



To: All Customers, Retailers and TIC

Subject: Update on Shanghai and Ningbo procedures

Date: 10th December, 2009.

As you are aware TIC Asia has made some major changes to their operations in China.

TIC has appointed Ningbo Xunxing Trade Co Ltd as its new agent, with office in Shanghai and Ningbo.

The two operations will combine together in completing your sales order. Shanghai office will manage Customer Service for receiving your orders and sending out proforma invoices. Ningbo office (Free Trade Zone) will process your orders through customs and arrange dispatch on your hanger orders.

IMPORTANT: There are minor differences with the process for this new shared operation. To ensure your order is processed as quickly as possible:

- 1. Correct delivery addresses must be entered on the web order.**
- 2. Attach the proforma invoice to the customs documents.**
- 3. Allow Three (3) working days at Ningbo Customs to process your orders.**

SHANGHAI OFFICE - Responsibility for Customer Sales and Service – +86 21 6386 0808

- Customer Service Team will process all **SALES ORDERS**; send all **PROFORMA INVOICE** to customers.
- Customers can then apply for customs documents and then **SEND TO TIC NINGBO OFFICE...**
- Customer Service Team will help with all sales order queries for customers
- Customer Service Team will also follow up payment for PPD customers.

NINGBO OFFICE – Responsibility for Customs and Dispatch + 86 574 2687 3733

- All customers must send all **CUSTOM DOCUMENTS WITH PROFORMA INVOICE** to **TIC NINGBO OFFICE** For processing with TIC Customs Agent.
- All customs documents are then sent to Ningbo Customs Office for processing.
(Please allow 3 working days for processing with China Customs Department)
- Once customs documents are received back to TIC Ningbo Office the customer sales team can arrange for Dispatch out of TIC Ningbo warehouse. (PPD customers must pay before goods can be dispatched from the warehouse. This can be arranged thru our Shanghai office.)

Should you have any queries please send an email to hangers.cn@ticgroupasia.com

Finally, we would like to thank you for your understanding and patience during this restructure period.

Yours sincerely,

Mark Gandur
Director