

As one of the leading Chinese hair manufacturers in the industry, some of above problems are also hard to be avoided. We may not be perfect, so to speak, but we always try our best to supply our clients with high quality hair.

It is usually common to hear clients complaining that they did receive what they ordered from certain manufacturers but at FEELGOOD we have put in place measures that ensure we deliver exactly what has been ordered with no compromise on quality. These include:

1. All of our salespersons are professional

They are skillful at English communication and professional to production. They can easily understand what you want and even give you some useful suggestions. They have sufficient industry experience with at least 5 years in the hair industry. They can be excellent salesmen, consultants, and technician .This helps avoid the understanding and translation mistakes effectively. Before we place an order to the workshop, there are special persons who examine the translated order form with respect to your order form or email. This is intended to match the two and avoid any order mismatches.

2. There are many experienced technicians in our factory

They handle plenty of custom made orders every day and make the bases and process hair according to order form accurately .They always process hair according to orders with no under or over processing of hair . That is why our systems can last longer and are tangle-free.

3. Most of the factories in China lack good knotter management

We had this problem before since most of the knotters are peasant women and they prefer to do the ventilation work at home. But in the year 2009 we set up our own workshop in North Korea. All the knotters were trained for a long time by professional technicians and now all of these knotters are skillful and experienced .They can handle the density and different knotting ways very well .We also have special Chinese Korean staffs who manages them efficiently. This helps avoid any communication barriers since they can speak Chinese, Korean and English.

4. We have strict QC system

First, each worker makes the self-checking after they finish their process.

After the order is put into the next step, they also need to check last step's quality. There are professional QC staff on each process. We also have chief inspectors to check the whole processes quality after it is finished and just before it is packed.

5. What is Feel good hair suppliers delivery time? Is there a way to be faster?

For our custom made order, the production time is 4-5 weeks. Although we are trying our best to improve this, it is hard to find a nice way yet. This is due to the fact that we receive more and more orders in our factory. But we still have an advantage to shorten the delivery time - all our staffs are professional. Time wastage due to communication problems is common with other companies but with us we have overcome this hence it is our strength. When you place an order, you will need less communication time since our salespeople are professional. Furthermore, there are no communication barriers between our salesmen and factory staff or factory and knotting workshop personnel. This can shorten the delivery time substantially.

6. How about FEELGOOD's hair return or refund policy?

Many Chinese hair factories find it hard to give clients a free return or refund if you are not satisfied with the product. This is due to the fact that the hair systems are hand- made, unqualified factors is hard to be defined, and the shipping cost is very expensive. But at FEELGOOD we have a guarantee to our clients, we must take the responsibility once the base type, hair length and hair color is wrong. If the systems start shedding within 2 month, we can repair it for free.