

A dark blue speech bubble icon with the text 'FAQs' written inside in white, sans-serif font. The bubble has a tail pointing towards the bottom right.

FAQs

Investors Questions:

1. Shipping of, especially money, gold, or gadgets, mainly expensive things are too risky nowadays. What are the security measures you will follow to ensure safe landing of items here in our area?
 - I can outline common security measures that logistics companies often implement to ensure the safe transport and delivery of high-value shipments:
 - a. **Discreet Packaging:** using unassuming packaging to prevent drawing attention while in transportation; it should not disclose the contents or worth of the thing within.
 - b. **Shipping Insurance:** Providing insurance or mandating it for expensive goods to protect against possible losses from theft or damage while in transit.
 - c. **Custom Compliance:** Adhering strictly to customs regulations to avoid delays and potential security breaches during international shipments.
 - d. **Tracking and Monitoring:** Enabling to follow the package's path by providing real-time tracking updates for the shipment. For valuable goods, some firms additionally employ GPS tracking.
2. Do you need to have regulatory compliance or necessary permits to ship or import these kinds of products? Do you need permits in both countries?
 - Yes, currently we already have a business in the Philippines and before my business start here in Terrace, I will also be applying for business permits here.
3. The quality and pricing may vary on the weight and design of the jewelry or gold, I noticed how the price ranges from \$300-\$1000 including or excluding shipping fee. As a side hustle, how will market this to larger group of people as this can be considered a premium item?
 - Absolutely, shipping is already included. The reason for this is that, even though our product is constructed of 18 carat gold, the cost of the components is lower in the Philippines than it is in Canada.

Customer Questions:

1. How do you compare your pricing to the market of jewelries and gold shop here in Terrace and to your competitors?
 - Given that we are selling 18 carat gold and most of the jewelry sold in Terrace is 10 carat gold, our prices are sufficiently competitive.
2. For the after-sales support, do you have enough experience to do maintenance, resizing or repairs of your products or are you going to hire someone else to do it?
 - No because I'm also knowledgeable in doing minors repairs and cleaning of jewelry.
3. About the convenience of the shipping, what will you do if by any chance there is a delay? Are you going to give discounts, freebies, warranties, etc.?
 - In case the item is delayed I will give a 15% discount and 2 free cleaning service for the jewelry for the inconvenience.