SANYOU

# VACUUM INSULATION ENERGY TECHNOLOGIES

SANYOU LONDON

DEPARTMENT OF PRODUCTS AND SALES

WORLD'S FIRST VIC VACUUM INSULATED CURTAIN BEST PERFORMANCE IN THE WORLD

## Product Catalogue

## VACUUM INSULATED CURTAIN (VIC)

PREMIUM QUALITY

**U Value ≈ 1.87 W/(m²K) and Thermal Conductivity ≈ 13.1 mW/(mK)**

VIC IS INSULATION WITHOUT INTRUSION.
ENERGY SAVINGS WITHOUT DISRUPTION.
COMFORT WITHOUT COMPROMISE.




NO NEED TO REPLACE WINDOWS — VIC IS THE WORLD'S FIRST DISRUPTIVE CURTAIN WITH VACUUM INSULATION. IT DELIVERS REAL ENERGY SAVINGS WITHOUT CONTRACTORS, SCAFFOLDING, OR STRUCTURAL CHANGES, AND IS EASY TO TRANSPORT AND INSTALL AS DIY. WE ARE NOT HERE TO DISRUPT THE GLASS INDUSTRY OR REPLACE YOUR BEAUTIFUL WINDOWS. VIC SIMPLY MINIMISES COOLING LOSS IN HOT CLIMATES AND HEATING LOSS IN COLD CLIMATES—MAKING HOMES AND BUILDINGS MORE COMFORTABLE AND ENERGY-EFFICIENT.

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## ABOUT SANYOU LONDON

Sanyou London Pvt Ltd, located in the heart of Central London-Canary Wharf, where our mission is to shape a sustainable net zero energy future with our innovative Vacuum Insulation Energy Technologies that empower individuals, homeowners, building contractors, construction projects, organizations, institutions and educators to save their energy consumption realistically. It is established in successful partnership with the world's esteemed manufacturer and leader in vacuum insulation technologies, Jiangsu Sanyou Dior Energy-Saving New Materials Co., Ltd. Together, we celebrate the UK-China collaboration, uniting in research and innovation to bring superior vacuum insulation energy-efficient technologies to the world. It consists of three departments, as briefly described below.

**Department of Industrial R&D in Vacuum Insulation Energy Technologies.**

This department houses a mass manufacturing facility with advanced vacuum insulation panel machines and one of the largest evacuation chambers, boasting an annual output of 2.5 million square meters. This facility ensures top-quality standards through rigorous measurement and validation of thermal conductivity and patented technique of internal vacuum pressure. It also includes a specialized research lab equipped with cutting-edge tools and ISO-standard instruments for studying electrical and thermal performance, alongside a unique real-time performance houses facility for in-depth analysis of energy, thermal, and sound insulation in various climates. With patented products and ISO 9001 certification, Sanyou London is dedicated to advancing vacuum insulation technologies through global partnerships, aiming to promote sustainable building practices and achieve net-zero energy buildings.

**Department of Products and Sales**

This department is known for advancing innovative ideas from Technology Readiness Level (TRL) 1 to TRL 9 and mass-producing them through applied industrial research, delivering tangible products that benefit both people and the environment. Our current product portfolio recently expanded includes six key categories: (1) Vacuum Insulated Wallpaper (VIW), (2) Vacuum Insulated Curtain (VIC), (3) Vacuum Insulated Heatable Curtain (VIHC), (4) MCM and Metal Type Decorative Integrated Vacuum Insulation Panels (DVIP), (5) Flexible Design Vacuum Insulation Panels (VIP), and (6) Vacuum Insulated Bag-or-Box (VIBB) that consists of Medical and Deep Cold Boxes, Rolling Cart Covers, and Fresh Bags. At Sanyou, we have patented our innovations with ongoing R&D teamwork. We are expanding and launched VIC in Riyadh, Saudi Arabia and in London, UK, developed from TRL1 to TRL9, that promise to enhance energy savings. Stay informed on our new product releases at https://sanyoulondon.com.

**Department of Knowledge Exchange and Impact**

This department is dedicated to encouraging knowledge exchange among a diverse community, including individuals, homeowners, building contractors, construction projects, organizations, institutions and educators through vacuum insulation energy technologies. We aim to tackle global challenges such as rising energy costs, inadequate building insulation, and the need for advanced thermal insulation and management across various sectors such as houses, building construction, electric vehicles, transportation, refrigeration systems, electronics, automation, and medical, pharmaceutical, agricultural, and food logistics and storage. Our focus also extends to educational institutions worldwide, where students and apprentices can benefit significantly from implementing and learning about these advanced vacuum insulation energy technologies. By championing innovation and creating collaborative ecosystems, we ensure broad access to our vacuum insulation technologies, thus enhancing sustainability and contributing to climate change mitigation. Our efforts go beyond innovation; we actively engage in research, dialogue, and creative problem-solving to implement effective solutions. This department serves as a connection for sustainability, innovation, and community to transform energy challenges into solutions, thereby making a significant impact on our planet and improving lives worldwide.

## BUILDING A SUSTAINABLE FUTURE—INNOVATION FOR A NET-ZERO WORLD

At Sanyou London Pvt Ltd, we are committed to turning the vision of a sustainable, net-zero energy future into reality. Our ambition is to make energy-saving products affordable, significantly reducing energy consumption and carbon emissions. We are dedicated to driving industry innovation and infrastructure, with a strong focus on building sustainable cities and communities. Our vacuum insulation technologies directly address energy efficiency and climate change, and we believe that real progress is made through partnerships that share our goal of creating a better, more sustainable world for all.

# A MESSAGE TO GLOBAL COMMUNITIES AND FUTURE CUSTOMERS

Hello, this message marks what I believe to be a major milestone in the field of vacuum insulation technology. While product catalogues are often filled with technical data and polished marketing claims, I wanted to take a moment to write in a way of speaking with you directly—as if we were having a thoughtful conversation about real problems, real people, and realistic solutions.

**To cut a long story short: you no longer need to replace your windows. VIC is the world's first disruptive curtain with built-in vacuum insulation, delivering real energy savings**—without needing building retrofit contractors or scaffolding. It hangs just like any regular curtain, yet it performs like no other. With a **thermal conductivity** of just **13.1 mW/m·K** and a **U-value** of **1.87 W/m$^2$·K**, VIC is up to **8× better than sheer curtains, 4× better than lined curtains, and more than 2.5× better than most blackout curtains**. And if you live in a rented flat or house, VIC moves with you. Unlike windows—it's yours to keep.

Now, for the boring bit—don't worry, it'll be quicker than a queue at the post office. For the past 15 years, my research has centred around vacuum glazing: its design, construction, edge sealing, and thermal performance etc. A quick search of my name "Saim" alongside "vacuum" will lead you to many of my published results. The logic has always been simple: better windows mean reduced heat loss in cold climate or reduced cooling loss in hot climate, lower energy bills, and a meaningful contribution to climate goals like sustainability and net-zero. But in reality, applying that logic in real buildings/homes has proven incredibly difficult.

**Replacing windows isn't just expensive and slow—it's often completely unrealistic, unless the glass is broken and literally falling out**. This is especially true in the UK, where around half of all homes remain poorly insulated, and where more than 500,000 listed buildings are legally protected under the **Planning (Listed Buildings and Conservation Areas) Act 1990**. These protections exist to preserve historical features, which means original single-glazed windows cannot be replaced without listed building consent—and in many cases, that consent is refused. I've seen first-hand how landlords and homeowners abandon the idea of upgrading to energy-efficient glazing—and especially more advanced options like vacuum glazing—once they're faced with installation quotes three to four times higher than the product itself, long delays, and the disruption caused by scaffolding. Even when you genuinely want to upgrade, it's often just not practical.

