

Who are the people behind When Transparency Matters?

We are a team of professionals from diverse backgrounds with experience of multiple industries. Our common goal is to facilitate the provision of critical supplies at times of need at reasonable prices.

Why did we set up When Transparency Matters?

We are aware that the front-line individuals are experiencing challenges in securing basic critical supplies in times of need and that prices are abnormally high leaving the margins in the hands of a few. We decided to make a change by establishing links between suppliers and the markets based on our efforts, network and knowledge to assure a smooth transition from the factory to the place of need using only qualified parties to manufacture and ship the products using a limited but professional number of brokers to help.

Who are your customers?

We are engaged with private companies, hospitals, health agencies and governments. We do enlist the help of brokers in countries. Our brokers are professionals that we have experience with and have the same philosophy in making a difference not profit.

Who are our suppliers?

We have people on the ground in country that have visited many factories and we have chosen the most reliable, trustworthy and responsible suppliers. We work with multiple suppliers to ensure proper delivery in the set timeframes. The situation at present is one whereby prices change daily and whereby down payments are mandatory to secure orders. For shipments we work with reliable sources that have long term relationships with the freighters assuring us the best possible reliability and pricing.

How do I find out more details of the product?

Please complete our [enquiry form](#), and our customer service team will contact you as soon as possible and within 24 hours.

Will you be able to advise if products suit my needs?

Yes, we have a senior medical expert on our board that will be able to recommend products that best suit your needs.

How do I place an order?

[Download our brochure](#) to place an order.

Are there minimum order quantities?

Yes. We do this to allow us to negotiate better terms with our suppliers, keep our prices competitive so we can pass on the savings to our customers.

Do the products we represent meet CE/FDA standards?

Yes. All products that bear CE/FDA markings meet the appropriate standard. Certification of conformity and CE/FDA registration certificates are available upon request.

How do you ensure products meets the relevant standards?

We are one of the few teams that has a senior medical expert on board that conducts strict due diligence on the manufacturer and the product before we offer it on our platform for sale. We only work with reliable suppliers in China that meets our requirements. Furthermore, we have a team of staff in China visiting manufacturers to ensure quality and compliance of the manufacturing process.

Which countries do you ship to?

Our distribution network together with our logistic partners can ship products to almost every country in the world. We have made shipments globally and cover Asia, Africa, Oceania, Europe, North America and South America.

What are your delivery charges?

Delivery charges vary significantly depending on product, volume, and destination. Our team will discuss delivery arrangements and charges to best fit your needs.

Can we get reliable pricing?

Currently it is impossible to get fixed pricing for the longer term as prices are changing daily. We have focused on developing relationships with key manufacturers enabling us to have proper discussions and make reliable agreements.

What are your payment terms?

We will require the full amount or 50% deposit (depending on the product) to be paid to secure the order and the remaining to be paid upon completion of the goods before delivery. The current issue is that manufacturers have too often been promised orders and the buyer disappeared or paid late. In current circumstances this is not acceptable especially in the interest of ensuring competitive pricing.

How can I pay for my order?

Our payments run via Atlantic Partners in Hong Kong from where we make sure the money is being paid to the factories.

Are payments to you secured?

Yes. We operate under an SFC type-9 licensed entity in Hong Kong and therefore are a regulated under the Securities & Futures Commission of Hong Kong.

Do you accept escrow arrangements?

Yes. Atlantic Partners Asia will facilitate the set-up of escrow arrangements

What if there are missing or wrong items when I receive my order?

Please contact us immediately and our customer support team will attend to you. We are reactive and will resolve any issues by communicating in a transparent manner.