

# QT MAT

Shipping Policy

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QT MAT is a professional manufacturer of martial arts mats and safety protection systems, headquartered in Guangdong, China, with its own production facilities. With years of experience in the martial arts equipment industry, QT MAT is committed to providing high-quality, durable, and safe products, combined with reliable customer service and comprehensive after-sales support.

This shipping policy provides detailed information about our production time, order processing, shipping procedures, and delivery expectations, to ensure that our customers have a clear understanding of how their orders will be handled from factory to delivery.

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## 1. Production Time

Production time depends on the product type and order quantity.

Typical production time:

Roll-out Mats: 10-15 days before shipment

EVA Mats: 7–10 days before shipment

Judo Mats: 15-20 days before shipment

For large orders, the exact production and shipping schedule will be confirmed between the customer and our sales representative.

## 2. Order Processing Time

Orders are typically processed within 1–3 business days after payment confirmation. Production will begin once all order details are confirmed.

## 3. Shipping Time

Estimated shipping times vary depending on the destination (typical transit times):

Europe: about 60 days

Australia: about 50 days

United States: about 50–55 days

Please note that delivery times are estimates and may vary due to customs clearance, port congestion, weather conditions, or other logistics

factors.

## **4. Shipping Methods**

For most regions, we provide door-to-door shipping services.

The final shipping method will be determined based on the customer's selection and the quotation confirmed by both parties.

## **5. Shipping Costs**

Shipping costs are calculated based on the size, weight, and destination of the goods.

All shipping fees must be paid before shipment is arranged.

## **6. Packaging**

All products are carefully inspected and cleaned before leaving the factory.

We use professional packaging to minimize the risk of damage during transportation.

## **7. Duties and Taxes**

In many cases, we can provide door-to-door shipping that includes customs clearance and taxes.

However, policies may vary depending on the country or region. If duties

or taxes are not included in the quotation, the customer will be responsible for those charges.

## **8. Tracking Information**

Once the order has been shipped, we will provide the customer with shipping details or tracking information when available.

Customers may also contact our sales team to obtain the latest shipping updates.

## **9. Shipping Damage**

Please inspect the package when receiving the goods.

If the product is damaged during transportation, please contact us within 48 hours and provide photos of the damaged product and packaging.

## **10. Incorrect Address**

Customers are responsible for providing a complete and accurate shipping address.

We are not responsible for delays or lost shipments caused by incorrect or incomplete address information.

## **11. Force Majeure and Logistics Delays**

Shipping times may be extended due to circumstances beyond our control,

including but not limited to:

Customs inspections

Port congestion

Shipping line schedule changes

Weather conditions

Natural disasters, pandemics, or international political changes

Changes in international logistics conditions

We will do our best to assist customers in tracking shipments and providing updates.

## 12. Contact Us

If you have any questions regarding shipping, please feel free to contact us.

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