From a scientific angle, the vacuum glazing industry continues to evolve, but progress is slow. Only a handful of manufacturers have achieved long-term reliability in edge sealing, and even then, real-world stress from transportation along with constant wind, moisture, and temperature cycles can lead to edge seal degradation. One problem solved often reveals another. In short: vacuum glazing is powerful, but it is expensive, fragile, and difficult to implement at scale.

That's where the idea for VIC came in.
The **Vacuum Insulated Curtain (VIC)** is not just another product. It is a practical solution, shaped by 15 years of insight from academic research, market observation, and industrial experience. VIC contains **ultra-thin 3 mm vacuum insulation panels (VIPs)**, inserted into stitched 200 mm × 200 mm grid pockets along the back cotton layer. The front is made of decorative fabric—satin, silk, or polyester—so that it looks and feels just like an ordinary curtain.

**Yet it performs far beyond anything traditional.**
**No contractors. No scaffolding. No structural changes**. **VIC installs just like a normal curtain**. It's foldable, portable, and incredibly easy to use. The VIPs are removable and replaceable. The 10 mm spacing between pockets allows the curtain to fold smoothly and slide with ease. And the use of small modular VIP segments makes storage and transport simpler than ever.

**Our primary motivation for launching VIC was for Middle Eastern countries, where energy-conscious decision makers appreciate innovative ideas and act on them with a forward-thinking mindset. In regions like Saudi Arabia, the UAE, Qatar and Kuwait, large buildings are dominated by expansive glazed façades that lose a tremendous amount of cooling energy.**

Even with constant air conditioning, the moment a unit shuts down, indoor temperatures soar. VIC provides a non-intrusive solution to this problem—offering **up to 33% cooling energy savings without replacing the glazing or disrupting the building.**

Of course, it's continued on the next page—because good things come to those who turn the page!

## A MESSAGE TO GLOBAL COMMUNITIES AND FUTURE CUSTOMERS

Now we are continuing—let's see what other gems of probabilistic wisdom I managed to squeeze into this message!

Of course, VIC is equally valuable in cold climates. In the UK and across Europe, where heating costs are rising and energy poverty is growing, VIC offers a much-needed lifeline for homes with single glazing. Whether it's in Edinburgh's listed townhouses or London's older terraces, VIC enables significant heat retention without altering the building or waiting for contractors. In some cases, VIC can reduce considerable heat loss.

**It's important to be transparent: VIC is still a curtain, not a sealed window system**. As with all curtains, there are edge effects—minor thermal leakage around the sides. But even accounting for that, the performance speaks for itself. **VIC is a breakthrough** in soft-layer thermal technology, bridging the gap between expensive glazing systems and accessible, **DIY insulation**.

And for colder regions, our journey doesn't stop here. The **Vacuum Insulated Heatable Curtain (VIHC)** has already been patented and mass-produced, offering active heating through embedded heating elements, combined with the vacuum insulation benefits of VIC. For cold climates like the UK and Europe, VIHC represents the next step—and VIC can be considered its passive, insulation-only version. More details can be found in the dedicated VIHC product catalogue.

***VIC is insulation without intrusion.***
***Energy savings without disruption.***
***Comfort without compromise.***

This invention is the result of scientific research, inventions, industrial practical engineering, and a deep commitment to real-world solutions. It's a proud step forward for Sanyou London Pvt Ltd, created in partnership with Jiangsu Sanyou Dior Energy Saving New Materials Co. Ltd, following the success of our earlier VIW system. VIC is the solution I wish had existed sooner—and the one we are honoured to now offer to homes and cities around the world.

Thank you for being part of this journey.

Whether you are a homeowner, policymaker, builder, architect, tenant or simply someone who values innovation that works—I invite you to explore VIC with a hopeful heart and an open mind.


With best wishes,
Prof. Dr. Saim Memon

CEO & Industrial Professor of Renewable Energy Engineering
*Saim.Memon@sanyoulondon.com*

# PRODUCT DESCRIPTION

- **WORLD'S FIRST CURTAIN WITH VACUUM INSULATION**

The VIC is a unique curtain system where the back layer is made of durable cotton and stitched with 200 mm × 200 mm square pockets. Into each pocket, users place a removable 3 mm thick vacuum insulation panel (VIP). The front layer is made from a decorative silk, satin, or polyester fabric. Pockets are spaced 10 mm apart, allowing the curtain to slide and fold like any regular curtain. This innovative design gives VIC a verified thermal conductivity of 13.1 mW/m·K and a U-value of 1.87 W/m$^2$·K, making it far more insulating than traditional curtains or linings.

- **VIC IS DEVELOPED FOR HOT CLIMATES LIKE RIYADH, SAUDI ARABIA**

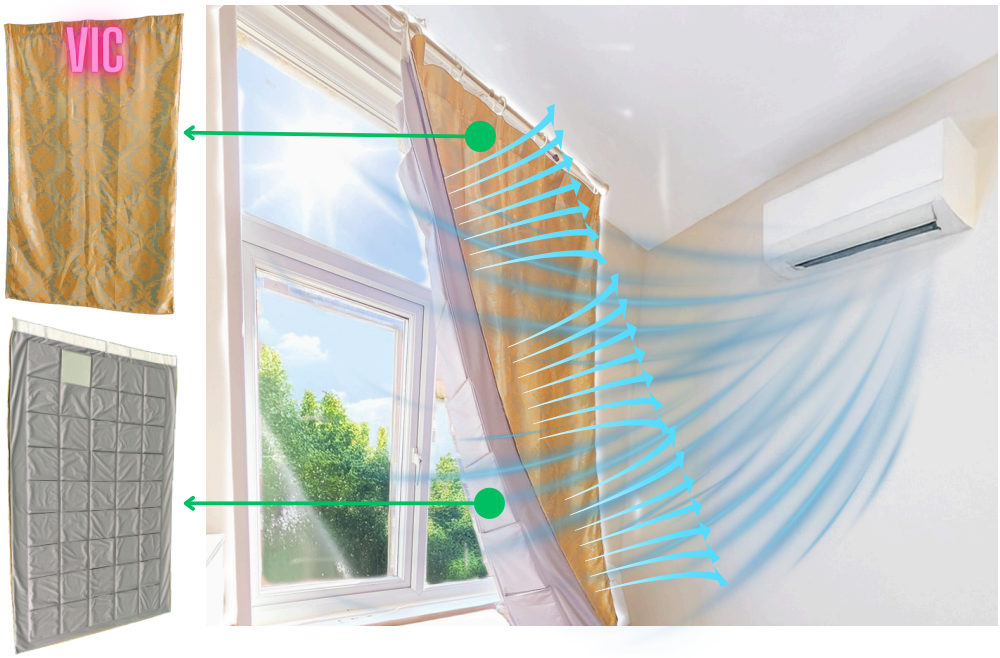
In cities with high cooling loads and glass-heavy buildings, VIC helps keep indoor spaces cooler by slowing heat gain through windows. Traditional curtains in places like Riyadh often look good but offer inadequate insulation. VIC retains cooling much better. For example, if you have single glazing with a 50 mm air gap next to the curtain, with a 7.8°C annual average temperature difference in Riyadh, switching from a Sheer Decorative Curtain (U = 5.52 W/m$^2$·K) to VIC can save around 32 kWh/m$^2$ annually, or about 33% cooling energy—without altering or replacing windows. This makes VIC a practical energy-saving solution in both residential and commercial settings. This translates to real cooling cost reduction without disturbing the glass or the building structure.

