

Delivery & Fulfillment Policy

1. Purpose

This policy outlines the procedures and timelines for the delivery and fulfillment of professional services and digital reports. It ensures transparency regarding how the company transitions from a service request to a completed deliverable.

2. Service Categories

The company offers a multi-tiered service model tailored to the complexities of the UK-China trade corridor. Our deliverables are categorized by the nature of the engagement, ensuring that clients understand the specific logistical requirements and outcomes of their chosen service.

- **Digital Reports:** These consist of standardised or bespoke intelligence documents designed to provide due diligence. These are transmitted exclusively through secure electronic channels to ensure data integrity.
- **On-site Services:** This category covers engagements requiring physical presence within the People's Republic of China (PRC), such as live factory audits and visual verifications.
- **Strategic Consultancy:** Professional advice and facilitation services provided to UK importers to assist in navigating complex supplier relationships and regulatory landscapes.

3. Delivery Timelines

Fulfillment schedules are estimates based on the logistical complexity of the specific inquiry and the availability of primary source data. While the Company strives for punctual delivery, timelines are subject to local administrative constraints within the PRC and the responsiveness of third-party registries.

Standard Digital Reports: Typically finalized and delivered within three to five business days following successful payment confirmation and the receipt of all necessary preliminary data from the client. This excludes both UK and PRC public holidays.

Bespoke Investigations: Due to geographical variables and specific site-access requirements, these timelines are defined within the specific project's Statement of Work (SOW).

Expedited Processing: At the Company's discretion, delivery windows may be reduced for an additional administrative fee, provided such a reduction is technically and logistically feasible.

4. Method of Delivery

The Company prioritises the secure and efficient transmission of all professional intelligence. Digital deliverables are transmitted exclusively via the electronic mail address associated with the verified client account or through a secure, enterprise-grade encrypted download link to ensure data integrity during transit.

Standardized Formats: Unless a specific alternative is formally agreed upon in a Statement of Work (SOW), deliverables are provided in PDF or other standardised digital formats.

Physical Documentation: To maintain a "closed-loop" digital security environment between the PRC and the UK, the company does not provide physical hard copies of reports. Any request for physical documentation is subject to discretionary approval and will incur additional administrative and international courier fees.

5. Confirmation of Fulfillment

Finality of service is determined by the point of successful transmission or the conclusion of scheduled physical activities. This definition ensures a clear boundary for commercial fulfillment and the commencement of the technical review window.

Execution Milestones: A service engagement is considered legally "fulfilled" upon the successful electronic transmission of a digital deliverable or immediately following the completion of a scheduled on-site session or live consultancy engagement.

Technical Acceptance Window: Clients are granted a mandatory forty-eight (48) hour period following delivery to report technical discrepancies, such as file corruption or access link failures. In the absence of a written notification within this timeframe, the service is deemed fully performed, accepted, and finalized. This period applies strictly to technical accessibility and does not waive the client's rights regarding the professional integrity of the report findings.

6. Delays and Force Majeure

While punctual delivery is a primary objective, the Company's operations within the People's Republic of China are subject to unique environmental and administrative variables. The company reserves the right to extend delivery timelines without penalty in the event of unforeseen logistical impediments.

Regional Constraints: Delays may arise from sudden travel restrictions, local government interference, or unexpected site-access limitations imposed by regional authorities.

External Data Dependencies: We are not liable for delays resulting from the unresponsiveness of third-party registries or the failure of external entities to provide necessary statutory documentation.

Force Majeure Events: Under standard UK contractual principles, the Company is not responsible for non-performance or delays caused by events beyond its reasonable control, including natural disasters, civil unrest, or large-scale failures in international telecommunications infrastructure.

In the event that a Tier 2 (Physical) On-site Audit cannot be conducted due to the supplier or factory denying access to the operative, or due to Force Majeure events within the PRC, the service shall be deemed 'Partially Fulfilled.' The company shall retain the portion of the fee equivalent to a Tier 1 (Digital) Standard Report plus any incurred travel or logistical expenses. The remaining balance shall be credited or refunded to the Client. The company is not liable for the supplier's refusal to grant access.

7. Client Obligations for Fulfillment

The timely fulfillment of any service request is a collaborative process. The Company's ability to meet estimated delivery windows is contingent upon the proactive cooperation of the client in providing all necessary authorizations and background data.

Prerequisite Information: Clients are responsible for ensuring that all required permissions, contact details for factory representatives, and preliminary business data are provided in an accurate and timely manner.

Operational Impact: Any delay on the part of the client in fulfilling these prerequisite obligations will result in a corresponding extension of the delivery timeline. CKBR shall not be deemed in breach of this policy for delays directly attributable to client-side inaction or incomplete data submission.

Version History

Version	Date	Description of Changes
v1.0	01/03/2026	Initial Release

Next Expected Review : March 2027