen such as White Horse Labs for X-ray, decapsulation or electrical testing. Lab fees are paid by the buyer and quoted in advance.

Visual checks catch most crude fakes, but no single test proves a part is genuine. That is why we combine inspection with a written warranty and a clear claims process.

3. Payment options

Method	Good for	Note
T/T in advance	Regular and larger orders	Standard for B2B component orders
PayPal	First orders, small quantities	PayPal buyer-protection rules apply
Credit card	First orders, urgent small orders	Your card issuer's dispute rules apply

Minimum order is 5 pcs, so you can place a small first order to test us before a production quantity.

4. Warranty, claims and returns

Item	Our terms
International-brand originals	3-year warranty
Chinese-brand originals	1-year warranty
Covered	Original, new, the exact quoted part number, meets manufacturer specification
Not covered	Soldering or use damage, ESD or storage damage, wrong part selected by the buyer
Quality claims	Supported by a third-party test report; you choose refund or replacement
Returns	Quality issue or wrong shipment only, within 30 days, parts unsoldered and unmounted
Return shipping	Informic pays for quality issues; the buyer pays otherwise
Obsolete / special-source parts	Non-cancellable, non-returnable (NCNR), marked on your quote

Request a quote
Upload your BOM or send part numbers at **electroniccomponent.com/upload-bom**. We reply within 24 hours, Monday–Friday 08:30–18:30 (GMT+8).

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