- **SIMPLE TO INSTALL, DIY AND EASY TO HANDLE**

VIC is installed using standard curtain rods and clips—just like an ordinary curtain. Although this VIC is a bit heavier than standard curtains, its weight is completely bearable. If a customer wishes to replace windows with the hope of achieving a better U-value or thermal performance, then let's be real—the cost of installation is at least 300% higher than the product itself. There is a shortage of building contractors in the UK, and scaffolding costs are high. Even then, customers often have to wait for months, causing prolonged disruption. Therefore, many customers choose not to replace their windows and end up paying higher energy bills due to single-glazed windows, partially contributing to the cost-of-living crisis in the UK/EU. No contractors or scaffolding are needed. Users can insert the VIPs into the back pockets themselves. The modular pocket system makes the curtain lightweight, foldable, and easy to transport, as it uses small VIP segments instead of one large vacuum panel. This makes VIC ideal for homeowners, renters, and building managers seeking fast and affordable insulation improvements.

- **REAL ENERGY SAVINGS FOR UK HOMES, WITHOUT REPLACING WINDOWS**

Around half of UK homes are still not adequately insulated, and replacing windows is costly, disruptive, and slowed by a shortage of installers—and very expensive. VIC offers a simple alternative. For example, if you have single glazing with a 50 mm air gap next to the curtain and replace a Light Decorative Curtain (U = 4.63 W/m$^2$·K) with VIC (U = 1.87 W/m$^2$·K), you can save 30.7 kWh/m$^2$ of heat loss per year—a 30% energy saving during 160 cold days with a 20°C temperature difference. While VIC is not a sealed system like a window (and edge heat loss is possible, as with all curtains), the overall performance still makes a significant impact. In the UK, replacing single-glazed windows in heritage buildings is often restricted under the Planning (Listed Buildings and Conservation Areas) Act 1990, which protects around 500,000 listed buildings. These windows are often original and form a key part of the building's historic character. Modern replacements can alter the appearance and fabric of these structures, so listed building consent is required and often refused unless changes are proven to be both necessary and sympathetic to the original design. VIC offers a practical and reversible solution for improving thermal comfort in such buildings, without compromising their heritage value.



## KEY CHARACTERISTICS

- **Thermal Performance:** VIC delivers a thermal conductivity of 13.1 mW/m·K and a U-value of 1.87 W/m$^2$·K, offering real insulation benefits far superior to any curtain in the world. This is why it is recognised as the world's first Vacuum Insulated Curtain—helping to reduce heating and cooling bills all year round.

- **No Need to Replace Windows:** Whether your home has single or double glazing, VIC works alongside your existing windows to deliver competitive energy savings—especially useful in heritage homes, rentals, or where costly replacement is not an option.

- **DIY-Friendly and Easy to Install:** Installed just like any regular curtain using standard rods and clips—no installers, no scaffolding, and no disruption. Each curtain comes with removable VIPs that slot easily into stitched back pockets, giving users full control.

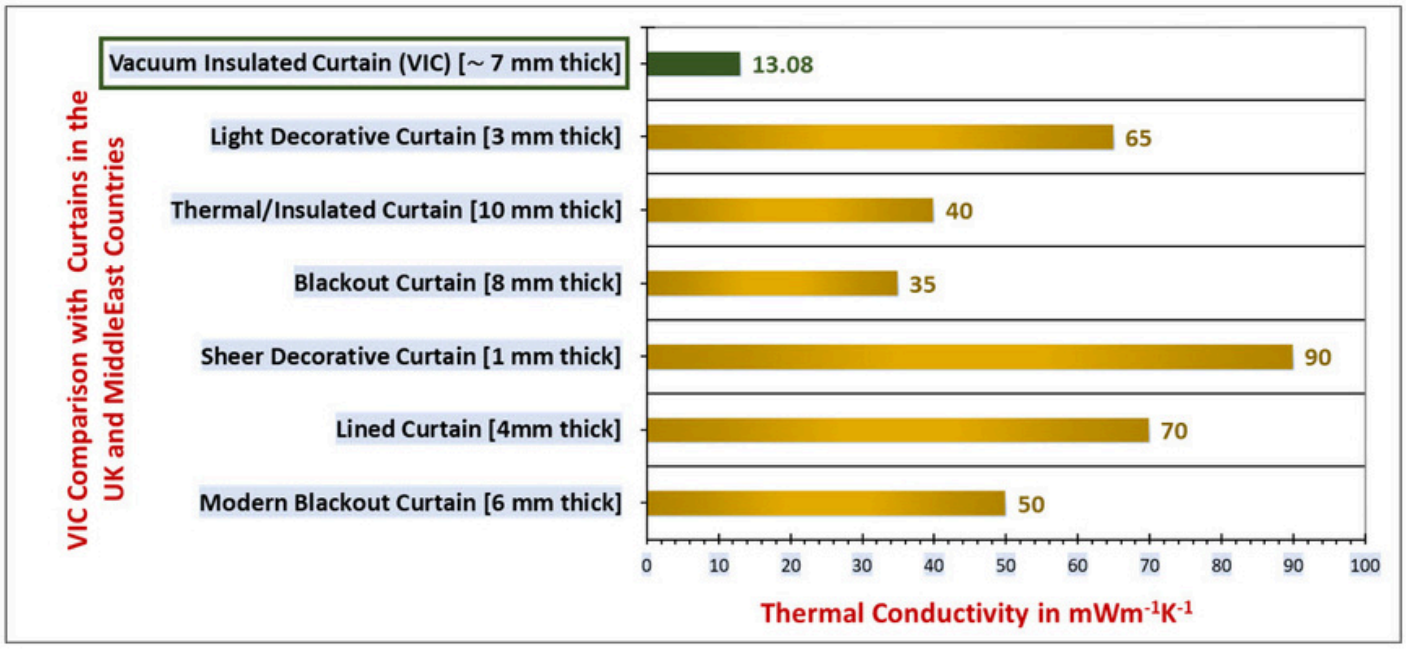
- **Adapted for Both Cold and Hot Climates:** From cold UK winters to hot cities like Riyadh, Saudi Arabia, VIC reduces energy loss through windows—whether it's keeping warmth in or keeping heat out—delivering up to 30% energy savings, verified by climate-specific calculations.

- **Designed for Everyday Use:** The 200 mm × 200 mm pocket grid and 10 mm spacing make VIC foldable, slideable, and functional like a normal curtain. It fits beautifully into living rooms, bedrooms, and offices while actively insulating without changing your routine.

- **Smart, Elegant and Cost-Effective Innovation:** Behind the elegant decorative fabric lies cutting-edge vacuum insulation. VIC is not just an upgrade in style—it's a breakthrough in window energy management, proudly developed for modern buildings and historic homes alike.

