OEM Custom Order Process & Quotation Guide

1. Full Custom Cooperation Process

1. Customer send CAD/DXF drawing, clarify thickness, coating type, quantity, application industry
2. Felix Glass optical engineer review drawing & provide technical suggestion
3. Issue quotation sheet with unit price, sample lead time, mass production delivery cycle
4. Customer confirm sample order → Cleanroom CNC processing, coating, full inspection
5. Sample delivery for customer performance test
6. Mass production order after sample approval, batch full optical inspection before shipment

2. Information Needed For Accurate Quotation

1. Glass dimension: Length × Width × Thickness
2. Edge & hole processing requirements (chamfer, cutout, mounting holes)
3. Coating type: AR / AF / AG / AR+AF composite
4. Working environment: Temperature range, industry usage (auto/medical/AR/industrial)
5. Order quantity: Prototype sample quantity / Annual mass production volume
6. Special demand: Medical biocompatibility certification, salt spray resistance requirement

3. Lead Time Standard

- Small prototype samples: 7–10 working days
- Mass batch production (100–5000pcs): 15–20 working days

4. Packaging & Shipping Standard

All sapphire cover glass packed in dust-free vacuum anti-collision plastic tray, separate foam protection for each piece, avoid scratch during international sea/air shipping

5. After-sales Support

1. Provide full optical test report for each batch shipment
2. Free technical drawing optimization suggestion for customers' new product development
3. Long-term order stable price support for US optical equipment manufacturers