

## Frequently asked questions

Written by Administrator

Wednesday, 18 November 2009 10:08 - Last Updated Friday, 06 April 2018 14:17

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### **ARE THE MACHINES PROCURED FROM A REPUTABLE COMPANY?**

Yes the machines are procured from one of the best machinery production companies in China with over two (2) decades of untarnished reputation. Their products are sold in every continent of the world.

### **HOW MANY YEARS WARRANTY IS GIVEN ON THE MACHINERY PROCURED?**

The machines come with a one (1) year warranty. Free additional parts are given as at the time of procurement. However, the supplier is not responsible for damages caused by improper handling of the machine.

### **WHAT IS THE AVERAGE LIFESPAN OF THE MACHINES?**

The average lifespan of any machine we procure is 10 years. The machines have been known to exceed 20 years of full production and still functioning excellently.

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### **CAN THE BUYER PAY DIRECTLY TO SUPPLIER?**

Yes the buyer is allowed to pay directly to the supplier. We will provide the account information of the supplier to the buyer and we will notify supplier of the intended wire transfer amount.

### **CAN THE BUYER HANDLE THEIR SHIPPING AND CLEARING FROM THE SUPPLIER?**

The buyer is allowed to handle the shipping and clearing as long as they signs the proper documents that save the supplier of any responsibilities or issues arising from such a task.

### **IS IT COMPULSORY TO GET INSURANCE WHEN SHIPPING THE MACHINERY?**

It is absolute paramount that any shipping must be accompanied with the certificate of insurance. It's the only possible way to go.

### **IS INSTALLATION FREE OF CHARGE AFTER PURCHASE?**

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Installation is not free at the buyer's site. Installation cost varies depending on location, factory condition, number of days required for installation etc. It cannot be predicted except the site had been inspected before the equipment is procured.

### **DOES THE BUYER PAY FOR THE EXPATRIATES WHEN THEY ARE REQUIRED FOR INSTALLATION AT THE LOCAL SITE?**

Yes, it is the buyer's choice to demand expatriates or local engineers for installation. Whichever way, it is their full responsibility to pay for their services.

### **DOES GOLDMINE PROVIDE MARKET FEASIBILITY STUDIES, BUSINESS PLAN ETC?**

Yes that can be provided in our business consulting department but the service is not free. It can be provided at the client's request.

### **CAN THE SUPPLIER TRAIN THE BUYERS STAFF AFTER PROCUREMENT OF MACHINERY?**

Yes we do provide staff training but not on all machinery procured.

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### **WHAT ARE THE PAYMENT TERMS WHEN PROCURING THE MACHINES?**

The payments plans are 30% upfront payment and 70% final payment after procurement is complete and ready for shipment. This can be done through direct transfers or direct deposit to our corporate accounts.

### **CAN WE BUY ADDITIONAL PARTS FOR THE MACHINES FROM GOLDMINE GLOBAL?**

Yes, from time to time we stock up parts for machines but when there's an emergency, we can order the parts and expect delivery within a week. Parts ordering are paid for in advance.

### **ARE THERE LOCAL ENGINEERS AVAILABLE TO HELP DIAGNOSE AND RESTORE MACHINERY TO FULL OPERATION?**

Yes we have certified engineers with combined total experience of over fifty years. They are very reliable and highly professional.

### **CAN THE CUSTOMER VISIT THE FACTORY ABROAD DURING PRODUCTION OF THE**

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### **MACHINERY?**

Yes, we have had clients that insist on visiting the factory while their machines are being produced. That is usually referred to as the test running stage. The clients are responsible for their visa processing fees, ticket expense, accommodation, feeding and all expenses during their stay.

### **DOES GOLDMINE GLOBAL PROVIDE EQUIPMENT FINANCING?**

We now provide import financing in partnership with Ecobank (Nig) Plc without collateral. 50% down payment and 50% after the container arrives the Nigerian Port.

### **HOW LONG DOES IT TAKE THE EQUIPMENTS TO ARRIVE IN NIGERIA?**

The average time required is between 50 -90 days depending on the type of machinery being procured.