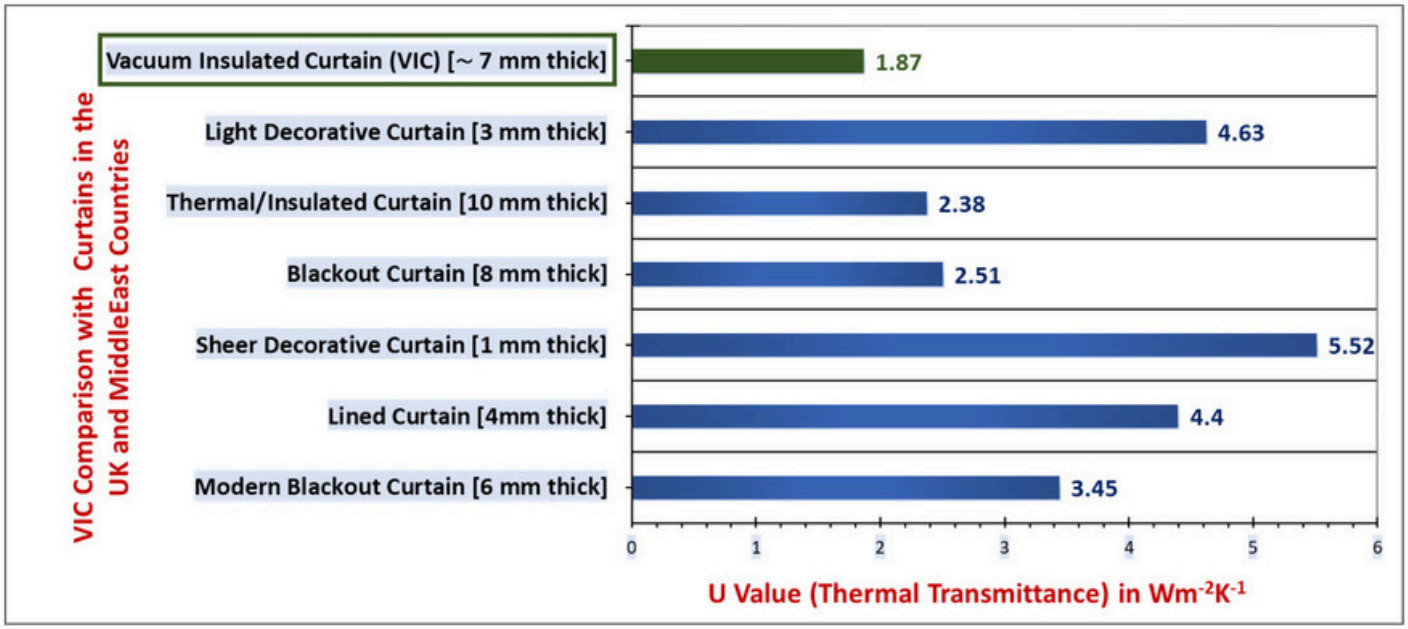
## THERMAL CONDUCTIVITY PERFORMANCE (INDICATIVE COMPARISON)

(Lower the Thermal Conductivity, Better the Insulation)




## U VALUE THERMAL TRANSMITTANCE PERFORMANCE (INDICATIVE COMPARISON)

(Lower the U value, Better the Insulation)




## ENERGY SAVINGS PERFORMANCE (INDICATIVE COMPARISON)

Includes: Glazing Type+ 50 mm Air Gap + Curtain Type (All values per $m^2$ per year)

The following table presents indicative energy loss and savings calculations for both the UK climate (London) and the Middle East climate (Riyadh, Saudi Arabia). For the UK climate, a temperature difference of 20°C between indoor and outdoor conditions has been assumed, following the guidelines of BS EN ISO 6946:2017 and CIBSE Guide A: Environmental Design (2015 Edition). The heating season is considered to last for 160 days per year, based on typical UK climatic conditions, and all results are calculated on a per square metre basis. For the Middle East climate (Riyadh), an average temperature difference of 7.8°C between indoor and outdoor conditions has been assumed across the full 365 days per year, following a practical assessment of local climatic profiles and standard thermal calculation methods. In these calculations, a 50 mm air gap between the glazing and the curtain is assumed. Two glazing types have been considered: (a) Single glazing: 4 mm thick Low-E coated glass, with a U-value of 5.5 $W/m^2 \cdot K$, calculated in accordance with BS EN ISO 10077-1:2017. (b) Double glazing: 4 mm Low-E + 12 mm air gap + 4 mm Low-E, with a U-value of 2.85 $W/m^2 \cdot K$. This methodology ensures a realistic and standardised estimation of potential energy savings achieved by different curtain systems, including the Vacuum Insulated Curtain (VIC), when applied under typical building conditions in both the UK and Middle Eastern climates.

**SAUDI ARABIA CLIMATE (RIYADH)**

| Curtain Type | Glazing Type | Combined U-value of Glazing + 50 mm Air Gap + Curtain ($W/m^2 \cdot K$) | Annual Cooling Loss ($kWh/m^2$) | Energy Saved vs VIC ($kWh/m^2$) | Energy Saved |
|---|---|---|---|---|---|
| Sheer Decorative Curtain | Single Glazing | 1.4 | 95.83 | 31.77 | 33.2 % |
| Lined Curtain | Single Glazing | 1.32 | 90.01 | 25.95 | 28.8 % |
| Modern Blackout Curtain | Single Glazing | 1.22 | 83.16 | 19.1 | 23 % |
| VIC (Vacuum Insulated Curtain) | Single Glazing | 0.94 | 64.06 | Baseline Reference | Baseline Reference |
| Sheer Decorative Curtain | Double Glazing | 1.13 | 77.47 | 22.17 | 28.6 % |
| Lined Curtain | Double Glazing | 1.08 | 73.62 | 18.32 | 24.9 % |
| Modern Blackout Curtain | Double Glazing | 1.01 | 68.97 | 13.67 | 19.8 % |
| VIC (Vacuum Insulated Curtain) | Double Glazing | 0.81 | 55.3 | Baseline Reference | Baseline Reference |

**UK CLIMATE (LONDON)**

| Curtain Type | Glazing Type | Combined U-value of Glazing + 50 mm Air Gap + Curtain ($W/m^2 \cdot K$) | Annual Heat Loss ($kWh/m^2$) | Energy Saved vs VIC ($kWh/m^2$) | Energy Saved |
|---|---|---|---|---|---|
| Light Decorative Curtain | Single Glazing | 1.34 | 102.7 | 30.69 | 30 % |
| Thermal/Insulated Curtain | Single Glazing | 1.05 | 80.67 | 8.66 | 10.7 % |
| Blackout Curtain | Single Glazing | 1.08 | 82.56 | 10.55 | 12.8 % |
| VIC (Vacuum Insulated Curtain) | Single Glazing | 0.94 | 72.01 | Baseline Reference | Baseline Reference |
| Light Decorative Curtain | Double Glazing | 1.09 | 83.76 | 21.61 | 25.8 % |
| Thermal/Insulated Curtain | Double Glazing | 0.89 | 68.51 | 6.36 | 9.3 % |
| Blackout Curtain | Double Glazing | 0.91 | 69.86 | 7.71 | 11 % |
| VIC (Vacuum Insulated Curtain) | Double Glazing | 0.81 | 62.15 | Baseline Reference | Baseline Reference |

# DYNAMIC APPLICATIONS OF VIC

**Homes and Residential Buildings**
VIC is ideal for everyday homes across the UK, Europe, and the Middle East—especially those with single or older double glazing. Many houses lose a large amount of heat in winter or cooling in summer through their windows. VIC helps cut down on this energy loss with vacuum insulation built into each curtain. It's perfect for homeowners who want to improve comfort, reduce energy bills, and avoid the high cost and disruption of replacing windows.

