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Can I pay after delivery or COD?

Sorry, but you have to pay before we send samples. As we are paying EMS directly at the time of shipping samples

What is the delivery time to my country?

Delivery time (if sent by EMS) to Europe Countries is 7 to 14 days. To USA/Canada is 10 – 16 days. To Russia is up to 18 days. To UAE is 5 – 10 days. Actual delivery time depends on EMS and may vary.

How can I pay delivery of samples?

You can pay by direct transfer of money to our corporate bank account in Indonesia (bank Mandiri or BCA). You can pay by Western Union or you can transfer via PayPal.

What is your ID in PayPal so I can transfer you the shipping cost

Our corporate PayPal ID is export@charcoal.pro.

Can you print samples of the inner/brand box?

Yes, we can print samples of the inner or brand box for you. Please keep in mind that high-volume printing (to fill the container) is done on the equipment called "offset printing". If you need only one pcs of the box it will be done on different equipment, called "digital printing".