

WinGo FAQ

1. Where is WinGo located?

WinGo is located in south China, Huizhou City, Guangdong province, about 1.5hours from Shenzhen and Hongkong.

2. Which is the closest port to our factory?

Shenzhen port, which is the largest port in China.

3. How many employees in WinGo?

About 200 employees, 130 workers in production and 70 staffs in office.

4. Does WinGo own a factory and how large is it?

WinGo owns 3 factories – printing house / assembling workshop / plastic workshop, they're all located in same industrial area. Our factory is covering more than 10,000 square meters for consistent production and storage. That's why we have better control on price, quality and timing.

5. What kind of machine does WinGo have?

- Heidelberg 6-colors offset printing machine x4
- Full automatic board wrapping machine x1
- Full automatic card collecting machine x2
- Automatic box forming machine x2
- Linen machine x1
- Die cutting machine x3
- Plastic injection machine x8
- Full automatic shrink wrapping machine x2

If you want to know more detail of the facilities in WinGo, please contact your account manager to arrange a factory tour at your convenience.

6. How many publishers has WinGo collaborated with? How many games has it produced?

We have served more than 900 publishers and successfully brought more than 8900 titles in life.

7. What is the advantage of WinGo?

Fast response.

High quality.

Reasonable price.

Professional advices.

Flexible production options.

Short production lead time – 35days upon sample approval.

Accomplish aftersales service.

8. What game companies/publishers does WinGo work with?

KOSMOS / PEGASUS SPIEL / ARCANE WONDERS / HAPPYSHOPS / HOBBY WORLD / RED CAT GAMES / HORRIBLE GUILD / BROTHERWISE GAMES / ALLEY CAT / MIGHTY BOARDS / BRUEH GAMES / VESUVIUS MEDIA...etc.

9. How to get a quote from WinGo?

You can download our quotation form for filling via our website: <https://wingogames.com/quote/> and email to info@wingogames.com

10. How long does an offer take?

Generally, it takes 5 working days. If you have a hard deadline, let your WinGo account manager know and shorten the time.

11. What is WinGo Minimum Order Quantity?

Our minimum order quantity is 1,000 units. Let your WinGo account manager know if you have any special requirements.

12. How long does your offer remain valid?

By considering exchange rate and raw material prices themselves are volatile. Our offers usually remain open for 30 days, if you want to extend for some reasons, contact your WinGo account manager.

13. Does WinGo manufacture paper components only?

WinGo offers full services manufacturing from box, cards, dices, wood pieces, metal pieces, rubber mats, miniatures, and so on.

14. Does WinGo offer design services?

WinGo has long-term collaborating illustrators who can assist clients in completing their artwork.

15. What kind of standard card sizes that WinGo can offer?

We provide most frequently used standard card sizes that list below, please also get in touch with your WinGo account manager to ask more if you have special requests.

Rectangel		Square		Circle
63x88mm	87x126mm	51x51mm	70x70mm	55mm
56x87mm	58x88mm	63.5x63.5mm	80x80mm	
44.5x63.5mm	50x75mm	67x67mm	89x89mm	

16. What kind of formats should I use for my print files?

We require all print files are in PDF or AI format.

17. Is there any special things we should pay attention when we create our printed artworks?

Sure, contact your WinGo account manager to ask for a copy of design guide book or physical Designer's Kit for helping you to create your printed material.

Some special tips:

- 1) All files must be CMYK color mode.
- 2) Resolution of all images must be no less than 300dpi.
- 3) Files must be folders and labeled with different part numbers and names according to spec sheet.
- 4) All texts and fonts must be embedded.
- 5) Die cuts must be vector illustration and in different layers.
- 6) Pure Black color settings: C: 0% M: 0% Y:0% K100% to avoid color inconsistencies.
- 7) Bleed area and Margin
 - keep 3.0mm bleed on each side, all artwork and background colors should be extended into the bleed area.
 - keep 3.0mm margin area (the area of the content from a page to the page edges) on each side from the artworks to die-cut lines
 - Box and Board: keep 3mm bleed plus 15mm wrap to ensure they can be wrapped around the edges.

12. What types of card stocks are available?

We provide: Ivory core, grey core, blue core, black core and beyond, contact your WinGo account manager to ask for more.

13. Can WinGo provide artworks templates for my games?

It is very important to contain the die-cut, bleed and margins for all printed materials, a standard template is quite important to ensure your quality print. Contact WinGo engineer team to provide standard or custom templates for your games.

14. How should I submit designs for custom plastic especially miniatures?

You can provide us with 3D files in .stl or .obj format to print 3D prototypes or directly send us your sculpts samples

15. How should I submit design for custom paper inert/plastic tray, or can WinGo design it for my game?

If you have the design, please submit a 2D drawing of your tray with exact shape and dimension (length, width, and depth) of each compartment; if you do not have design, contact your WinGo account manager and let us design the tray based on the actual components in the game.

16. How should I send my artworks to WinGo to produce?

First sorting the artworks by component name, and then put them into each individual folder according to the quotation sheet shown, for example, put box artworks into folder with name: PN001 – Box, PN002 – Game Board, finally compress all folders into .zip and upload them to wetransfer.com, dropbox.com or WinGo server, then share the link with your WinGo account manager.

17. What are your payment terms?

Standard 40% down payment and then 60% balance payment before shipment. Other payment terms can be negotiable if you have special cooperation with WinGo.

18. What kind of payment options does WinGo offer?

WinGo accepts bank wire transfers in US Dollars (USD) usually. If small amount is under US\$1,000, we can also accept PayPal with extra small commission charges.