**Heritage and Listed Buildings**
In the UK, thousands of listed buildings cannot legally replace their original windows without special permission, which is often refused. VIC is the perfect solution for these cases. It offers a reversible, non-invasive way to reduce heat loss while keeping the original windows untouched. It's especially useful in heritage cities like London, Edinburgh, and York, where building regulations are strict but comfort is still needed.

**Rented Properties and Student Accommodation**
Tenants and landlords often struggle with cold or overheating rooms, but permanent changes to windows aren't allowed. VIC offers an easy and removable option—installed just like a normal curtain—that improves insulation without altering the building. It helps tenants stay warm or cool, and landlords can advertise energy-conscious features without major renovation costs.

**Hotels and Hospitality Settings**
Hotels need to keep guests comfortable in all seasons while managing high energy use. VIC improves the thermal performance of guest rooms, lounges, and dining areas without spoiling the design or requiring building works. It quietly helps reduce heating and cooling costs and can be chosen in elegant finishes to suit luxury interiors.

**Commercial Offices and Workspaces**
Large windows are common in modern office buildings, especially in cities. But they bring in heat during summer and lose warmth in winter. VIC can be used to reduce energy use in air-conditioned or heated spaces, helping companies meet sustainability goals and reduce bills. It installs easily and causes no disruption to work areas.

**Villas and High-Rise Flats in Hot Climates**
In the Middle East, where glass walls and large windows are popular, VIC helps stop indoor spaces from overheating when the air conditioning is off or struggling. In cities like Riyadh or Dubai, switching from regular curtains to VIC can save around 33% of cooling energy, making rooms more comfortable and cutting electricity bills—all without changing the glass or disrupting the building structure.

## VIC PRODUCT DESIGN AND PRODUCT CODE (SL-VIC-GOLD)

**VIC is available in custom sizes and standard UK sizes (W46″ × L54″, W66″ × L72″, W66″ × L90″, W90″ × L90″ . The front decorative design and colour are standard at launch, but special customisations can be considered for the decorative layer.**

FRONT VIEW
(DECORATIVE SIDE)

BACK VIEW
(POCKETED COTTON LAYER)


ULTRA-THIN VACUUM INSULATION PANEL (VIP) (REMOVABLE)

VIP INSIDE POCKET

CROSS-SECTION

# INSTALLATION AND INSTRUCTIONS OF USE

## 1. Tools & Materials Needed

To install the VIC, you will need:

- A strong curtain pole or track system (suitable for the weight of VIC, especially for larger sizes)
- Appropriate curtain clips or hooks (depending on your chosen header style: eyelets, tab top, pleated, etc.)
- Wall fixings and brackets (ensure these are suited to your wall type—masonry, plasterboard, etc.)
- Measuring tape and spirit level
- Drill, screws, and rawl plugs
- Step ladder

Tip: Always check the weight-bearing capacity of your curtain pole or track, as VIC is heavier than standard curtains due to the embedded vacuum insulation panels (VIPs).

## 2. Important Notes Before Starting

- **Standard Sizes & Custom Options:** VIC is available in standard UK sizes such as:
  - W46″ × L54″
  - W66″ × L72″
  - W66″ × L90″
  - W90″ × L90″
  - Custom sizes can also be ordered to fit larger or unusual windows. Keep in mind that larger curtains will weigh more and may require reinforced railings or brackets.
- **Weight Consideration:** The embedded VIPs make the curtain heavier than traditional ones. For large or wide windows, we recommend using a heavy-duty pole, multiple brackets for support, and professional wall anchors where needed.
- **VIP Pocket System:** Each VIC curtain has stitched pockets (200 mm × 200 mm), spaced 10 mm apart. VIPs are inserted into these pockets manually before hanging. Ensure all pockets are filled prior to installation for full thermal performance.

## 3. Step-by-Step Installation Instructions

### Step 1: Measure and Mark

- Measure your window width and decide on curtain fullness (typically 1.5× to 2× the width for a gathered appearance).
- Mark where you want to position the curtain rod, ensuring enough clearance above the window frame and space for stack back when curtains are open.

### Step 2: Install the Curtain Rod or Track

- Use a spirit level to keep everything straight.
- Drill pilot holes and insert rawl plugs (for masonry or solid walls).
- Fix the brackets and mount your pole or track securely.

### Step 3: Insert the VIPs

- Place the curtain on a clean, flat surface.
- Insert one vacuum insulation panel (VIP) into each 200 mm × 200 mm pocket from the back layer of the curtain.
- Ensure each VIP is properly seated and flat within its pocket.

### Step 4: Hang the Curtain

- Attach the curtain to the pole or track using the appropriate header method (eyelets, clips, or pleats).
- Carefully lift and hang the curtain. If necessary, use a second person for support—especially for wider or heavier curtains.

### Step 5: Final Adjustments

- Straighten the folds and check the bottom clearance.
- Make sure the curtain opens and closes smoothly along the rod or track.

## 4. Maintenance & Considerations

- Cleaning: VIC is machine washable, but only after all vacuum insulation panels (VIPs) are removed from the pockets. We recommend using a gentle cycle with mild detergent and cold water. Do not tumble dry. Hang to air dry naturally and avoid direct heat sources or prolonged exposure to strong sunlight.
- Avoid Sharp Objects: Each pocket contains a 3 mm thick vacuum insulation panel (VIP). While the curtain fabric is strong and made to last, avoid sharp or pointed objects that may accidentally damage the stitched pockets or panels. This is unlikely in daily use but should still be considered during cleaning and handling.
- Removing VIPs for Storage or Washing: Before washing or transporting VIC, always remove the VIPs to prevent damage, reduce weight, and maintain product performance. Store VIPs flat or in protective packaging where possible.
- Reinforcing Fixtures: VIC is heavier than standard curtains. Please check that your curtain poles, brackets, and wall fixings are suitable for the weight and are securely fastened—especially for larger or wider curtain sizes.
- Thermal Use: For best insulation performance, make sure VIC is fully drawn across the window, especially during cold evenings or peak daytime heat. Its performance is enhanced with a 50 mm air gap between the curtain and glazing.

# HEALTH AND SAFETY INSTRUCTIONS

Following are the detailed Health and Safety Instructions for Vacuum Insulated Curtain (VIC), written in line with relevant EU and UK product safety guidelines, including the General Product Safety Regulation (GPSR). Please read these instructions fully before handling, installing, or maintaining VIC. Always follow local regulations and guidance from official bodies where applicable.

## 1. Safe Use and Handling

- Always remove all vacuum insulation panels (VIPs) before attempting to wash, store, or transport the curtain—for example, when moving house or relocating to another property.
- VIPs are delicate components and should not be bent, compressed, punctured or exposed to water for prolonged period of time under any circumstances.
- Avoid contact with sharp or pointed objects, which could cause tears or damage to the curtain or internal VIPs.

## 2. Child Safety

- Keep any cords or tiebacks (if used) well out of reach of children to prevent entanglement or strangulation risks.
- Do not allow children to climb, hang, or swing on the curtain. VIC is heavier than standard curtains and could cause injury if pulled down from its fittings.
- Installation should only be carried out by a responsible adult and it is DIY suitable.

## 3. Installation Safety

- Always use a strong curtain pole or track system, suitable for the weight of VIC, especially in larger sizes.
- Use wall fixings and brackets appropriate to the wall type (masonry, plasterboard, timber).
- When using a ladder for installation, ensure it is stable and placed on a level surface. Wear secure footwear and avoid leaning or overreaching.
- For wide or heavy installations, a second person is recommended to assist during hanging.

