



10620 Riggs Hill Road, Ste B, Jessup MD 20794
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FAQ & Answers

Do you have product liability insurance?

YES, we do. We've got you covered!

What certificates do you issue upon shipment of a PO?

We issue an MTC, Break Test Report, Packing List and Commercial Invoice

What's the usual lead time per order?

This varies based on products and quantities. Usually, a 1 x 20 GP container of standard products takes us approximately 30-35 days to produce.

How can I get a quote from TW Products?

Simply email our sales team at sales@twprod.com, send us a message via our interactive website at www.twprod.com, or call us at 1-800-620-9188 during our business hours. Email is the most efficient channel though.

Are shipments Free on Board at origin or at destination?

It depends. We conduct business under different incoterms based on customers preference. We do recommend DDP though as we can leverage our sister shipping company to handle the shipping while simplifying your supply chain at the same time.

Who can I contact for shipping updates?

Simply email our shipping at shipping@twprod.com or call us by phone at 1-800- 620-9188 during our business hours 8am-5pm, Monday through Friday.

What is the preferred method of payment?

Wire Transfer or ACH

Do you offer credit accounts? If so, how do I apply for an account with TW Products?

We do. Net 7 days is offered to our long-term customers, but it is subject for approval based on your business and financial standing and credit. To apply, contact sam@twprod.com for an application.

Are quality control reports performed?

Yes, we test each product before shipping. If it fails our test, we won't ship them, period.