19. What are the most favorable credit terms you can offer?

WinGo 100% owned the factory, it allows us to bring most conveniences for our clients: easy quality control in-house, very flexible production lead-time, competitive prices, what's more, 3%+ spare parts of each order, free prototype, free cargo storage are also deserved if you're our 'frequenter'.

20. What sort of capacity does your facility have? How many games total can you produce per month?

WinGo offers full manufacturing services for board games. For monthly output. We can produce around 400~500 thousand games per month depending on the complexity of the games.

21. How soon can I receive my prototype?

Completed prototype will be finished within 14 days upon receipt of full printed material from you.

22. What sort of samples do you provide? Digital, PPC, etc? Do you have a sample kit of your previous work that you can send?

For the sample. We provide digital sample for your checking before mass production. The digital sample is around 95%+ matching the mass printing.

23. What is your production timeline following final proof approval? How long does it take?

Once the sample and Eproofs are approved, we will need around 35days to get the mass production ready and the exact production timeline depends on the order size.

24. Do you include any extra components with the games in case of missing parts/damaged parts?

WinGo will usually provide 1% free spares for complete game and will include all remaining components from end of production into shipment for our customers as aftersales purpose.

25. What is your typical error rate in the final shipment?

WinGo strictly follows the AQL or higher standard to ensure the products are made accurately to the contract product. Each project has an experienced QC team dedicated to ensure the product quality meets the client requirement & international safety & environmental standards. We provide all pre-production testing including print layout, film output, print process, surface treatment, etc. A sample of the final product will be present for review and feedback. Our QC team meticulously reviews the products throughout production. After a final inspection in accordance with our quality control system and a third party inspection involved as requested, products will be ready for shipment after all quality check passed.

26. When producing your games, do you produce them in accordance with federal safety regulations such as CPSIA, ASTM, UKCA and EN-71?

Yes, all raw material we use can be compliant with EN71 or CPSIA and ASTM F963. If your games are intended for ages 13+ in the US and 14+ in Europe typically do not require safety testing, if not, Customs may ask you to provide safety test certificate when the games entering their country. WinGo has long-term and reputable cooperative test partner, and can arrange test for your games at very competitive prices.

27. What information needs to be included on the box in order to conform to the safety test?

If you're the importer of your game, the detailed information such as company name, address and telephone number needs to be added on the box, also the legal markings of,

1. UPC/EAN Code – this is a unique identification code for single product all around the world. You can contact a barcode company to buy and generate a barcode number.
2. Age Graphic Symbol (must be no less than 10mm), showing the game is not a product for children under 3years old.
3. Small Part Warning, the text “ WARNING:CHOKING HARZARD-Small parts. Not suitable for children under 36 months” must be included if you games with small part or small balls.
4. Country of Origin, for example “ Made in China”.
5. “CE” Mark, it has to be presented on the box with at least 5mm height for any Euro products, declaring the product is complied with the EU directive.
6. Batch Number, WinGo will provide batch number to be printed on box.

28. How long will it take to do a product safety test?

Normally, it takes 14 working days to finish the test and then you will receive test report draft for checking before the test lab release the original test certificate.

29. Is your factory climate controlled or do you have a dehumidifying room?

Yes, we have a dehumidifying room to ensure the cardboard or paper components dry up nicely. That's a process that we are strictly stick with.

30. If retailers and distributors in Asia would like to have cases of the game drop-shipped from the factory, would you be able to split the final shipment into multiple destinations? What would be the limitations of this and would it cost extra? As for the drop shipping service. That's the service we can provide and we will quote you on the additional cost for the fulfillment copies. We will be sure to offer you a better pricing for the fulfillment copies in Asia.

31. Does shipping costs include in my manufacturing quote?

Shipping cost is usually NOT included in the quote. You can get estimated shipping costs to your appointed address, contact your account manager to obtain the shipping quote if you need estimation during product development, but please considering the frequent change shipping prices and uncertain shipping options.

32. What Shipping Solutions can WinGo offer?

We are offering below shipping solutions:

1. EXW: Ex-Works – Delivery at WinGo warehouse, products must be picked up within 30 days of completion.
2. FOB: Free on Board—named port of shipment. A trade Term of sale under which the price invoiced or quoted by a seller includes all charges up to placing the goods on board a ship at the port of departure specified by the buyer. Also called collect freight, freight collect or freight forward.
3. CIF: Cost, Insurance and Freight—named port of destination. A trade term of sale requiring the seller to arrange for the carriage of goods by sea to a port of destination, and provide the buyer with the documents necessary to obtain the goods from the carrier.
4. DAP: Delivered At Place —named place of destination. This term means that the seller pays all the costs of transportation (export fees, carriage, insurance, and destination port charges) up to and including the delivery of the goods to the final destination. The buyer is responsible to pay only the import duty/taxes/customs costs. The buyer also is responsible to unload the goods from the vehicle at the final destination.
5. DDU: Delivered duty unpaid—named place of destination. A trade term that the seller is responsible for making a safe delivery of goods to a named destination, paying all transportation expenses but not the duty. The seller bears the risks and costs associated with supplying the good to the delivery location, where the buyer becomes responsible for paying the duty and other customers clearing expenses.
6. DDP: Delivered duty paid—named place of destination. A transaction in which the seller must pay for all of the costs related to transporting the goods and is responsible in full for

the goods until they have been received and transferred to the buyer. This includes paying for the shipping, the duties and any other expenses incurred while shipping the goods.

***Important (USA shipment)

If you are importing merchandise into the U.S. for commercial purposes that are valued over \$2,500, or a commodity subject to other federal agencies requirements (i.e. firearms or food), you must post a Customs bond to ensure that all duties, taxes and fees owed to the federal government will be paid. Please copy the link to Brower to get more information

<http://help.cbp.gov/app/answers/list/kw/ISF%20bonds/search/1>