## 4. Cleaning and Maintenance Safety

- VIC is machine washable only when all VIPs are removed from the stitched pockets.
- Use a gentle wash cycle with mild detergent, and air dry only. Do not use a tumble dryer, iron, or chemical treatments.
- After washing or reinstalling, always check that the curtain rail and fittings are secure and not showing signs of wear or stress.

## 5. Storage and Transport

- Before storing or transporting the curtain (e.g., during a house move), remove all VIPs to prevent creasing or damage.
- Store VIPs flat in a secure, dry, and cool location. Do not stack heavy objects on top of them, bend them, or expose them to pressure.
- Please note: protective packaging is not included, so it is the responsibility of the user to store VIPs safely and appropriately using a flat surface or a folder with padding, if needed.

## 6. Disposal & End-of-Life Considerations (VIC)

**Safe Disposal:** When removing or replacing your VIC, please follow your local authority's household waste disposal guidelines. VIC is generally considered non-hazardous and can be disposed of with standard household waste unless local regulations state otherwise.

**Recycling & Sustainability:** The vacuum insulation panels (VIPs) used inside VIC are recyclable and designed with long-term sustainability in mind. Each panel has a service life of at least 20 years. Even after this period, the vacuum pressure may gradually reduce, but the panel will still provide effective thermal insulation. Where possible, consider replacing only worn or damaged components rather than the full curtain. This approach helps minimise environmental impact and supports sustainable use.

## 7. Emergency Measures

If a VIP Panel is Damaged:

In the unlikely event that a vacuum insulation panel (VIP) becomes punctured, crushed, or visibly damaged:

- Stop using the damaged panel and remove it carefully from the curtain pocket.
- Although the materials are safe and sealed, if any fine dust is released, ventilate the area, avoid inhalation, and use protective gloves and a mask during handling.
- Clean the area gently using a damp cloth or a vacuum with a HEPA filter if available.
- The damaged VIP can be disposed of or recycled in line with local waste management guidelines.
- Replacement panels are available through Sanyou London Pvt Ltd company.
- For any serious concerns or suspected product-related health risks, please report the incident in accordance with UK GPSR 2005 or EU GPSR 2023 consumer safety procedures.

# GENERAL TERMS AND CONDITIONS OF SALE

**1. Please read all these Terms and Conditions of Products Sale**

As we can accept your order and form a legally enforceable agreement without further reference to you, you must read these Terms and Conditions to ensure they contain everything you expect and nothing you are not happy with. If you are unsure about anything, please contact us at +44-204-570-5354 or via email at info@sanyoulondon.com or Saim.Memon@sanyoulondon.com .

**2. Application**

2.1. These Terms and Conditions apply to the purchase of products and services by you (the "Customer" or "you"). We are Sanyou London Pvt Ltd, a company registered in England and Wales under number 15402857 with our registered office at Level 18, 40 Bank Street, Canary Wharf, London, E14 5NR, and trading address at 16 Moon Avenue, Blackpool, Lancashire, FY1 6EH.
2.2. By ordering any of our products or services, you agree to be bound by these Terms and Conditions of Sale. You may only purchase goods and services from us if you are eligible to enter into a contract and are at least 18 years old.

**3. Interpretation**

3.1. Consumer means an individual acting for purposes outside their trade, business, or profession.
3.2. Contract means the legally-binding agreement between you and us for the supply of goods and/or services.
3.3. Delivery Location means the Supplier's premises or other specified location where goods/services will be supplied, as set out in the order.
3.4. Durable Medium means a medium (e.g., paper, email) that allows information to be stored and reproduced unchanged over time.
3.5. Goods means the items supplied to you with the services, as specified in the order.
3.6. Order means the Customer's purchase request submitted via our website or other agreed process.
3.7. Privacy Policy refers to how we handle personal and confidential information collected through the website.
3.8. Services mean the services advertised on the website, including goods supplied with the services.
3.9. Website refers to https://sanyoulondon.com.

**4. Products and Services**

4.1. The description of products and services is as outlined on our website, product catalogues and sales prices of products. Descriptions are for illustrative purposes, and minor discrepancies in size or colour may occur.
4.2. For products and services tailored to your specifications, it is your responsibility to ensure all provided information is accurate.
4.3. Products listed on the website are subject to availability and for this the most up-to-date information is in the product catalogues.
4.4. We may adjust products and services to meet legal or safety requirements, and you will be notified of such changes.

**5. Customer Responsibilities**

5.1. You must cooperate with us fully in all aspects of providing services, including granting access to your premises (if applicable) and supplying any required information or permissions.
5.2. Failure to meet these obligations may result in suspension or termination of services.

**6. Indicative Purchasing Process**

The following outlines our purchasing process:

6.1. Contact Us: Discuss your requirements with us via Saim.Memon@sanyoulondon.com, info@sanyoulondon.com, or phone. Virtual meetings via MS Teams or Zoom are also available.
6.2. Quotation and Terms: Receive a formal price quotation and these Terms and Conditions.
6.3. Quotation Confirmation: Confirm acceptance of the quotation and terms via email.
6.4. Sample: A sample may be provided upon request. Buyers must inspect the sample to ensure confidence in the final product.
6.5. Sample Confirmation: Approve or request modifications to the sample via email.
6.6. Payment: An invoice will be sent for payment.
6.7. Shipment: Products are shipped, and you will be notified of the delivery date.
6.8. Delivery Confirmation: Confirm receipt of goods or report issues promptly.

**7. Prices and Payment**

7.1. Prices are indicative and may vary. Formal quotations will provide accurate pricing.
7.2. Payment is due per invoice terms.

**8. No Returns Policy and Defective Products**

8.1. All sales are final, and returns are not accepted.
8.2. For defective products, we may provide a replacement at our discretion.
8.3. To ensure confidence, Buyers must review or approve a sample before shipment.

# GENERAL TERMS AND CONDITIONS OF SALE (Continue)

**9. Delivery and Risk**

9.1. Delivery timelines are specified upon order confirmation. We strive to meet delivery schedules; however, delays may occur due to unforeseen circumstances, and we are not liable for such delays.
9.2. Risk and Title:

- Risk of damage to or loss of the goods will pass to you when the goods are delivered to you or a third party nominated by you.
- You do not own the goods until we have received full payment for them.
- If payment is overdue or if steps are initiated toward your bankruptcy, we may, at our discretion, provide written notice to cancel delivery and terminate your right to use any goods still owned by us. In such a case, you must return the goods to us or permit us to collect them at your expense.

**10. Privacy Policy**

10.1. Your privacy is critical to us. We respect your privacy and comply with the General Data Protection Regulation with regard to your personal information.
10.2. These Terms and Conditions should be read alongside, and are in addition to our policies, including our Privacy Policy (https://sanyoulondon.com/privacy-policy) and Cookies Policy (https://sanyoulondon.com/privacy-policy).
10.3. For the purposes of these Terms and Conditions:
a. 'Data Protection Laws' means any applicable law relating to the processing of Personal Data, including, but not limited to the GDPR.
b. 'GDPR' means the UK General Data Protection Regulation.
c. 'Data Controller', 'Personal Data' and 'Processing' shall have the same meaning as in the GDPR.
10.4. We are a Data Controller of the Personal Data we Process in providing the Products and Services to you.
10.5. Where you supply Personal Data to us so we can provide Products and Services to you, and we Process that Personal Data in the course of providing the Products and Services, we will comply with our obligations imposed by the Data Protection Laws:
a. before or at the time of collecting Personal Data, we will identify the purposes for which information is being collected;
b. we will only Process Personal Data for the purposes identified;
c. we will respect your rights in relation to your Personal Data; and
d. we will implement technical and organisational measures to ensure your Personal Data is secure.
10.6. For any enquiries or complaints regarding data privacy, you can e-mail: Saim.Memon@sanyoulondon.com.

