

China Sourcing & Freight Forwarding Service Guide

Your One-Stop Partner from Factory to Your Door

Service Guide · 2026

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At a Glance

We help overseas small and medium buyers source products from Chinese factories and ship them anywhere in the world. One partner for sourcing, inspection, export, and freight — with transparent pricing and a clear process, so you can buy from China with confidence.

1. Who We Are

We are a China-based shipping and freight forwarding company. Every day we help overseas small and medium buyers purchase from Chinese factories and move goods to destinations worldwide.

What makes us different:

- We are based in China, close to the factories and the ports.
- We speak both the business language and the local language.
- We handle both the buying and the shipping, in one place.
- You focus on selling. We handle the supply chain.

2. What We Do

We offer a full chain of services, from the factory floor to your warehouse or door.

Service	What it covers
Sourcing support	Finding and verifying suppliers, negotiating with factories, translating, following up on production
Quality control	Factory audits and pre-shipment inspection, so you know what you are getting

Service	What it covers
Consolidation	Receiving goods from multiple suppliers and combining them into one shipment
Export customs	Export declaration, documentation, and compliance in China
International freight	Air freight, express courier, sea freight LCL (less than container load), and FCL (full container load)
Destination services	Delivery to your door under DAP (formerly DDU). You act as the importer of record and pay import duties and taxes; we can introduce a local customs broker to help with clearance

Important — our role. We are your logistics provider and sourcing assistant, not the seller of the goods. The purchase contract is between you and the factory. We do not advance funds on your behalf and we do not take on the trade risk of the product itself. Our job is to make the process smooth, transparent, and safe.

3. How It Works: The 8-Step Process

Step	What happens	Who does it
1	Inquiry — You send us the product, quantity, and destination	You
2	Sourcing — We find or verify suitable suppliers and get quotes	We (with you)
3	Order — You sign the contract and pay the factory directly	You
4	Inspection — We arrange factory audit or pre-shipment inspection	We
5	Consolidation — Goods arrive at our China warehouse	We
6	Export & customs — We prepare documents and clear export customs	We
7	Shipping — Air, express, LCL, or FCL to your destination	We
8	Delivery — Delivery to your door under DAP (optional) — you clear import customs as the importer	We

You can enter at any step. Already have a supplier? Start at step 3. Need us to find one? Start at step 1.

4. Costs and What Is Included

We believe in transparent pricing. Every quote clearly separates what is included from what is not.

Typically included in our quote:

- International freight (air, sea, or express)
- China export customs and documentation
- Warehouse handling and consolidation
- Origin charges at the port of loading

Typically not included (paid separately):

- The cost of the goods themselves (paid by you to the factory)
- Import duties and taxes at destination
- Destination customs inspection or storage fees
- Local delivery beyond the agreed port or terminal (unless door delivery under DAP is agreed)

Your final quote depends on: product type and HS code, weight and volume, origin and destination, delivery urgency, and the Incoterm you choose. We will always explain these before you pay anything.

5. Payment

We keep payment simple and clear:

- Goods payment goes directly to the factory, under your own contract.
- Service fees (sourcing, inspection, freight) are invoiced by us, with milestones agreed in advance.
- For freight, typical options include prepaid freight before shipment, or agreed credit terms for repeat customers. We recommend starting with prepaid for first-time shipments.

6. Incoterms, Made Simple

Incoterms define who pays for what and where risk passes. Here are the four you will meet most often.

Term	In plain language	Who pays the main freight	Import duties & taxes
EXW (Ex Works)	You pick up from the factory gate; you handle everything after	You (buyer)	You (buyer)
FOB (Free on Board)	The factory loads the goods onto the vessel in China; you handle from there	You (buyer)	You (buyer)

Term	In plain language	Who pays the main freight	Import duties & taxes
CIF (Cost, Insurance, Freight)	Freight and insurance are arranged and paid to the destination port	Seller side (or us, on your behalf)	You (buyer)
DAP (formerly DDU)	We deliver to your door; you clear import customs as the importer of record	Seller side (or us, on your behalf)	You (buyer)

We do not offer DDP. For door delivery, you (or your customs broker) must be the importer of record in your country. Not sure which term fits? Tell us your destination and we will recommend the option that gives you the best balance of cost and convenience.

7. Our Responsibilities and What We Do Not Do

To keep things clear and avoid surprises:

We do:

- Find, verify, and communicate with suppliers
- Inspect goods and report honestly
- Handle export documents and customs
- Arrange and manage freight to your destination
- Keep you informed at every step

We do not:

- Act as the seller of the goods
- Guarantee product quality beyond what inspection can verify
- Take responsibility for trade disputes or intellectual property issues between you and the factory
- Advance funds for your purchase

This clear boundary protects you and keeps our relationship honest.

8. Frequently Asked Questions

Q: I found a product on Alibaba — what do I do next?

Send us the product link, the quantity you need, and your destination. We will verify the supplier, get a freight quote, and give you a clear total picture.

Q: How do I know the supplier is reliable?

We can verify the company registration, visit the factory, and arrange pre-shipment inspection. We will share what we find so you can decide with confidence.

Q: Can you pay the factory for me?

We recommend you pay the factory directly under your own contract. This keeps the trade relationship clean. We do not advance funds.

Q: How long does shipping take?

Air freight: typically 3–10 days. Sea freight: typically 15–40 days depending on destination. Express courier: 3–7 days. We will confirm the realistic transit time for your route.

Q: What documents will I receive?

Commercial invoice, packing list, bill of lading or air waybill, and any certificates required by your country. We prepare them for you.

Q: Do you handle the import duties in my country?

No — import duties and taxes are paid by you as the importer. Under DAP we deliver to your door and can introduce a local customs broker to help with clearance, at your cost.

9. Get Started

Ready to move? Send us the following and we will reply with a full quotation within 24 hours:

Information we need	Example
Product name and description	Stainless steel bottle, 500 ml
Product link (Alibaba or website)	https://...
HS code (if you know it)	7323.93
Quantity	2,000 pcs
Weight and volume (if known)	500 kg / 3 CBM
Origin city in China	Ningbo / Shenzhen / Shanghai
Destination port or address	Rotterdam, Netherlands
Preferred timing	Within 60 days

Submit the online form at supply.shilc.cn/request, email supply@shilc.cn, or message us on WhatsApp **+65 8302 2168**, and we will take it from there.

We look forward to being your partner in China.