



FAQ (FREQUENTLY ASKED QUESTIONS)

ON PAYMENT TERMS:

1) What is the standard payment scheme acceptable to SINOCEM?

An irrevocable Letter of Credit opened or confirmed by a credible international bank.

2) Does SINOCEM accept L/C in deferred payment?

Yes we offer 30, 60 and 90 days deferred payment in L/C. Interest to be paid by Buyer.

3) Does SINOCEM accept un-confirmed L/C?

Yes we accept unconfirmed L/C directly issued from Africa starting from the 2nd shipment subject to existence of a creditline between the opening bank and our bank (Beneficiary Bank).

4) Opening LC is extremely costly in some countries. Does SINOCEM accept direct telegraph transfer (T/T)? Yes we accept T/T as an optional payment scheme for a new client's first shipment.

- * 20% deposit in advance payment to allow start of cargo preparation.
- * 70% paid after Bureau Veritas or SGS inspection at the loading port.
- * Full payment after completion of loading with Bs/L, BV or SGS certificates and other documents directly handed over to Buyer before departure of the vessel.

5) Does SINOCEM accept Documents against Payment (D/P)? If yes, under what conditions?

With D/P, Buyer does not need to issue a letter of credit. Buyer only has to pay within an agreed number of days after the bill of lading date when the full set of documents are submitted to Buyer's bank. Buyer is entitled to applying for:

- * D/P at sight after conclusion of 3 shipments in L/C totalling 60.000mt;
- * D/P 30 days after conclusion of 2 shipments in D/P at sight totalling 40.000mt;

6) Under what conditions can Buyer enjoy D/A or O/A payment terms with SINOCEM?

Old clients having concluded shipments of min. 150.000mt can enjoy D/A or O/A subject to good credit stance.

ON CEMENT QUALITY & QUANTITY:

1) Does SINOCEM offer cement conforming to European or American standards? Or does SINOCEM only offer cement of Chinese standard?

We offer cement of various international standards including:

- EN197-1:2000
- ASTM C-150
- GB175-2007
- GOST
- Others per clients' requests

If a client requires a cement product pertaining to their own national standard, we can always offer an alternative of the same quality.



2) What cement sells best in your export?

Portland cement CEM II 42.5N per European standard EN197-1:2007. Clients are welcome to choose whatever products from our product list attached with full specifications at our website.

3) How to guarantee quality and quantity of your cement?

- * SINOCEM accepts third-party inspection by internationally recognized agencies such as BUREAU VERITAS (BV), SGS, or COTECNA, etc. as per clients' requests, which issues certificates of quality and quantity at the loading port after completion of loading.
- * SINOCEM welcomes inspection by clients' representatives at the time of loading.
- * SINOCEM provides maritime insurance valued 110% of the full CIF cargo value.

ON BAGGING, TRUCKING AND WAREHOUSING:

1) How is SINOCEM packing superior than other suppliers?

While most traders merely tie cover to body of the sling bag, we pack cement with fully stitched/covered sling bags. After the 2mt sling bag is filled with 50kg small bagss, the cover is tightly stitched to the bag body with handy sewing machines, thus ensuring full protection to cement from rain and humidity.

2) Are SINOCEM bags tough and seaworthy?

Guaranteed thanks to our years of experience in cement export. Samples are available. 50kg small bags are made of either laminated PP alone or "PAPER outside + laminated PP inside", which protects the cement inside from humidity. 2mt sling bags are made of laminated PP with the cover sewed neatly to the body, thus ensuring water-proof and sea-worthy quality. Both body and sling are tough enough for long distance transportation and for loading + discharging for numerous times. BUREAU VERITAS or SGS certificate ensures good condition of bagging and seaworthiness. Maritime insurance 110% of full cargo value provides further guarantee.

3) Can SINOCEM supply 42.5kg, 25kg and even 10kg small bags instead of 50kg bagging?

Yes we do offer all kinds of bagging services subject to clients' needs.

4) Can SINOCEM sell cement/clinker in bulk?

Yes we do. We have long-term relations with ship owners of specialized bulk cement carriers and can deliver bulk cement subject to clients' discharging capability at ports. For bulk clinker, our 5000mt small bulk vessels are used to load clinker ship-to-ship to a panamax vessel.

5) Why is warehouse necessary for storage of bagged cement?

Enemies of cement include rain and humidity, therefore dry warehouse is necessary for storage. In case warehouse is lacked and bagged cement has to be stored in open ground, it should be done with special care. For open ground storage, please directly contact your export manager for techniques and equipment needed.



ON LOADING, SHIPPING, AND DISCHARGING:

1) What is SINOCEM's guaranteed loading rate in Chinese ports?

- * Min. 10.000mt weather working day (WWD SHINC) for a shipment of 30.000mt and above.
- * Min. 6.000mt weather working day (WWD SHINC) for a shipment of 12.500mt.

SINOCEM employs cranes with min. 20mt per lift.

2) What should be done to achieve the target discharging rate in an African port?

- * Possession of an import licence;
- * Good preparation of documents;
- * Good customs clearance;
- * On-time payment to stevedore, customs and agent;
- * Find a warehouse sufficient for interim storage of bagged cement;
- * Employ a sufficient number of trucks and trailers from a reliable transport company to move bagged cement out of the port terminal immediately after discharging from the ship. Never ever attempt to use the ship as the warehouse because this is EXTREMELY EXPENSIVE!
- * Give bonus directly to stevedore i/o via agent who might put it into their own pocket! – to ensure 24 hours around the clock stevedore work with 3 work shifts including weekends and holidays because the chartering term is WWD SHINC and vessel is paid every day including weekends and holidays!
- * Get BV or SGS inspection on discharging and get a discharging report from them.
- * We strongly recommend our discharging equipment, inexpensive and easy to handle, to be used at some ill-equipped discharging ports so as to prevent demurrage, save your cost and achieves your profit target. Please click "YES" to the line of "Request for Info on Discharging Technology & Equipment" and we shall send you related info for your wise decision.

3) Who is paying the maritime insurance for cargo?

Depending on your trade terms with SINOCEM. If our price is based on CFR terms, maritime insurance is paid by yourself as Buyer. If our price is CIF terms, maritime insurance is paid by us as Seller.

4) Loading and discharging: whose responsibility?

We only sell cement based on the term of CFR or CIF Free out One Safe Berth. Loading is for the account of SINOCEM as Seller who ensures safe delivery of the cement cargo to the port of destination. Discharging is in full responsibility and account of the Buyer who should ensure:

- * confirmation on acceptance or rejection of the performing vessel within 24 hours after receiving the full particulars and documents of the vessel;
- * immediate berthing of the performing vessel upon its arrival at the nearby anchorage of the discharging port and tendering of the Notice of Readiness (NOR) by Master of the vessel;
- * Proper discharging rate (speed) as stipulated in the Sales Contract signed between you as Buyer with us SINOCEM as Seller. A Statement of Fact (SOF) would be signed by Master of the vessel recording the facts of the whole process of discharging. In case of discharging rate lower than the agreed rate, Buyer needs to pay Seller a DEMURRAGE as per the Sales Contract.