**11. Personal Information**

11.1. We retain and use all personal information strictly in accordance with our Privacy Policy.
11.2. By engaging with us, you expressly agree that we may contact you via email, electronic communication methods, or pre-paid post for transactional or promotional purposes.

**12. Withdrawal and Cancellation**

12.1. You can withdraw your quotation of the purchase order at any time before the contract is formed if you change your mind by making sure you send an email to info@sanyoulondon.com or Saim.Memon@sanyoulondon.com. This can be done without providing a reason and without incurring any liability.
12.2. As this is a distance contract, you have cancellation rights as detailed below. However, these rights do not apply in the following cases:

- Products prepared to your specifications, including quantity, dimensions, or designs.
- Goods that are clearly personalized or made to your specific requirements.

12.3. Right to Cancel
·You may cancel the contract within 14 days without providing a reason, provided this is done before payment or before preparation of your order begins.
·To meet the cancellation deadline, send your cancellation request before the 14-day period expires.
12.4. Deduction for Goods Supplied

- If goods have been supplied and handled beyond what is necessary to establish their nature, characteristics, and functioning (e.g., beyond reasonable handling in a shop), we may deduct an amount to cover the loss in value caused by such handling. You are liable for this loss, and if no deduction is made, you must reimburse us for the loss.

**13. Conformity**
13.1. We have a legal duty to supply the Goods in conformity with the Contract, and will not have conformed if it does not meet the following obligation.
13.2. Upon delivery, the Products will:
a. be of satisfactory quality;
b. be reasonably fit for any particular purpose for which you buy the Products as per quotation which, before the Contract is made, you made known to us (unless you do not actually rely, or it is unreasonable for you to rely, on our skill and judgment) and be fit for any purpose held out by us or set out in the Contract; and
c. conforms to their description.
13.3. It is not a failure to conform if the failure has its origin in your materials.
13.4. We will supply the Products and Services with reasonable skill and care.
13.5. In relation to the Services, anything we say or write to you, or anything someone else says or writes to you on our behalf, about us or about the Services, is a term of the Contract (which we must comply with) if you take it into account when deciding to enter this Contract, or when making any decision about the Services after entering into this Contract. Anything you take into account is subject to anything that qualified it and was said or written to you by us or on behalf of us on the same occasion, and any change to it that has been expressly agreed between us (before entering this Contract or later).

# GENERAL TERMS AND CONDITIONS OF SALE (Continue)

**14. Circumstances Beyond the Control of Either Party**

14.1. In the event of any failure by a party because of something beyond its reasonable control:
a. the party will advise the other party as soon as reasonably practicable; and
b. the party's obligations will be suspended so far as is reasonable, provided that that party will act reasonably, and the party will not be liable for any failure which it could not reasonably avoid, but this will not affect the Customer's above rights relating to delivery (and the right to cancel below).

**15. Intellectual Property**

15.1. All content, including this document, is copyrighted and may not be reproduced without our consent.

**16. Governing Law, Jurisdiction and Complaints**

16.1. The Contract (including any non-contractual matters) is governed by the law of England and Wales.
16.2. Disputes can be submitted to the jurisdiction of the courts of England and Wales or, where the Customer lives in Scotland or Northern Ireland, in the courts of respectively Scotland or Northern Ireland.
16.3. We try to avoid any dispute, so we deal with complaints as follows: If a dispute occurs customers should contact us to find a solution. We will aim to respond with an appropriate solution within 10 business working days.

**17. Attribution**
17.1 These Terms and Conditions were created using a document from Rocket Lawyer (https://www.rocketlawyer.com/gb/en).

**18. Disclaimer**

18.1. Please note that the prices listed in the Price Lists provided to you either in the form of list or in the form of price quotation are subject to that period of time. All product prices are intended for guidance purposes only and are subject to change without prior notice based on various factors, including but not limited to market conditions, quantity ordered, time of purchase, and the delivery location. Fluctuations in supply chain costs, material availability, or other external economic factors may impact the final price. Additionally, orders in bulk or smaller quantities may result in adjustments. Prices may also vary depending on when the purchase is made, and delivery location may affect shipping fees or taxes, as different regions may have varying regulations.
18.2. While we strive to maintain accuracy in our pricing information, we cannot guarantee that the prices listed in this document will always reflect the most current rates. Unless otherwise stated, the prices quoted do not include additional costs such as taxes, including VAT or duties, shipping fees, or any other applicable charges. To obtain exact pricing and confirm product availability, customers are required to request a formal price quotation from Sanyou London Pvt ltd.
18.3. Sanyou London Pvt Ltd reserves the right to update, modify, or withdraw any product prices at its sole discretion, without prior notice. By using this price list, you acknowledge and agree that the prices provided are not binding and should not be considered a final offer. Any purchase agreements will be governed by the terms set forth in our official purchase order confirmations.

# FAQS (FREQUENTLY ASKED QUESTIONS)

### 1. What exactly is the Vacuum Insulated Curtain (VIC)?
VIC is the world's first curtain that incorporates vacuum insulation panels (VIPs) into a standard curtain format. The back layer is stitched with 200 mm × 200 mm pockets, each designed to hold a 3 mm thick VIP. The front layer is made from decorative fabric (e.g., satin, silk, or polyester), allowing it to function like a normal curtain while offering superior thermal insulation.

### 2. How much energy can VIC actually save?
It depends on your location, window type, and the curtain you're currently using. Here are two examples based on real climate data and building conditions:

- In the UK, if you have single glazing with a 50 mm air gap, replacing a Light Decorative Curtain (U = 4.63 W/m$^2$·K) with VIC (U = 1.87 W/m$^2$·K) can save 30.7 kWh/m$^2$ of heat loss per year—a 30% energy saving during 160 cold days with a 20°C temperature difference between inside and outside.
- In Riyadh, Saudi Arabia, where cooling is the main concern, switching from a Sheer Decorative Curtain (U = 5.52 W/m$^2$·K) to VIC (U = 1.87 W/m$^2$·K)—again assuming single glazing and a 50 mm air gap—can save around 32 kWh/m$^2$ per year, or about 33% cooling energy, without having to replace the windows.

### 3. Do I need to replace my windows to use VIC?
No. VIC is specifically designed to work with your existing windows, whether single or double glazed. It provides vacuum insulation benefits without needing costly window replacements or contractors.

### 4. Is VIC heavier than standard curtains?
Yes, due to the embedded VIPs, VIC is heavier than a normal curtain. The weight is manageable but it's important to use a strong curtain rod or track system with secure wall fixings, especially for larger sizes.

### 5. How is VIC installed?
Just like any regular curtain. It can be fitted using standard curtain poles and clips. Users insert VIPs into the stitched back pockets before hanging. No scaffolding, tools, or professional installers are needed.

### 6. Can I customise the size of VIC?
Yes. While VIC is available in standard UK sizes (e.g., W66″ × L90″), we also offer custom sizes to suit larger or non-standard windows. Just note: the larger the curtain, the heavier it becomes, so please choose suitable rail systems.

