

FAQ

1. When procuring products, how does your company begin the sourcing process?
 - We work to place business with existing, approved factories first and then search a larger group of factories.
2. Are you always aware of what country the product was manufactured in and know the manufacturer?
 - Yes, most of our products are manufactured in China, but there are also goods from a few other countries, as well as the USA.
3. How do you determine when a product was manufactured?
 - Most products are marked with our PO# which tell us date of manufacture.
4. How many sources might manufacture an item for Bullet?
 - It is item specific. Sometimes many sometimes one.
5. What are some of the reasons that a product should be tested?
 - There are a number of reasons that cause a product to be tested. Quality control, regulatory requirements, food / drink contact, painted surfaces, attractiveness to children
6. What are the relevant regulations for the products that you import?
 - Bullet products are designed to meet Federal regulations. Applicable agencies with regulations could include Customs & Border Protection, Consumer Product Safety Commission, Food & Drug Administration, Federal Communications Commission, Environmental Protection Agency, US Dept of Agriculture, US Fish & Wildlife Service....
7. What industry standards apply to the products you sell?
 - The promotional products industry has no industry wide standards aside from the need to abide by applicable government regulations. Bullet is a member of the Quality Certification Alliance (<http://www.qcalliance.org/>), which is attempting to raise the bar and audit to ensure that processes are in place to ensure applicable regulatory standards are being met.

After 3rd Party audits, both in the US and in Asia, that looked at our processes related to social compliance, product safety and quality, environmental issues, and supply chain security, Bullet received QCA Certification in October 2010.
8. Describe the process by which you ensure that the products you sell conform to these regulatory and industry standards.
 - Bullet has a process that starts at product conception and includes a review for compliance with applicable regulatory standards, to the inspection and testing of finished goods to verify that compliance is maintained.

9. What third party laboratory do you currently use to evaluate products against regulatory requirements?
 - Bullet, in conjunction with our parent company, uses globally recognized laboratories such as STR, SGS, Bureau Veritas and Intertek
10. How do you determine what products require third party testing?
 - Any product is subject to 3rd party testing, but emphasis is placed on “safety sensitive” items, which would include items that come in contact with food or drink, or might be attractive to children.
11. Describe the quality standards that are used by the manufacturing facilities of which you source products.
 - Factories are required to produce goods that meet our specifications, which include compliance with applicable standards.
12. How often do you audit the manufacturing factories you source from and what standards do you audit against?
 - Bullet personnel visit factories periodically throughout the year. All finished goods go thru a QA inspection prior to export to the US. Some factories undergo 3rd party audits as well.
13. When conducting factory audits, do you also audit for child safety labor laws?
 - Yes
14. If you do not conduct factory audits how are you assured that the factory you purchase from, are aware of US regulation and ensure their products meet all of those standards?
 - Factories sign a manufacturing agreement with Bullet, which includes their agreement to our Code of Conduct, and that products sold to us meet our specifications.
15. How do you assure the traceability of the products you sell and their components?
 - Goods are marked with info that indicates code numbers that identify factory and PO number.
16. How can you assure the compliance to CPSIA of products manufactured before February 10, 2008?
 - We have tested product prior to February 2009, and continue to maintain a testing program.
17. Where can I find General Conformity Certificates or Certificates of Conformity for your products?
 - When applicable, these will be available on our website on the web page describing an item under “Downloads”.
18. How have you made your vendors aware of the CPSIA and other regulatory compliance laws?
 - Communications have been issued and specifications updated as appropriate.

19. How do you assure the quality of products?
- Our QA program inspects all goods prior to export to the US, and additional inspections take place in on arrival in the US.
20. What process do you conduct to know what products need to be tested?
- Any product can be subject to testing.
21. Describe the procedure when one of the products you submit for testing , does not pass some or all of the tests.
- Should an item fail testing, we have a processes in place that will place goods from the same PO on Hold so that they cannot be sold. We would then start testing other PO's to discover the extent of the problem. If necessary a procedure exists to issue a recall of goods that had been sold.
22. How do you verify the substrate / material of the products you source?
- Testing by 3rd party labs
23. Can you remove the "China" marking from itmes that we ordered?
- Federal regulations under 19 U.S.C. 1304 prohibit the removal of these markings.
24. Can you provide NAFTA Certificate Of Origin documents?
- The majority of our products are manufactured in Asia and do not qualify for the NAFTA COO form. We can provide this form for those few items that do originate in North America.
25. Do Bullet products meet standards in effect in other countries?
- Bullet products are designed to meet applicable national standards the markets that we serve, the US & Canada.