Frequently Asked Questions & Service Guide

High-Density Compression Sofas & Polyurethane Foam Manufacturing

ISO 9001:2015 | BSCI Audited | CertiPUR-US® | OEKO-TEX® | 20+ Years Experience

1. OEM & Customization Services

Q: What are your main products?

A: KINGSEN specializes in high-density compressed sofas and custom polyurethane foam products.We tailor each solution to your exact specifications or 3D design files.

Q: Are you a trading company or a manufacturer?

A: We are a professional manufacturer with over 20 years of experience, operating a 550,000 m² production facility.

Q: Do you offer OEM/ODM services?

A: Yes. We provide full customization, including design, size, fabric, color, foam type, spring system, labeling, logo, and packaging.

Q: What is your sample development process? Are sample fees refundable?

A: Sample development typically takes 5–10 days for existing designs, and 15 days or more for fully customized models, depending on complexity. Sample fees are deductible from future bulk orders.

Q: Do you accept custom designs or customer-supplied materials?

A: Absolutely. We welcome custom designs and customer-supplied fabrics or materials. NDAs are available to protect your product and design confidentiality.

2. Production & Quality Control

Q: What is your production capacity?

A: Our monthly output reaches 60,000 foam sofas, supported by a 55,000 m² factory, over 100 skilled workers, and automated production lines to ensure efficient, large-scale manufacturing.

Q: What is your typical lead time?

A: Standard orders: 20–30 days. Custom orders: 30–45 days.

Q: How do you ensure foam recovery after compression?

A: We use high-resilience foam and conduct rigorous compression and rebound tests to guarantee reliable shape retention. Most sofas recover within 24–72 hours after unpacking.

Q: How do you manage quality control?

A: Our multi-stage QC system covers raw materials, production, stitching, assembly, compression, and final inspection to ensure consistent product quality.

3. MOQ & Trade Terms

Q: What is your minimum order quantity (MOQ)?

A: Standard MOQ is 100 units per model/color, with trial orders starting from 50 units. Custom fabrics may require higher MOQs. We also support mixed-model container orders.

Q: Which Incoterms do you support?

A: We accept EXW, FOB, CIF/CFR, and selective DDP/DDU services.

Q: Do you offer drop-shipping?

A: No. We focus exclusively on OEM/ODM services.

Q: What are the advantages of vacuum compression?

A: It reduces shipping volume by 70%–80%, significantly lowering storage and freight costs.

4. Payment Terms

Q: What payment methods do you accept?

A: We accept T/T, L/C, PayPal, credit cards, and Western Union.

Q: What are your payment terms?

A: We require a 30% deposit, with the remaining 70% due against the B/L copy. Samples require full payment upfront.

Q: Which currencies do you accept?

A: USD, EUR, GBP, AUD, CAD, and RMB.

Q: How long is your quotation valid?

A: Generally, 30 days.

5. Warranty & After-Sales

Q: What warranty do you offer?

A: KINGSEN provides a 1-year limited warranty covering confirmed manufacturing defects. Products must be unpacked within 210 days of compression.

Q: Do your products meet safety standards?

A: Yes. Our foam and fabrics can comply with standards such as CertiPUR-US®, CA TB117, and BS5852 upon request. We also hold OEKO-TEX® and UK fire-protection certifications.

Q: What certifications does your company hold?

A: We are BSCI-audited and ISO 9001:2015 certified.

Q: Can we arrange a factory audit or visit?

A: Certainly. We welcome on-site visits, third-party audits, and live video tours at your convenience.