### 7. Is VIC machine washable?
Yes—but only after all VIPs are removed from the pockets. Wash on a gentle cycle with mild detergent. Do not tumble dry. Hang to air dry naturally.

### 8. What is the thermal performance of VIC?
VIC has been tested with a:

- Thermal conductivity (K-value) of 13.1 mW/m·K
- U-value of 1.87 W/m$^2$·K

These values are significantly better than standard blackout or thermal curtains and close to high-performance window systems.

### 9. Are VIPs inside VIC recyclable?
Yes. The VIPs are recyclable and have a service life of at least 20 years. Even after this time, they still provide useful insulation, although vacuum pressure may slightly reduce.

### 10. What happens if a VIP is damaged or punctured?
Simply remove the damaged panel and dispose of it with general waste or as advised by your local authority. If dust escapes, ventilate the area, wear gloves and a mask, and gently clean the surface. Replacement VIPs can be ordered directly.

### 11. Can VIC be used in listed or heritage buildings?
Yes. VIC is ideal for heritage or listed buildings where window replacement is restricted under the Planning (Listed Buildings and Conservation Areas) Act 1990. VIC adds insulation without altering the original window or structure.

### 12. Will VIC affect natural light or the appearance of the room?
Not necessarily. The front fabric can be chosen in various colours and finishes, and you can keep it open during the day. When closed, it adds a layer of insulation while offering an elegant look.

## FAQS (FREQUENTLY ASKED QUESTIONS) (Continue)

**13. Is there any maintenance required for VIPs?**
VIPs are sealed and maintenance-free. Just avoid bending, crushing, or exposing them to water or direct impact.

**14. Is VIC suitable for commercial use (e.g., offices, hotels)?**
Absolutely. VIC is ideal for hotels, offices, villas, student accommodation, and any setting with large window areas or energy-saving goals. It's especially useful in buildings where window upgrades are impractical or too costly.

**15. Is VIC safe for homes with children?**
Yes, with proper installation. Avoid using cords or tiebacks within reach of children. Do not allow children to pull or climb the curtain, as it's heavier than standard types.

**16. What is the expected lifespan of VIC?**
VIC's curtain fabric may vary depending on use and cleaning, but the VIPs are expected to last 20+ years, retaining most of their insulation performance throughout that time.

**17. Can I remove the VIPs for travel or storage?**
Yes. VIC's modular design allows you to remove VIPs before storing, washing, or transporting (e.g., during a house move). This reduces weight and prevents damage during handling.

**18. What kind of air gap should I leave between VIC and the window?**
A 50 mm vertical air gap between the window and VIC is recommended for optimal thermal performance, based on standard heat transfer assumptions used in UK CIBSE and BS EN ISO guidelines.

**19. Is VIC CE or UKCA certified?**
VIC follows general safety principles and material compliance in line with UK GPSR 2005 and EU GPSR (EU) 2023/988. CE/UKCA labelling depends on future product categorisation and market jurisdiction, which can be confirmed at the time of sale.

**20. How much better is VIC in thermal conductivity compared to standard curtains?**
Thermal conductivity (K-value) is measured in mW/m·K, and the lower the value, the better the insulation. VIC uses vacuum insulation panels (VIPs) combined with cotton and silk/polyester layers to deliver exceptionally low thermal conductivity compared to conventional curtains.

Compared to VIC in terms of thermal conductivity performance:

- VIC is 5× better than UK light decorative curtains
- 3× better than UK thermal/insulated curtains
- 2.7× better than UK blackout curtains
- 6.9× better than Middle East sheer curtains
- 5.4× better than Middle East lined curtains
- 3.8× better than Middle East blackout curtains

**21. What is the U-value comparison between VIC and traditional curtains?**
U-value ($W/m^2 \cdot K$) measures how much heat is lost through a material. The lower the U-value, the better the insulation. VIC has been tested to achieve a U-value of just 1.87 $W/m^2 \cdot K$, significantly outperforming traditional curtains used in both the UK and Middle East.

Compared to VIC in terms of thermal transmittance (U value):

- VIC is 2.5× better than UK light decorative curtains
- 27% better than UK thermal/insulated curtains
- 25% better than UK blackout curtains
- 3× better than Middle East sheer curtains
- 2.4× better than Middle East lined curtains
- 1.8× better than Middle East blackout curtains

This shows VIC delivers superior insulation across different climates and curtain types—offering real, measurable improvements in thermal performance for both cold and hot regions.

## FAQS (FREQUENTLY ASKED QUESTIONS) (Continue)

**22. Can VIC reduce the reliance on air conditioning in the Middle East?**
Yes. By blocking external heat gain through windows, VIC reduces the load on air conditioning systems. In Riyadh, VIC has been shown to save around 32 kWh/$m^2$ annually compared to sheer curtains. That's 33% energy saving, which also helps AC systems run more efficiently and potentially last longer.

**23. Why does VIC perform better even though it's just a curtain?**
Unlike regular curtains, VIC contains vacuum insulation panels (VIPs)—a high-performance material that dramatically slows down heat transfer. While traditional curtains rely on fabric thickness, VIC uses physical vacuum barriers to resist both conduction and convection, much like modern vacuum-insulated windows—but without needing to replace any glass.

**24. Can VIC be used with both single and double glazing?**
Yes. VIC works alongside any glazing type. It is particularly effective when used with single glazing, where window heat loss is highest. It also enhances the performance of older double-glazed windows, offering a cost-effective alternative to full replacement.

**25. Is VIC's performance affected by the gap between the curtain and the window?**
Yes. A 50 mm vertical air gap between the glazing and the curtain helps maximise insulation performance by adding a still air layer. This setup was used in all performance calculations for both the UK and Middle East case studies.

**26. Where can I get Vacuum Insulated Curtain (VIC), and how do I request a specific design or size?**
VIC is available directly from us. For custom designs or sizes, please contact us with your requirements, and don't forget to include specific product code and if you have a particular decorative colour in mind.

For more information or to request a price quotation, please reach out to us at: Email: info@sanyoulondon.com
Telephone: +44 204 570 5354

SANYOU LONDON

## CONTACT US

FOR MORE INFORMATION, PRICE QUOTATION AND/OR DISCUSSING YOUR REQUIREMENTS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## INDICATIVE PURCHASING PROCESS

**1.Contact Us:** First, reach out via email to discuss your requirements, including product code, dimensions and quantity. We will match it with our minimum order quantity. You can also speak to us to discuss it further. Video meetings via MS Teams or Zoom can also be arranged.

**2.Receive Quotation and Terms:** We will email you a price quotation based on your specifications and quantity along with terms and conditions of supply of products.

**3.Confirm Quotation and Terms:** Confirm acceptance of the price quotation and the terms and conditions of supply of products by email.

**4.Receive Sample:** Upon confirmation, we may send a sample, if necessary or when not demonstrated physically, of your chosen product by post.

**5.Confirm Sample:** After receiving the sample, email us your approval or any requested modifications. Once agreed, we move to the next step.

**6.Payment:** You will receive a sales invoice via email for the product based on the approved sample. Upon making the payment as per price quotation, a receipt will be emailed to you.

**7.Shipment:** Your product will be shipped, with delivery timing based on your order details. We will notify you via email with the expected delivery date.

**8.Confirmation:** Once you receive your order, please confirm via email. If any issues arise, we are here to assist you.


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